

<b>Title</b>	<b>Complete tourism and travel administration tasks and use office equipment</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are able to: process transactions in a tourism or travel workplace; and operate office and communications equipment used in the tourism and travel industry.
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<b>Classification</b>	Tourism > Travel
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<b>Available grade</b>	Achieved
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### Guidance Information

- Evidence for this unit standard may be obtained in a workplace or a simulated workplace that closely reflects workplace conditions.
- Definitions
 

*Communications equipment and methods* refer to telephone answering machine, email, internet, text messaging, instant messaging, voicemail system, teleconference facility, pager, cellular phone, fax machine, two-way radio, Digital Enhanced Cordless Telecommunications phone, voice over internet protocol, satellite phone.

*Comp* refers to complimentary access to a tourism product or service at no cost to the user. This might be given as part of a promotion, as a reward for loyalty, or in compensation for a negative customer experience.

*Famil* refers to familiarisation, a term meaning access to the tourism product or service at no cost to the user, who is normally from a travel or tourism-related organisation.

*Office equipment* refers to photocopier, scanner, ticket printer, EFTPOS machine, credit card processor.

*Tourism or 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.

*Tourism workplace* refers to any organisation involved in the domestic tourism industry, the inbound tourism industry, or the outbound tourism industry. Tourism workplaces may include but are not limited to – transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.

*Travel industry workplace* refers to any organisation involved in the domestic travel industry, the inbound travel industry, or the outbound travel industry. They may include but are not limited to – travel retailers, travel wholesalers.

- 3 All assessment tasks for performance criteria are to be carried out in accordance with tourism or travel industry workplace policies and procedures.

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## Outcomes and performance criteria

### Outcome 1

Process transactions in a tourism or travel workplace.

#### Performance criteria

- 1.1 Payment is received and processed.

Range payment may include but is not limited to – credit card, cash, cheque, EFTPOS, internet banking, eNett, Agency Credit Memo (ACM), voucher, Bartercard;  
evidence is required for a minimum of three forms of payment.

- 1.2 Activities that do not attract a payment are processed.

Range may include but is not limited to – famil, promotional offer, comp.

### Outcome 2

Operate office and communications equipment used in the tourism and travel industry.

#### Performance criteria

- 2.1 Office equipment is used in accordance with equipment operating instructions.

Range evidence is required for a minimum of four types of office equipment.

- 2.2 Communications equipment and methods are used in accordance with the system features, functions and operating instructions.

Range functions may include but are not limited to – smart phone features for call waiting, call diversion, quick dial;  
evidence is required for a minimum of two functions for each of three types of communication equipment.

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<b>Planned review date</b>	31 December 2027
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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	22 May 2009	31 December 2018
Review	3	16 February 2017	31 December 2022
Review	4	26 November 2020	N/A
Rollover and Revision	5	25 September 2025	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 Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.