

<b>Title</b>	<b>Advise customers of regulatory requirements for international air travel</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	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 for Primary Industries (MPI), 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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<b>Classification</b>	Tourism > Travel
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<b>Available grade</b>	Achieved
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## Guidance Information

### 1 Definitions

*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.

*Destination* refers to the place visited that is central to the decision to take the trip.

*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.

*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.

*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.

- ### 2 Health risks or medical requirements for travellers are those identified by the World Health Organisation (WHO) ([www.who.int](http://www.who.int)). Information is available from: Timatic via a global distribution system (GDS) available at: [www.timaticweb.com](http://www.timaticweb.com). New Zealand Ministry of Foreign Affairs and Trade website available at: [www.mfat.govt.nz](http://www.mfat.govt.nz) or [www.safetravel.govt.nz](http://www.safetravel.govt.nz). Travel essentials New Zealand website available at: <https://worldwise.co.nz/>.

- 3 Passport regulations are issued by the Department of Internal Affairs (<https://www.passports.govt.nz/>).
- 4 Civil Aviation Authority (CAA) regulations include those pertaining to Dangerous Goods (<https://www.aviation.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.
- 6 All tasks are to be carried out in accordance with travel industry workplace policies and procedures.

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## Outcomes and performance criteria

### Outcome 1

Advise New Zealand Citizens on passport requirements.

#### Performance criteria

- 1.1 Advice is given regarding the procedures for obtaining passports in accordance with current regulations.

### 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.

#### Performance criteria

- 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.

Range may include but is not limited to – agency procedures using Travcour, embassy or consulate procedures; evidence of one set of procedures is required.

### Outcome 3

Advise customers on New Zealand Customs Service, Ministry for Primary Industries (MPI), and Civil Aviation Authority (CAA) regulations, and health requirements for international travel.

**Performance criteria**

3.1 Customers are advised on New Zealand Customs Service, MPI, and CAA regulations as they apply to travellers departing from or arriving in New Zealand.

Range must include – New Zealand duty free allowances, two prohibited and two restricted import MPI items, CAA dangerous goods; may include – government mandated quarantine requirements.

3.2 Customers are advised of security procedures for passengers departing from New Zealand international airports in accordance with airport regulations.

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 – corona virus, yellow fever, malaria, hepatitis, cholera, dengue fever; evidence of risk appropriate to the customer itinerary is required.

3.4 Customers are advised of procedures for obtaining further advice from a medical professional.

**Outcome 4**

Check travel documentation prior to customer departure for international travel.

**Performance criteria**

4.1 Travel documentation is verified as being consistent with customers' travel arrangements.

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.

**Performance criteria**

5.1 Customer's pre-travel briefing is completed in accordance with the planned journey.

- 5.2 Cautionary advice which reflects current conditions in locations and destinations to be visited is provided.

Range may include but is not limited to – political instability, law, food and water, alcohol, cultural sensitivity; evidence of cautions appropriate to the customers' itinerary is required.

<b>Replacement information</b>	This unit standard and unit standard 18220 replaced unit standard 3741 and unit standard 3742.
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<b>Planned review date</b>	31 December 2025
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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	31 December 2022
Review	4	26 November 2020	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Comments on this unit standard

Please contact ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.