

Field Service Sector

Review of *Travel* unit standards

Subfield	Domain	ID
Tourism	Travel	3727, 3750, 5068, 9729, 9730, 9731, 18205, 18206, 18211-18215, 18218, 18220-18222, 18282, 20490, 25189-25195, 25499-25504, 25507-25509, 26461-26468, 26470, 26471, 28122-28129, 28749-28751

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

Date new versions published

November 2020

Planned review date

December 2025

Summary

The scheduled review of the travel qualifications highlighted the requirement to include more practically focussed unit standards, while maintaining coverage of the required level of knowledge of staff working in the travel industry. Therefore, the standards were reviewed to match the requirements of industry for practical assessment. Consensus was obtained by the industry group. In addition, all the standards in the Travel sub-field were changed to CMR 0112 because of the recent re-allocation of domains and fields covered by CMRs.

Main changes

- Outcomes related to demonstrating knowledge were removed from unit standards 18205-18206, 25189-25191, 25500-25502, 26465, and 26471 and their title changed accordingly.
- Guidance information was added to unit standards 20490, 28122, 28123, 28124, 28127, and 28128 to indicate that assessment of knowledge may be obtained by practical demonstration or verification.
- Unit standards 25499 and 25507 were raised to Level 4 to accord with the knowledge and skill level required for competence.
- All unit standards in the Sub-Field were moved from CMR 0078 to CMR 0112 as required.
- Minor clarifications in wording were made to various unit standards to expedite interpretation for assessment
- Legislation in Guidance Information of unit Standard 20490 was updated.

The last date for assessment of superseded versions of these Category B unit standards is December 2022

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	Standards	25499	4
				25507	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 Manage travel industry workplace operations using computerised systems	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 Apply specific travel management functions in a travel industry workplace	5	6	B
18205	Demonstrate knowledge of and process reservations for cruises outside New Zealand 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 Process reservations for coach and overland tours operating outside New Zealand	4	6	B
18211	Demonstrate knowledge of Australia as a visitor destination Demonstrate knowledge of Australia as a tourist 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
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	8	B
18282	Advise customers of regulatory requirements for international air travel	3	4	B

ID	Title	Level	Credit	Review Category
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 Complete consultancy tasks as a wholesale travel consultant	4	5	B
25190	Demonstrate knowledge of wholesale travel finalisation consultant role responsibilities, and complete finalisation tasks Complete finalisation tasks as a wholesale travel finalisation consultant	4	3	B
25191	Demonstrate knowledge of wholesale travel operations consultant role responsibilities, and complete operations tasks Complete operations tasks as a wholesale travel operations consultant	4	3	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 4	10	B
25500	Demonstrate knowledge of consolidation quotation consultant role responsibilities, and complete quotation tasks Complete consolidation consultant quotation tasks within a consolidation environment in the travel industry	4	5	B
25501	Demonstrate knowledge of consolidation ticketing consultant role responsibilities, and complete ticketing tasks Complete ticketing tasks as a consolidation ticketing consultant	4	5	B
25502	Demonstrate knowledge of wholesale travel ticketing consultant role responsibilities, and complete ticketing tasks Complete wholesale ticketing tasks as a wholesale travel ticketing consultant	4	4	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 4	5 4	B
25508	Demonstrate knowledge of world travel geography	3	3	B
25509	Demonstrate knowledge of wholesale travel operations	4	4	B
26461	Demonstrate knowledge of Asian countries as tourist destinations	3	8	B

ID	Title	Level	Credit	Review Category
26462	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 or African countries as tourist destinations	3	8	B
26465	Demonstrate knowledge of and process reservations for international air travel originating from New Zealand 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 Establish customer requirements, source information, and provide flight options and fare quotes using the Internet	4	4	B
26471	Demonstrate knowledge of and prepare quotes for specialist travel products outside New Zealand Prepare a quote 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
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