

Title	Identify and access travel product information and travel-related information		
Level	3	Credits	3

Purpose	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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Classification	Tourism > Travel
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Available grade	Achieved
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Guidance Information

- 1** 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.
- 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** 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

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 travel-related topics may include but are not limited to – passport requirements, visa requirements, Ministry for Primary Industries (MPI) regulations, New Zealand Customs Service regulations, world weather, health advisories, safety advisories, airport information, foreign currency requirements, festivals and special events;
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 Travel-related information 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.

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	20 February 2009	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.