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| Title | Demonstrate knowledge of Australia as a tourist destination | | |
| Level | 3 | Credits | 5 |

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| Purpose | People credited with this unit standard are able to: identify suppliers used by the New Zealand travel industry to book travel products in Australia; present information to customers about air transport and ground product, and related services available to tourists travelling to, from, and within Australia; present information to customers about activities, attractions, and events in Australia; and provide travel information for visitors to Australia. |
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| Classification | Tourism > Travel |
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| Available grade | Achieved |
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Guidance Information

1 Definitions

Activities refer to commercial activities at a destination which are of interest to tourists. For example – excursions, ballooning, cruises, nature treks, city tours.

Attractions refer to both constructed and natural attractions existing at a destination which are of interest to tourists. For example: constructed attractions may include – museums, buildings, zoos; natural attractions may include – forests, lakes, rivers.

Current regulations refer to those outlined by the Australian Government Department of Immigration and Border Protection.

Current travel industry resources refer to any resource, manual or electronic, used in the travel industry. Examples may include but are not limited to – supplier or wholesale brochures, websites, computer reservation system.

Destination refers to the place visited that is central to the decision to take the trip.

Domestic land and water transport services refer to long distance coach, long distance rail, and ferry.

Events refer to staged events which occur on a regular basis at a destination which are of interest to tourists. For example – exhibitions, festivals, sports events.

Features may include but are not limited to – what there is to see and do, location, duration, time of year, facilities/services available.

Rental vehicle operators refer to suppliers of rental cars or motor homes.

Seasons may include – wet, dry, hurricane, cyclone, tornado, summer, autumn, winter, spring.

Suppliers may include but are not limited to – wholesalers or direct suppliers.

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 All assessment tasks for performance criteria are to be carried out in accordance with current travel industry resources.

Outcomes and performance criteria

Outcome 1

Identify suppliers used by the New Zealand travel industry to book travel products in Australia.

Performance criteria

- 1.1 Suppliers of travel products in Australia are identified and their range of products is described.

Range four different suppliers.

Outcome 2

Present information to customers about air transport and ground product, and related services available to tourists travelling to, from, and within Australia.

Performance criteria

- 2.1 Airline services between New Zealand and Australian destinations are identified and presented in terms of gateway cities, operating carrier(s), and flight/travel times.

Range evidence is required for three Australian destinations.

- 2.2 Domestic airline services within Australia are identified and presented in terms of routes, operating carrier(s), and flight/travel times.

Range may include but is not limited to – routes, operating carrier(s), flight/travel times;
evidence is required for four city pairs.

- 2.3 Types and operator(s) of airport transfer services available to tourists within Australia are identified and presented.

Range evidence is required for three Australian destinations.

- 2.4 Products or services offered by rental vehicle operators within Australia are identified and presented.

Range products or services may include but are not limited to – depot locations, rental inclusions, insurance, loyalty programmes, extra hire items;
evidence is required for two rental vehicle operators.

- 2.5 Products or services of domestic land and water transport operators within Australia are identified and presented.
- Range products or services may include but are not limited to – route networks, on board services, on board facilities, travel passes; evidence is required for one operator per transport type.
- 2.6 Specified routes and travel times for the operators of domestic land and water transport services are identified and presented in performance criterion 2.5.
- Range evidence is required for two routes per operator.
- 2.7 The type and characteristics of accommodation available to tourists is identified and presented.
- Range characteristics may include but are not limited to – customer type, facilities and services, standard or grading, specific location, chain affiliation, franchise affiliation, loyalty programmes; evidence is required for two accommodation types in three Australian destinations.

Outcome 3

Present information to customers about activities, attractions, and events in Australia.

Performance criteria

- 3.1 Activities, attractions, and events, and their features are identified and presented.
- Range six different activities, four constructed attractions, four natural attractions, four events, with a geographical mix of states and territories.

Outcome 4

Provide travel information for visitors to Australia.

Performance criteria

- 4.1 Time differences between Australian destinations and New Zealand are identified.
- Range evidence is required for three Australian destinations in different time zones.
- 4.2 The times of year, and average temperatures of seasons in Australian destinations are identified and presented.
- Range evidence is required for three Australian destinations, with a geographical mix of states and territories.

4.3 Information on health and safety precautions, and currency and taxes, which is consistent with current conditions existing at the destination is provided.

4.4 Entry requirements are identified and presented in accordance with current regulations.

Range New Zealand passport holders, non-New Zealand passport holders.

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| Planned review date | 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 2014 |
| Review | 2 | 30 June 2008 | 31 December 2017 |
| Review | 3 | 12 December 2013 | 31 December 2021 |
| Rollover | 4 | 20 March 2014 | 31 December 2021 |
| Review | 5 | 16 February 2017 | 31 December 2022 |
| Review | 6 | 26 November 2020 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0112 |
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.