

Title	Demonstrate knowledge of retail travel operations		
Level	3	Credits	4

Purpose	<p>People credited with this unit standard are able to demonstrate knowledge of: retail travel operations; products available through a retail travel agency, and preferred suppliers in relation to retail travel operations; competition in retail travel operations; and financial operations within a retail travel agency.</p> <p>This unit standard covers knowledge requirements specific to retail travel operations.</p>
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Classification	Tourism > Travel
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Available grade	Achieved
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Guidance Information

Definitions

Current travel industry resources refer to any resource, manual or electronic, used in the travel industry. Examples may include but are not limited to – supplier or wholesale brochures, websites, computer reservation system.

Products refer to products or services. Retail travel operations refer to travel workplaces involved in leisure and corporate travel.

Self-booking refers to customers who make some or all of their own travel arrangements, usually via the internet.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of retail travel operations.

Performance criteria

1.1 The role of the retail travel agency is described in terms of the relationship with other parties in the distribution chain.

Range other parties must include – suppliers, wholesalers, customers.

1.2 Differences between leisure and corporate travel agencies are explained in relation to retail travel operations.

- 1.3 The role of professional or trade associations linked to a retail travel agency is explained.

Range may include but is not limited to – International Air Transport Association (IATA), Travel Agents Association of New Zealand (TAANZ), New Zealand Institute of Travel and Tourism (NZITT); evidence relating to two associations is required.

Outcome 2

Demonstrate knowledge of products available through a retail travel agency, and preferred suppliers, in relation to retail travel operations.

Performance criteria

- 2.1 Products available for purchase through a retail travel agency are identified in accordance with current travel industry resources.

Range evidence is required for eight different products.

- 2.2 Preferred suppliers are identified and reasons for using them are explained in relation to retail travel operations.

Range preferred suppliers may include but are not limited to – wholesalers, general sales agents (GSAs), airlines, hotel chains, foreign exchange providers, rental car operators, travel insurance providers; evidence is required for four preferred suppliers.

- 2.3 Advantages of dealing with preferred suppliers are explained in relation to retail travel operations.

Outcome 3

Demonstrate knowledge of competition in retail travel operations.

Performance criteria

- 3.1 Advantages of using a retail travel agency are identified and compared with customers self-booking in accordance with current travel industry resources.

- 3.2 Competitors are identified, and points of difference explained in relation to retail travel operations.

Range competitors must include – other travel agencies, travel websites available via the internet; evidence is required for two points of difference.

3.3 Impacts of competitors are identified and explained in relation to retail travel operations.

Range competitors must include – other travel agencies, travel websites available via the internet; evidence is required for two impacts.

Outcome 4

Demonstrate knowledge of financial operations within a retail travel agency.

Performance criteria

4.1 Financial terminology is explained in accordance with travel industry usage.

Range gross rates, net rates, mark-ups, margins.

4.2 Sources of revenue are explained in relation to retail travel operations.

Range sources of revenue may include but are not limited to – sales, commission, service fees, amendment fees, cancellation fees; evidence is required for four different sources.

4.3 Consequences of making mistakes in the workplace are explained in relation to retail travel operations.

Range mistakes may include but are not limited to – missing ticketing time limits, misquoting, reserving the wrong booking class, misreading rules, incorrect details on itineraries and documentation, not checking or advising correctly about passports and visas; evidence is required for two different mistakes.

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.