

Title	Advise customers of regulatory requirements for international air travel		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to: advise New Zealand Citizens on passport requirements; advise customers on entry and re-entry visa requirements; advise customers on New Zealand Customs Service, Ministry of Agriculture and Forestry (MAF), and Civil Aviation Authority (CAA) regulations, and health requirements for international travel; check travel documentation prior to customer departure for international travel; and brief a customer prior to departure.
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Classification	Tourism > Travel
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Available grade	Achieved
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Explanatory notes

1 Definitions

Travel industry 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.

Entry and re-entry visa requirements refers to a visa which almost certainly permits its bearer to travel into or through the country of the government issuing it, which is usually an endorsement in a passport, in the form of a rubber stamp, sticker or similar. Examples of visas may include but are not limited to – visitor visa, Schengen visa, electronic travel authority (ETA), electronic system for travel authorisation (ESTA), returning resident visa.

Countries to be visited refer to all countries on a travel itinerary. In addition to the destination this may include transfers, stopovers, and the return to origin.

Tickets refer to any form of electronic or manual ticket relating to the customers' travel arrangements. Examples of tickets may include but are not limited to – e-tickets, train or bus tickets, entry tickets to attractions.

2 Health risks or medical requirements for travellers are those identified by the World Health Organisation (WHO) (www.who.int).

Information is available from:

Timatic via a global distribution system (GDS) available at: www.timaticweb.com.

New Zealand Ministry of Foreign Affairs and Trade website available at:

www.mfat.govt.nz or www.safetravel.govt.nz.

Travel essentials New Zealand website available at: www.travel-essentials.co.nz.

- 3 Passport regulations are issued by the Department of Internal Affairs (www.passports.govt.nz).
- 4 Civil Aviation Authority (CAA) regulations include those pertaining to Dangerous Goods (www.caa.govt.nz).
- 5 This unit standard may be assessed against in a travel industry workplace when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standard of a travel industry workplace.

Outcomes and evidence requirements

Outcome 1

Advise New Zealand Citizens on passport requirements.

Evidence requirements

- 1.1 Advice is given regarding the procedures for obtaining passports in accordance with current regulations and travel industry workplace policies and procedures.

Outcome 2

Advise customers on entry and re-entry visa requirements.

Range three itineraries involving different destination countries; evidence is required for a New Zealand passport holder and a non-New Zealand passport holder.

Evidence requirements

- 2.1 Customers are advised of visa requirements for countries to be visited in accordance with current regulations for entry and re-entry.
- 2.2 Customers are advised of procedures for obtaining entry and re-entry visas for countries to be visited in accordance with travel industry workplace policies and procedures.

Range may include but is not limited to – agency procedures using Travcour, embassy or consulate procedures.

Outcome 3

Advise customers on New Zealand Customs Service, Ministry of Agriculture and Forestry (MAF), and Civil Aviation Authority (CAA) regulations, and health requirements for international travel.

Evidence requirements

- 3.1 Customers are advised on New Zealand Customs Service, MAF, and CAA regulations as they apply to travellers departing from or arriving in New Zealand in accordance with travel industry workplace policies and procedures.
- Range must include – New Zealand duty free allowances, two prohibited and two restricted import MAF items, CAA dangerous goods.
- 3.2 Customers are advised of security procedures for passengers departing from New Zealand international airports in accordance with airport regulations and travel industry workplace policies and procedures.
- 3.3 Customers are advised of possible health risks or medical requirements for countries to be visited, in accordance with WHO recommendations and regulations.
- Range health risks or medical requirements may include but are not limited to – yellow fever, malaria, hepatitis, cholera, dengue fever.
- 3.4 Customers are advised of procedures for obtaining further advice from a medical professional in accordance with travel industry workplace policies and procedures.

Outcome 4

Check travel documentation prior to customer departure for international travel.

Evidence requirements

- 4.1 Travel documentation is verified as being consistent with customers' travel arrangements and in accordance with travel industry workplace policies and procedures.
- Range documentation may include but is not limited to – tickets, vouchers, itinerary, health requirements, insurance, foreign exchange, passport, visas; evidence is required for a minimum of four items of documentation.

Outcome 5

Brief a customer prior to departure.

Evidence requirements

- 5.1 Customer's pre-travel briefing is completed in accordance with the planned journey and travel industry workplace policies and procedures.
- 5.2 Cautionary advice which reflects current conditions in locations and destinations to be visited is provided in accordance with travel industry workplace policies and procedures.

Range may include but is not limited to – political instability, law, food and water, alcohol, cultural sensitivity.

Replacement information	This unit standard and unit standard 18220 replaced unit standard 3741 and unit standard 3742.
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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	20 February 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 ServiceIQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.