

Field Service Sector**Review of Visitor Information unit standards**

Subfield	Domain	ID
Tourism	Visitor Information	9246, 12461, 18819, 25755, 25756, 25758, 28289, 28290, 28292

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

Date new versions published

February 2017

Planned review date

31 December 2021

Summary

Standards in this Domain were due to be reviewed. The review, carried out with the consultation of industry experts and advisers, resulted in only minor changes to the content of the standards. Standards specific to i-SITE Visitor Information Centres were made generic. The changes were endorsed by the industry.

Main changes

- Explanatory notes were updated and simplified.
- References to *i-SITE Visitor Information Centre* were removed from Standards 25756, 25758, and 28289
- Minor technical changes and clarifications were added where appropriate.
- Titles changed for standards 25756, 25758, and 28289.

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 > Visitor Information

ID	Title	Level	Credit	Review Category
9246	Process information needed by visitors	3	3	B
12461	Promote provision of visitor information	5	15	B
18819	Operate systems and processes in a visitor information centre	4	10	B
25755	Demonstrate knowledge of an i-SITE Visitor Information Centre operation	3	4	B
25756	Use i-SITE Visitor Information Centre computer systems	4	4	B

ID	Title	Level	Credit	Review Category
	Use visitor information centre computer systems			
25758	Perform management functions on i-SITE Visitor Information Centre computer systems Perform management functions on visitor information centre computer systems	4	2	B
28289	Provide client services in an i-SITE Visitor Information Centre Provide client services in a visitor information centre	4	4	B
28290	Provide travellers with itinerary advice to enhance travel and tourism experiences at a tourism workplace	4	9	B
28292	Provide services to visitors using information technology systems in a tourism workplace	3	4	B