

Title	Demonstrate knowledge of wholesale travel operations		
Level	4	Credits	4

Purpose	<p>People credited with this unit standard are able to demonstrate knowledge of: wholesale travel operations; the structure of a wholesale travel operator; products and preferred suppliers in relation to wholesale travel operations; and financial operations in a wholesale travel environment.</p> <p>This unit standard covers knowledge requirements specific to wholesale 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.

Travel industry workplace policies and procedures refer to documented instructions about workplace expectations. These may include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

Wholesale travel operations refer to travel workplaces involved in inbound and outbound travel. In the travel industry these workplaces are also known as outbound tour operators, general sales agents (GSAs), inbound tour operators or domestic tour operators.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of wholesale travel operations.

Performance criteria

1.1 The role of the wholesaler is presented in terms of the relationship with other parties in the distribution chain.

Range other parties must include – suppliers, other wholesalers, travel agencies.

- 1.2 Differences between inbound and outbound wholesalers are explained in relation to wholesale travel operations.
- 1.3 The booking process from the retail travel consultant to the wholesaler, and the wholesaler to suppliers, is explained for wholesale travel operations in accordance with current travel industry resources and travel industry workplace policies and procedures.

Outcome 2

Demonstrate knowledge of the structure of a wholesale travel operator.

Performance criteria

- 2.1 A wholesale travel operator is described in terms of key operating divisions and the roles that each performs.
- Range key operating divisions may include but are not limited to – consultants, operations, finalisations, ticketing, consolidation, accounts, sales representatives, database management, product and marketing, groups, sports and events, special interest, GSAs; evidence is required for four different key operating divisions.
- 2.2 Relationships between key operating divisions are identified and interdependencies are explained in relation to wholesale travel operations.
- Range evidence is required for two different relationships.

Outcome 3

Demonstrate knowledge of products and preferred suppliers in relation to wholesale travel operations.

Performance criteria

- 3.1 Products available through specialist wholesale divisions are identified.
- Range specialist wholesale divisions may include but are not limited to – Australia, Pacific Islands, USA and Canada, United Kingdom and Europe, the Orient, adventure travel, cruising; evidence is required for eight different products.
- 3.2 Preferred suppliers to wholesale specialist divisions are identified and reasons for using them are explained in relation to wholesale travel operations.
- Range preferred suppliers may include but are not limited to – airlines, hotel chains, rental car operators, tour operators, ground operators; evidence is required for two preferred suppliers for two wholesale specialist divisions.

- 3.3 Advantages of dealing with preferred suppliers are explained in relation to wholesale travel operations.

Outcome 4

Demonstrate knowledge of financial operations in a wholesale travel environment.

Performance criteria

- 4.1 Financial terminology is explained in accordance with travel industry usage.
Range gross rates, net rates, mark-ups, margins.
- 4.2 Financial transaction methods to suppliers are explained in terms of wholesale travel operations.
Range may include but is not limited to – invoicing, pre-paid suppliers.
- 4.3 Sources of revenue are explained in relation to wholesale travel operations.
Range sources of revenue may include but are not limited to – sales, commission, overrides, incentives, amendment fees, cancellation fees, communication fees;
evidence is required for four different sources.
- 4.4 Consequences of making mistakes in the workplace are explained in relation to wholesale travel operations.
Range mistakes may include but are not limited to – missing ticketing time limits, misquoting, booking the wrong product, incorrect details on itineraries and documentation;
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.