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.

Classification	Tourism > Travel

Available grade	Achieved

Guidance Information

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

2   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 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.

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, 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.

Planned review date	31 December 2025

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 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

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