

Field Service Sector

Revision of *Travel* unit standard 18220

Subfield	Domain	ID
Tourism	Travel	18220

Ringa Hora Services Workforce Development Council has completed the revision of the unit standard listed above.

Date new version published

August 2024

Planned review date (no change)

December 2025

Summary

During a review of workplace training for Travel Agents Association of New Zealand (TAANZ) members in April, it was identified that there was a problem with using the term 'advise on' in unit standard 18220 in relation to travel insurance.

Feedback was sought from the sector and the standard was revised to better reflect the updated requirements of industry and regulations around the selling of travel insurance, which require the removal of reference to providing advice. Consultation on the revised draft standard was undertaken April to June 2024, and the proposed changes were agreed.

Main changes

- The language of the title and outcome 1 was changed to 'present options' to reflect changes to requirements for the selling of travel insurance.
- Performance criteria 1.4 and 1.5 were changed from advised to informed.
- Guidance information was updated to include resources and references to insurance code training around the selling of travel insurance.
- The standard was updated to reflect the change of standard setting body, from Service IQ to Ringa Hora Services WDC.

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

All changes are in **bold**.

Service Sector > Tourism > Travel

ID	Title	Level	Credit
18220	Advise on and sell travel insurance Present options and sell travel insurance	3	4