

Title	Demonstrate knowledge of support mechanisms for customers with specific needs in a tourism or travel workplace		
Level	3	Credits	2

Purpose	People credited with this unit standard are able, in a tourism or travel workplace, to: identify and describe specific needs of tourism or travel customers; and identify situations where a tourism or travel customer who has a specific need may require support, and describe support mechanisms that may assist.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Explanatory notes

Definition

Specific needs in the context of this unit standard refer to those tourism and/or travel customers who require additional assistance and support, over and above what is usually required. These specific needs may include but are not limited to – disability, age, medical condition, religion, agility.

Outcomes and evidence requirements

Outcome 1

Identify and describe specific needs of tourism or travel customers.

Range evidence is required for six different specific needs.

Evidence requirements

1.1 Specific needs are identified and described in terms of tourism or travel customers.

Outcome 2

Identify situations where a tourism or travel customer who has a specific need may require support, and describe support mechanisms that may assist.

Evidence requirements

2.1 Situations where a tourism or travel customer who has specific needs and may require support are identified in terms of the nature of their needs.

Range evidence is required for three different situations.

2.2 Forms of support that may assist tourism or travel customers who have specific needs are described in terms of the nature of their needs.

Range evidence is required for three different areas of need; two forms of support are required for each area.

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Status information and last date for assessment for superseded versions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	12 December 2008	31 December 2018
Review	3	16 March 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.