

Title	Describe and process retail payments in a tourism workplace		
Level	3	Credits	2

Purpose	People credited with this unit standard are able to differentiate between selected forms of payment; and process payments.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Explanatory notes

1 Definition

Tourism workplace refers to any organisation involved in the domestic tourism industry, the inbound tourism industry, or the outbound tourism industry. Tourism workplaces may include but are not limited to – transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.

Tourism 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.

- 2 This unit standard may be assessed against in a tourism workplace when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a tourism workplace.

Outcomes and evidence requirements

Outcome 1

Differentiate between selected forms of payment.

Evidence requirements

- 1.1 Forms of payment accepted by the workplace are described in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – cash, EFTPOS, credit card, workplace vouchers, PayPal, UATP card, POLiPay, company invoice;
evidence of three is required.

Outcome 2

Process payments.

Evidence requirements

2.1 Payments are processed without error and in accordance with tourism workplace policies and procedures.

Range evidence is required for three types of payment.

Replacement information	This unit standard and unit standard 23769 replaced unit standard 21231.
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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Status information and last date for assessment for superseded versions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	25 January 2008	31 December 2016
Rollover and Revision	2	18 September 2014	31 December 2018
Review	3	16 March 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 ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.