

Title	Operate systems and processes in a visitor information centre		
Level	4	Credits	10

Purpose	<p>This unit standard is for people working in a workplace that provides visitor information as part of its core business.</p> <p>People credited with this unit standard are able to: prepare the delivery of visitor information; provide visitor information; operate a reservation system in a visitor information context; compile and maintain data and reference material; and complete visitor information duties.</p>
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Classification	Tourism > Visitor Information
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Available grade	Achieved
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Explanatory notes

- 1 Evidence for this unit standard must be obtained in a workplace.
- 2 Definitions

Database refers to a collection of data referring to the same subject, in an ordered way. This may or may not be managed by a computer program.

Famils refer to familiarisation visits that visitor information staff undertake on a regular basis to maintain their knowledge of a local area.

Feedback refers to the reaction of a visitor who has experienced visitor information services. Feedback may be requested in verbal or written form, and typically covers feelings, levels of satisfaction, strengths and weaknesses, business performance, and suggested improvements.

Industry updates include but are not limited to – conferences and product launches.

Tourism products refer to products and/or services. Tourism products include travel products.

Tourism 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.

Vouchers can also mean tickets, and refer to a form of tangible confirmation that a visitor has purchased or booked a tourism and/or travel product.

Outcomes and evidence requirements

Outcome 1

Prepare the delivery of visitor information.

Range may include but is not limited to – databases, resources, signage, displays.

Evidence requirements

- 1.1 Visitor information and supporting services are prepared in accordance with tourism workplace policies and procedures.

Outcome 2

Provide visitor information.

Range evidence is required that the candidate confirms the required visitor information using acceptable feedback techniques.

Evidence requirements

- 2.1 Required visitor information is determined.

- 2.2 Information provided to visitor meets visitor requirements.

Range may include but is not limited to – immediate need.

- 2.3 Additional or supplementary information is offered that adds value to the visitor experience.

Range may include but is not limited to – other options, complimentary services, additional information, directions, hints or tips, latent need.

Outcome 3

Operate a reservation system in a visitor information context.

Range may include but is not limited to – manual, electronic, telephone, internet.

Evidence requirements

- 3.1 Reservation database is updated and maintained in accordance with tourism workplace policies and procedures.

- 3.2 Vouchers are issued and/or redeemed to meet client requirements in accordance with tourism workplace policies and procedures.

Outcome 4

Compile and maintain data and reference material.

Evidence requirements

- 4.1 Ordering of stationery and/or publicity materials meets visitor and industry requirements in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – brochures, booklets, pamphlets, maps, forms, vouchers, receipts.

4.2 Classification and maintenance of reference materials meets visitor and industry information requirements in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – maps, books, photographs, timetables, guidebooks, interpretative material.

4.3 Content of databases meets visitor and industry requirements in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – internet website links, local business directory, contact details, accommodation status list, providers of tourism products.

4.4 Information collected from famils and/or industry updates is current and is communicated to colleagues in accordance with tourism workplace policies and procedures.

Range communication may include but is not limited to – report, presentation, display, computer file.

Outcome 5

Complete visitor information duties.

Evidence requirements

5.1 Financial duties relevant to visitor information activities are undertaken in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – cash handling, accounting for sales, processing outstanding transactions or vouchers, making payments to suppliers.

5.2 Any stock and product reconciliations required are completed in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – checking stock levels in customer area, checking stock levels in storage, ordering stock, reconciliation of stock levels versus sales figures.

5.3 Valuable items and premises are secured in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – cash, vouchers, equipment, display items, personal belongings.

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	21 November 2001	31 December 2014
Review	2	22 May 2009	31 December 2016
Rollover and Revision	3	18 September 2014	N/A
Review	4	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 (CMR). 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.