

Title	Complete tourism and travel administration tasks and use office equipment		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to: process transactions in a tourism workplace; and operate office and communications equipment used in the tourism and travel industry.
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Classification	Tourism > Travel
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Available grade	Achieved
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Explanatory notes

- 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 may include but are not limited 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 may include but is not limited to – photocopier, scanner, ticket printer, EFTPOS machine, credit card processor.

Tourism workplace policies and procedures refer to documented instructions about workplace expectations. These must include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

Outcomes and evidence requirements

Outcome 1

Process transactions in a tourism workplace.

Evidence requirements

1.1 Payment is received and processed in accordance with tourism workplace policies and procedures.

Range 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 in accordance with tourism workplace policies and procedures.

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.

Evidence requirements

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, operating instructions, and tourism workplace policies and procedures.

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 five types of communication equipment or functions.

Planned review date	31 December 2021
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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	N/A

Consent and Moderation Requirements (CMR) reference	0078
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

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