

Title	Demonstrate knowledge of and use the Internet in a tourism workplace		
Level	2	Credits	2

Purpose	People credited with this unit standard are able to explain the use of the Internet; and use the Internet to access tourism-related information for a specified tourism workplace.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Explanatory notes

Definitions

Tourism-related information refers to accessible information covering areas such as accommodation, tours, attractions, and transport.

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.

Outcomes and evidence requirements

Outcome 1

Explain the use of the Internet in a specified tourism workplace.

Evidence requirements

1.1 Types of information that can be accessed from the Internet are described in terms of their application to a specified tourism workplace.

Range types of information must include but are not limited to – supplier prices, supplier timetable(s), supplier opening hours; evidence is required for six different types of information.

1.2 Advantages and disadvantages of using the Internet within a specified tourism workplace are identified in terms of cost, time, and meeting customer needs.

- 1.3 Different methods of accessing information from the Internet within a specified tourism workplace are identified in terms of tourism-related information.

Range evidence is required for two different methods.

- 1.4 Security issues associated with Internet use are identified in accordance with tourism workplace policies and procedures.

Outcome 2

Use the Internet to access tourism-related information for a specified tourism workplace.

Evidence requirements

- 2.1 Information is sourced, downloaded, and printed from the Internet for a specified purpose in accordance with tourism workplace policies and procedures.

Range types of information must include but are not limited to – supplier prices, supplier timetable(s), supplier opening hours; evidence is required for six different types of information.

Replacement information	This unit standard replaced unit standard 18230 and unit standard 18280.
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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 2018
Review	2	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 (CMRs). 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.