

<b>Title</b>	<b>Identify and access travel product information and travel-related information</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are able to: identify sources of information for travel products and travel-related topics; and access travel product information and travel-related information using a variety of current travel industry resources.
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<b>Classification</b>	Tourism > Travel
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<b>Available grade</b>	Achieved
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## Guidance Information

- Definitions**

*Current travel industry resources* refer to any resources, manual or electronic, used by a travel industry workplace.

*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.

*Travel products* refer to products that a travel agent can sell and make money from. Examples may include but are not limited to – transportation, accommodation, excursions, cruises, travel insurance, attraction passes.

*Travel-related topics* refers to passport requirements, visa requirements, Ministry of Primary Industries (MPI) regulations, New Zealand Customs Service regulations, world weather, health advisories, safety advisories, airport information, foreign currency requirements, festivals and special events.
- 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.
- 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

Identify sources of information for travel products and travel-related topics.

**Performance criteria**

- 1.1 Sources of information for travel products are identified from current travel industry resources.

Range evidence is required for four different sources.

- 1.2 The advantages and disadvantages of sources of information for travel products are described.

Range evidence is required for four different sources.

- 1.3 Sources of information for travel-related topics are identified from current travel industry resources.

Range evidence is required for six different travel-related topics.

**Outcome 2**

Access travel product information and travel-related information using a variety of current travel industry resources.

Range evidence is required for six different pieces of travel product information and six different pieces of travel-related information, using a total of three different current travel industry resources.

**Performance criteria**

- 2.1 Travel product information is accessed using a variety of resources.

Range travel product information may include but is not limited to – accommodation room configuration, transportation on-board facilities and services, sightseeing inclusions, attraction opening times.

- 2.2 Information on travel-related topics is accessed using a variety of resources.

Range travel-related information may include but is not limited to – passport requirements, visa requirements, MPI regulations, New Zealand Customs Service regulations, world weather, health and/or safety advisories, airport information, foreign currency information, festivals and special events.

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<b>Planned review date</b>	31 December 2027
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	20 February 2009	31 December 2018
Review	2	16 February 2017	31 December 2022
Review	3	26 November 2020	N/A
Rollover and Revision	4	25 September 2025	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 Ringa Hora Services Workforce Development Council [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.