

<b>Title</b>	<b>Complete consultancy tasks as a wholesale travel consultant</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>People credited with this unit standard are able to complete consultancy tasks as a wholesale travel consultant.</p> <p>This unit standard is specifically designed for use within a wholesale travel environment.</p>
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<b>Classification</b>	Tourism > Travel
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Consultancy tasks may be completed electronically, manually, or telephone, or any combination of these, and must be in accordance with travel industry workplace policies and procedures.
- 2 This unit standard may be assessed against in a travel industry 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 travel industry workplace.
- 3 **Definitions**  
*Components* refer to the individual parts of the overall package and may include but are not limited to – flights, accommodation, transfers, rental cars, cruises, rail or coach journeys, sightseeing.  
*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.  
*Wholesale travel environment* refers to those workplaces involved in inbound and outbound travel. In the travel industry these workplaces are also known as outbound tour operators, general sales agents (GSAs), inbound tour operators or domestic tour operators.
- 4 All assessment tasks for performance criteria are to be carried out in accordance with travel industry workplace policies and procedures.

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### Outcomes and performance criteria

#### Outcome 1

Complete consultancy tasks as a wholesale travel consultant.

**Performance criteria**

- 1.1 Enquires related to specialist divisional product knowledge are responded to.  
Range evidence is required for three specialist division enquiries.
- 1.2 Quotations are prepared.  
Range evidence is required for four quotations, each with a minimum of three different components.
- 1.3 Bookings are made.  
Range evidence is required for four bookings, each with a minimum of three different components.
- 1.4 Amendments to bookings are processed.  
Range evidence is required for two amendments.
- 1.5 Cancellations to bookings are processed.  
Range evidence is required for two cancellations.

<b>Planned review date</b>	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	17 October 2008	31 December 2018
Review	2	16 February 2017	31 December 2022
Review	3	26 November 2020	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.