

Title	Manage travel arrangements for domestic business travel		
Level	4	Credits	5

Purpose	People credited with this unit standard are able to: establish and confirm domestic business travel needs; provide for domestic business travel funding and payment; provide administrative support before and during domestic business travel; and evaluate feedback received for domestic business travel arrangements.
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Classification	Business Administration > Business Administration Services
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Available grade	Achieved
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Explanatory notes

- 1 Legislation relevant to this unit standard includes but is not limited to: Health and Safety in Employment Act 1992, Privacy Act 1993, and their subsequent amendments.
- 2 This unit standard relates to domestic travel involving a complex business itinerary.
- 3 This unit standard will be assessed against on the basis of evidence of demonstrated performance in the workplace or in simulated work situations designed to draw upon similar performance to that required in work. In practice, this will call for a variety of modes of assessment and forms of evidence. Evidence is required to show consistency of performance across a range of situations and to demonstrate knowledge, understanding and skill in the principles and practices directly relating to the competent performance of outcomes and evidence requirements.
- 4 In order to show consistency of performance against a range of situations, travel arrangements are to be managed for a minimum of two domestic journeys involving complex business itineraries and overnight stays.
- 5 Definitions
Business itinerary includes details of business meetings and commitments as well as travel information.
Complex relates to a business trip that includes two or more separate meetings, a conference or similar multi-function business event.
Domestic travel relates to travel within New Zealand only.

Outcomes and evidence requirements

Outcome 1

Establish and confirm domestic business travel needs.

Evidence requirements

- 1.1 Organisational policy is confirmed in relation to authorisation, organisation, coordination, documentation, and payment for business travel requirements.
- Range includes any arrangements and agreements with bonded travel agents and suppliers of travel services.
- 1.2 Business travel objectives are established with traveller(s), and destination(s), period of travel, mode of travel, accommodation needs, travel authorisation, and budget requirements are confirmed in accordance with organisational policy.
- 1.3 Requirements for supplementary travel services are established with traveller(s).
- Range supplementary travel services may include but are not limited to – transport to and from departure and arrival points, car hire, valet services, baggage handling, travel insurance; evidence is required of identification of supplementary travel services relevant to the specific travel situation(s).
- 1.4 Communication system requirements are established with traveller(s).
- Range communication systems may include, but are not limited to – cellular phone, laptop computer, email and Internet access, data projector, facsimile, teleconference facilities, voice mail system.
- 1.5 Itinerary arrangements and travel bookings are finalised with travel service suppliers, and a detailed business itinerary, consistent with identified travel needs, is produced.
- Range business itinerary details may include but are not limited to – sequential listings of destinations, departure dates, times and codes for transport, accommodation details, booking references, details of travel and transfer vouchers, information relating to confirmation requirements for travel reservations, travel taxes, business meetings and arrangements; evidence is required of production of an itinerary with details relevant for the specific business travel situation(s).
- 1.6 Travel arrangements, including supplementary services and communications systems are confirmed using established processes and authorisations.
- Range processes may incorporate the use of electronic technology and documentation.

Outcome 2

Provide for domestic business travel funding and payment.

Evidence requirements

- 2.1 Provisions and penalties for varying travel plan are identified with the travel service provider and organisational processes for authorisations of payment requests are complied with.
- 2.2 Payment is documented and processed in accordance with organisation policies and service provider requirements.
- 2.3 Procedures are established with traveller(s) for documentation and reimbursement of travel expenses in accordance with organisational policy and procedures.

Outcome 3

Provide administrative support before and during domestic business travel.

Evidence requirements

- 3.1 Processes are established with traveller(s) for contact and communication in relation to travel arrangements.
- 3.2 Communications with traveller(s) are maintained through appropriate channels and any additional requirements dealt with efficiently and in accordance with organisational policy.

Outcome 4

Evaluate feedback received for domestic business travel arrangements.

Evidence requirements

- 4.1 Feedback is received from traveller(s) in relation to standard of travel services provided and extent of satisfaction or dissatisfaction with the services.
- 4.2 Evaluation of feedback summarises the extent of satisfaction or dissatisfaction with the services provided and identifies areas for improvement.

Planned review date	31 December 2019
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 September 2007	31 December 2012
Rollover and Revision	2	9 December 2010	31 December 2017
Rollover	3	16 April 2015	N/A

Consent and Moderation Requirements (CMR) reference

0113

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 NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.