

Title	Use a visitor information centre computer systems		
Level	4	Credits	4

Purpose	<p>This unit standard is for people working in a visitor information centre.</p> <p>People credited with this unit standard are able to: use a visitor information centre booking system; perform reconciliation processes on a visitor information centre computer system; and perform audit monitoring on a visitor information centre computer system.</p>
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Classification	Tourism > Visitor Information
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Available grade	Achieved
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Explanatory notes

- 1 Evidence for this unit standard must be obtained in a visitor information centre workplace.
- 2 Definitions
GST refers to Goods and Services Tax.
Visitor Information Centre 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, instruction manuals, standards and requirements.

Outcomes and evidence requirements

Outcome 1

Use a visitor information centre booking system.

Evidence requirements

- 1.1 Bookings and reservations are made using a visitor information centre booking system in accordance with Visitor Information Centre workplace policies and procedures.

Range	may include but is not limited to – functions required by the booking system; evidence of seven bookings and reservations is required.
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1.2 Client enquiries are answered through the visitor information centre booking system interfaces in accordance with visitor information centre workplace policies and procedures.

Range may include but is not limited to – searching for product(s), locating key information; using online booking interfaces; evidence of five transactions is required.

1.3 Transactions are processed in accordance with visitor information centre workplace policies and procedures.

Range functions required by the booking system; evidence of five transactions is required.

Outcome 2

Perform reconciliation processes on a visitor information centre computer system.

Evidence requirements

2.1 Daily cash reconciliation is performed in accordance with visitor information centre workplace policies and procedures.

Range functions required by computer system.

2.2 Any discrepancies are identified and rectified in accordance with visitor information centre workplace policies and procedures.

Range may include but is not limited to – analysing report, processing any remedy required,

Outcome 3

Perform audit monitoring on a visitor information centre computer system.

Evidence requirements

3.1 Audit trail reports are produced in accordance with visitor information centre policies and procedures.

Range includes – audit trail reporting; point of sale mismatches.

Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 May 2009	31 December 2016
Review	2	20 November 2014	N/A
Review	3	16 February 2017	N/A

Consent and Moderation Requirements (CMR) reference	0078
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

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.