Field Service Sector

Review of *Travel* and *Visitor Services* unit standards

Subfield	Domain	ID
Tourism	Travel	3727,18211
	Visitor Services	20490

ServiceIQ has completed the review of the unit standards listed above.

Date new versions published

December 2013

Planned review date

December 2018

Summary

An industry and provider advisory group was formed to gather views on training requirements for new travel qualifications mandated by the industry under the Targeted Review of Qualifications process. Meetings of providers and industry representatives were held both jointly and separately.

Eight new standards were developed to meet identified gaps and three existing standards were amended to better reflect industry needs and practice. The new and changed standards were endorsed by providers and industry.

Main changes

- New standards 28122-28129 were developed.
- Standard 20490 was modified and moved from the Visitor Services to the Travel Domain.
- The content of standards 3727 and 18211 was modified.

Category C unit standards will expire at the end of December 2017

Impact on registered qualifications

Key to type of impact				
Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set			
	The qualification lists a standard that has changes to level or credits			
	The qualification lists a C or D category standard			
Not materially affected	The qualification lists a standard that has a new title			
_	The qualification lists a standard that has a new classification			

The following ServiceIQ qualifications are impacted by the outcome of this review. The standard that generated the status *Affected* is listed in **bold**.

Ref	Qualification Title	Classification or ID
0113	National Certificate in Travel (Level 4)	20490
	National Certificate in Tourism (Visitor Information) with an optional strand in i-SITE Visitor Centre Information	

Ke	ey to review category
Α	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new
	version number
В	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID
	and a new version number
С	Major changes that necessitate the registration of a replacement standard with a new ID
ח	Standard will expire and not be replaced

Detailed list of unit standards - classification, title, level, and credits

All changes are in **bold**.

Service Sector > Tourism > Travel

ID	Title	Level	Credit	Review Category
3727	Demonstrate knowledge of Pacific Island	3	8	В
	countries as tourist destinations		_	
	Demonstrate knowledge of Pacific Island		5	
10011	countries as visitor destinations		0	<u> </u>
18211	Demonstrate knowledge of Australia as a tourist destination	3	8	В
	Demonstrate knowledge of Australia as a		5	
	visitor destination			
28122	Demonstrate knowledge of relationship	4	6	New
	building, and selling tools, used in the travel			
	industry			
28123	Explain and evaluate travel products used in	4	5	New
	the travel industry	_	_	
28124	Demonstrate knowledge of technology and	4	5	New
20425	social media used in the travel industry Produce travel itineraries to Pacific Island and	4	0	Name
28125	Australian destinations	4	8	New
28126	Demonstrate knowledge of world geography,	3	5	New
20120	including the Pacific Islands and Australia,			INCW
	relevant to the travel industry			
28127	Demonstrate knowledge of business	4	5	New
	operations within a specified travel industry			
	workplace			
28128	Demonstrate knowledge of financial	4	6	New
	operations in the travel industry			
25505	Process short haul air travel requirements using a	3	5	С
	computer reservation system		_	
25506	Process short haul ground travel requirements	3	5	
26460	using a computer reservation system	1	_	
26469	Process long haul air travel requirements using a computer reservation system	4	5	
28129	Process travel arrangements using a	4	5	
20129	computer reservation system	4	5	

Service Sector > Tourism > Visitor Services

Service Sector > Tourism > Travel

ID	Title	Level	Credit	Review Category
20490	Outline and apply contract legislation and common law principles to the tourism industry Demonstrate knowledge of legislation relevant to the travel industry	4	6	В