

Title	Complete operations tasks as a wholesale travel operations consultant		
Level	4	Credits	3

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

- 1 Operations 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
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.

Outcomes and performance criteria

Outcome 1

Complete operations tasks as a wholesale travel operations consultant.

Performance criteria

1.1 Files are processed.

Range confirmations, unables, amendments, cancellations;
evidence is required for two of each.

1.2 Invoices are issued.

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Status information and last date for assessment for superseded versions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	17 October 2008	31 December 2018
Review	2	16 February 2017	31 December 2022
Review	3	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.