Title	Explain travel industry brochures and travel-related documents		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to explain information in travel brochures used in the travel industry; and explain information in travel-related documents used in the travel industry.

Classification	Tourism > Travel

Available grade	Achieved

Guidance Information

1   This unit standard is based on actual or simulated performance of the candidate explaining travel brochures and travel-related documents orally to a customer or work colleague. The explanation must be given within a timeframe appropriate to a travel industry workplace.

2   Candidates may know in advance the travel brochures and travel-related documents to be used in assessment.

3   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.

4   Definitions
     Product information refers to information about products or services.
     Travel brochure refers to a brochure produced by a travel company containing a minimum of six pages. Travel companies include wholesalers, suppliers and general sales agents (GSAs).
     Travel industry terminology refers to terms, phrases, acronyms, and abbreviations used in the travel industry.
     Travel industry workplace policies and procedures refers to documented instructions about workplace expectations. These may include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives, and documentation.

5   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

Explain information in travel brochures used in the travel industry.

Range   two travel brochures obtained from different travel companies.

Performance criteria

1.1   The benefits of using an index or table of contents to locate specific information are explained.

1.2   Travel industry terminology used in each travel brochure is explained.

      Range   evidence is required for five examples of terminology from each travel brochure.

1.3   Product information is explained in accordance with supplier travel company requirements.

      Range   product information may include but is not limited to – air transportation, ground transportation, accommodation, sightseeing, excursions, cruises;
                evidence is required for five different pieces of product information from each travel brochure.

1.4   Booking conditions or terms and conditions used in each travel brochure are interpreted and explained in accordance with supplier travel company requirements.

      Range   deposit, final payment, amendments, cancellation.

Outcome 2

Explain information in travel-related documents used in the travel industry.

Range   travel-related documents may include but are not limited to – workplace policies and procedures manual, supplier manuals, agency terms and conditions, travel insurance brochures, fare rules;
            evidence is required for two different types of travel-related documents.

Performance criteria

2.1   Travel industry terminology used in each travel-related document is explained.

      Range   evidence is required for three examples of terminology from each travel-related document.

2.2 Information within each travel-related document is interpreted and explained in accordance with supplier travel company requirements.

Range evidence is required for five pieces of information from each travel-related document.

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 ServiceIQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.