

Title	Demonstrate knowledge of legislation relevant to the travel industry		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to: outline the legal relationships that exist between parties in the travel industry; explain the application of the principles of contract law to travel-related contracts; and demonstrate compliance with legislation in the travel industry.
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Classification	Tourism > Travel
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Available grade	Achieved
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Guidance Information

1 Definitions

Monitored and maintained in the context of this unit standard means to have an influence on the successful operation of a functional area or team without necessarily any formal line reporting authority. It covers the responsibility of a team member to support and possibly guide their colleagues to ensure collective outcomes are met. It would involve being watchful for potential or actual issues or problems and taking some responsibility for ensuring they are addressed in line with workplace requirements.

Products refer to products or services.

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.

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 For the purpose of this unit standard discharging of contract by agreement refers to the annulment or alteration of the original contract due to mutual agreement of the parties.
- 3 Legislation relevant to this unit standard may include but is not limited to – Consumer Guarantees Act 1993, Contract and Commercial Law Act 2017, Fair Trading Act 1986, Human Rights Act 1993, Privacy Act 1993.
- 4 This unit standard can be assessed by practical demonstration or verification of the use of legislation and its applications in the travel industry.

Outcomes and performance criteria

Outcome 1

Outline the legal relationships that exist between parties in the travel industry.

Performance criteria

1.1 The relationships between parties in the travel industry are outlined in terms of legal status.

Range relationships include – travel agency and customer, travel agency and wholesaler, travel agency and supplier, wholesaler and customer, wholesaler and supplier, supplier and customer.

Outcome 2

Explain the application of the principles of contract law to travel-related contracts.

Performance criteria

2.1 Essential elements of a valid and enforceable contract are explained in terms of travel-related contracts.

2.2 The application and enforceability of permitted variations by the supplier in travel-related contracts are explained in accordance with contract law.

2.3 Breach of contract, misrepresentation, and mistakes are explained in terms of travel-related contracts, and remedies outlined in accordance with contractual terms and conditions, and relevant Acts of Parliament.

2.4 The method of discharging a contract by agreement between the customer and other parties in the travel industry is outlined in accordance with contractual terms and conditions.

Outcome 3

Demonstrate compliance with legislation in the travel industry.

Performance criteria

3.1 The Fair Trading Act 1986 is complied with in accordance with travel industry workplace policies and procedures.

3.2 The application of the Consumer Guarantees Act 1993 to travel products is monitored and maintained.

3.3 The Human Rights Act 1993 in relation to travel products is complied with in accordance travel industry workplace policies and procedures.

3.4 The Privacy Act 1993 is complied with in customer relations and service in accordance with travel industry workplace policies and procedures.

Planned review date	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	26 January 2004	31 December 2014
Review	2	20 February 2009	31 December 2018
Review	3	12 December 2013	31 December 2022
Rollover and Revision	4	16 February 2017	31 December 2022
Review	5	26 November 2020	N/A

Consent and Moderation Requirements (CMR) reference	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 if you wish to suggest changes to the content of this unit standard.