

<b>Title</b>	<b>Process reservations for coach and overland tours operating outside New Zealand</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	People credited with this unit standard are able to: establish customer requirements, source information, and prepare, compare, and explain quotes; and complete a reservation for a coach tour or an overland tour operating outside New Zealand.
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<b>Classification</b>	Tourism > Travel
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<b>Available grade</b>	Achieved
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## Guidance Information

- 1 Definitions  
*Overland tours* refer to scheduled tours that are usually adventure tours and take place in a truck or similar vehicle using camping grounds, backpacker lodges and/or the outdoors for accommodation.  
*Travel industry workplace policies and procedures* refer to documented instructions about workplace expectations. These may include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.
- 2 This unit standard may be assessed against in a travel industry workplace when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a travel industry workplace.
- 3 Evidence is required of two customer interactions, one for a coach tour and one for an overland tour.
- 4 All assessment tasks for performance criteria are to be carried out in accordance with travel industry workplace policies and procedures.

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## Outcomes and performance criteria

### Outcome 1

Establish customer requirements, source information, and prepare, compare, and explain quotes for coach tours and overland tours operating outside New Zealand.

**Performance criteria**

- 1.1 Information is obtained from the customer to determine customer needs, preferences, and expectations.
- Range information may include but is not limited to – purpose of trip, duration, departure date, expectations and interests, preferred places to visit, budget, services and facilities, special services required, age; evidence of five is required.
- 1.2 Information is sourced, quotes are prepared, and comparisons made, in accordance with the planned itinerary, the customer needs, preferences, and expectations.
- Range evidence is required for two different quotes.
- 1.3 Quotes, inclusions, and exclusions are explained to the customer.
- Range inclusions and exclusions may include but are not limited to – meals, entry fees, visas, tipping, special airfare offers in conjunction with coach tours; evidence of three is required.
- 1.4 Terms and conditions are explained to customers in accordance with supplier procedures.
- Range payment conditions, reservation conditions, cancellation policy.

**Outcome 2**

Complete a reservation for a coach tour or an overland tour operating outside New Zealand.

**Performance criteria**

- 2.1 The tour reservation is made in accordance with customer requirements and supplier procedures.

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<b>Planned review date</b>	31 December 2025
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	30 April 2001	31 December 2018
Review	2	16 July 2010	31 December 2018
Review	3	16 February 2017	31 December 2022
Review	4	26 November 2020	N/A

**Consent and Moderation Requirements (CMR) reference**

0112

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.