

Field Service Sector**Review and Revision of *Travel* unit standards**

Subfield	Domain	ID
Tourism	Travel	3727, 3750, 5068, 9729, 9730, 9731, 18205, 18206, 18211, 18212, 18213, 18214, 18215, 18218, 18220, 18221, 18222, 18282, 20490, 25189, 25190, 25191, 25192, 25193, 25194, 25195, 25499, 25500, 25501, 25502, 25503, 25504, 25507, 25508, 25509, 26461, 26462, 26463, 26464, 26465, 26466, 26467, 26468, 26470, 26471, 28122, 28123, 28124, 28125, 28126, 28127, 28128, 28129, 28749, 28750, 28751

ServicelQ has completed the review and revision of the unit standards listed above.

Date new versions published

February 2017

Planned review date

31 December 2021

Summary

Most standards in this Domain were due to be reviewed. The Review, carried out with the consultation of industry experts and advisers, resulted in changes to the content of the standards. The changes were endorsed by the industry. More recently developed standards were revised as part of the same process.

Main changes

- The level of standards 25189, 25190, 25191, 25500, 25501, 25502, and 25509 was raised.
- The title of standards 26462 and 26464 have minor changes.
- Minor additions and corrections were made to various unit standards.

Impact on existing organisations with consent to assess

Current consent for			Consent extended to		
Nature of consent	Classification or ID	Level	Nature of consent	Classification or ID	Level
Domain	Travel	3	Standard	25189	4
			Standard	25190	4
			Standard	25191	4
			Standard	25500	4
			Standard	25501	4
			Standard	25502	4
			Standard	25509	4

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

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new ID
D	Standard will expire and not be replaced

Service Sector > Tourism > Travel

ID	Title	Level	Credit	Review Category
3727	Demonstrate knowledge of Pacific Island countries as visitor destinations	3	5	B
3750	Sell, process, and advise on foreign exchange for travel	3	2	B
5068	Supervise staff in the travel industry	5	6	B
9729	Operate a computerised system as a travel management tool	5	6	B
9730	Devise and implement compliance procedures for legislation relating to the travel industry	5	10	B
9731	Apply specific travel management functions	5	6	B
18205	Demonstrate knowledge of and process reservations for cruises outside New Zealand	4	4	B
18206	Demonstrate knowledge of and process reservations for coach and overland tours operating outside New Zealand	4	6	B
18211	Demonstrate knowledge of Australia as a visitor destination	3	5	B
18212	Demonstrate knowledge of New Zealand as a tourist destination	3	8	B
18213	Demonstrate knowledge of the United Kingdom and Eire as a tourist destination	3	8	B
18214	Demonstrate knowledge of the United States and Canada as a tourist destination	3	8	B
18215	Demonstrate knowledge of and process domestic air travel	3	4	B

ID	Title	Level	Credit	Review Category
18218	Construct and ticket air fares using International Air Transport Association (IATA) principles	4	12	B
18220	Advise on and sell travel insurance	3	4	B
18221	Complete tourism and travel administration tasks and use office equipment	3	3	B
18222	Research and market a group tour	4	4	B
18282	Advise customers of regulatory requirements for international air travel	3	4	B
20490	Demonstrate knowledge of legislation relevant to the travel industry	4	6	B
25189	Demonstrate knowledge of wholesale travel consultant role responsibilities, and complete consultancy tasks	3 4	5	B B
25190	Demonstrate knowledge of wholesale travel finalisation consultant role responsibilities, and complete finalisation tasks	3 4	3	B B
25191	Demonstrate knowledge of wholesale travel operations consultant role responsibilities, and complete operations tasks	3 4	3	B B
25192	Demonstrate knowledge of airline terminology and products used in the travel industry	3	4	B
25193	Demonstrate knowledge of ground terminology and products used in the travel industry	3	4	B
25194	Produce and check numeric documents for the travel industry	3	2	B
25195	Explain travel industry brochures and travel-related documents	3	4	B
25499	Provide quotations, complete reservations, and process travel arrangements for customers in a retail travel environment	3	10	B
25500	Demonstrate knowledge of consolidation quotation consultant role responsibilities, and complete quotation tasks	3 4	5	B B
25501	Demonstrate knowledge of consolidation ticketing consultant role responsibilities, and complete ticketing tasks	3 4	5	B B
25502	Demonstrate knowledge of wholesale travel ticketing consultant role responsibilities, and complete ticketing tasks	3 4	4	B B
25503	Identify and access travel product information and travel-related information	3	3	B
25504	Demonstrate knowledge of retail travel operations	3	4	B
25507	Use a travel management system to manage client files and process travel arrangements for clients	3	5	B

ID	Title	Level	Credit	Review Category
25508	Demonstrate knowledge of world travel geography	3	3	B
25509	Demonstrate knowledge of wholesale travel operations	3 4	4	B B
26461	Demonstrate knowledge of Asian countries as tourist destinations	3	8	B
26462	Demonstrate knowledge of Central American and/or South American countries as tourist destinations Demonstrate knowledge of Central American or South American countries as tourist destinations	3	8	B
26463	Demonstrate knowledge of European countries as tourist destinations	3	8	B
26464	Demonstrate knowledge of Middle Eastern and/or African countries as tourist destinations Demonstrate knowledge of Middle Eastern or African countries as tourist destinations	3	8	B
26465	Demonstrate knowledge of and process reservations for international air travel originating from New Zealand	4	8	B
26466	Deal with customer complaints in the travel industry	4	3	B
26467	Deal with a difficult situation in the travel industry	4	3	B
26468	Produce itineraries and quotations, and complete travel reservations and documentation for groups	4	8	B
26470	Demonstrate knowledge of and provide flight options and fare quotes for air travel using the Internet	4	4	B
26471	Demonstrate knowledge of and prepare quotes for specialist travel products outside New Zealand	4	3	B
28122	Demonstrate knowledge of relationship building, and selling tools, used in the travel industry	4	6	B
28123	Explain and evaluate travel products used in the travel industry	4	5	B
28124	Demonstrate knowledge of technology and social media used in the travel industry	4	5	B
28125	Produce travel itineraries to Pacific Island and Australian destinations	4	8	B
28126	Demonstrate knowledge of world geography, including the Pacific Islands and Australia, relevant to the travel industry	3	5	B
28127	Demonstrate knowledge of business operations within a specified travel industry workplace	4	5	B
28128	Demonstrate knowledge of financial operations in the travel industry	4	6	B
28129	Process travel arrangements using a computer reservation system	4	5	B

ID	Title	Level	Credit	Review Category
28749	Design and sell a specialist tour in the travel industry	5	10	B
28750	Identify and promote travel-related business opportunities for a chosen market	5	10	B
28751	Manage a travel business	5	10	B