

Title	Demonstrate knowledge of ground terminology and products used in the travel industry		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to demonstrate knowledge of: accommodation terminology, systems, and products used in the travel industry; land transport terminology and products used in the travel industry; and water transport terminology and products used in the travel industry.
----------------	--

Classification	Tourism > Travel
-----------------------	------------------

Available grade	Achieved
------------------------	----------

Guidance Information

- 1 For the purpose of this unit standard land transport operators and water transport operators must be those which operate outside of New Zealand. New Zealand could be included as one of the world regions in which they operate.
- 2 Definitions
Ground products refers to accommodation, land transport, and water transport.
Products refers to products or services.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of accommodation terminology, systems, and products used in the travel industry.

Performance criteria

- 1.1 Terms and phrases relating to accommodation are explained in accordance with travel industry usage.

Range	may include but is not limited to – room type, room configuration, adjoining room, interconnecting room, rollaway, 6.00 pm release, check in, check out, rack rate, twin share, run of house, meal plan, full board, half board; evidence is required for six.
-------	--

- 1.2 Acronyms and abbreviations relating to accommodation are defined and explained in accordance with travel industry usage.
- Range may include but is not limited to – CBD, STD, SGL, DBL, TWN, TRP, ECI, LCO, ROH; evidence is required for six.
- 1.3 Accommodation grading systems are explained in accordance with travel industry usage.
- 1.4 The allotment and free sell systems are explained in terms of their function in accommodation reservations.
- 1.5 Accommodation chains or consortiums are identified in terms of world regions in which they are represented.
- Range evidence is required for four chains or consortiums.
- 1.6 Types of accommodation are identified and described in terms of customer type, price range, and the services, and facilities they offer.
- Range evidence is required for six different types of accommodation.

Outcome 2

Demonstrate knowledge of land transport terminology and products used in the travel industry.

Performance criteria

- 2.1 Terms and phrases relating to land transport are explained in accordance with travel industry usage.
- Range may include but is not limited to – unlimited kilometres, excess, tipping, transfer, meal plan; evidence is required for four.
- 2.2 Acronyms and abbreviations relating to land transport are explained in accordance with travel industry usage.
- Range may include but is not limited to – CDW, LDW, PAI, v.v, P/U, D/O; evidence is required for four.
- 2.3 Land transport operators and the world regions in which they are represented are identified, and products they offer are described in accordance with travel industry usage.
- Range land transport includes but is not limited to – rental cars, motor homes, coach tours, overland tours, long distance rail, long distance coach services; evidence is required for an operator for each.

Outcome 3

Demonstrate knowledge of water transport terminology and products used in the travel industry.

Performance criteria

3.1 Terms and phrases relating to water transport are explained in accordance with travel industry usage.

Range may include but is not limited to – berth, embarkation, disembarkation, inside cabin, outside cabin, stateroom, gratuities; evidence is required for four.

3.2 Water transport operators and the world regions in which they are represented are identified, and products they offer are described in accordance with travel industry usage.

Range water transport includes but is not limited to – cruises, ferries; evidence is required for an operator for each.

Planned review date	31 December 2025
----------------------------	------------------

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
--	------

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.