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

Purpose	This unit standard is for people working in a visitor information centre.
	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.

Classification	Tourism > Visitor Information

Available grade	Achieved

Guidance Information

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 performance criteria

Outcome 1

Use a visitor information centre booking system.

Performance criteria

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.

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.

Performance criteria

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.

Performance criteria

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.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

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	31 December 2025
Review	3	16 February 2017	31 December 2025
Review	4	24 August 2023	31 December 2025

Consent and Moderation Requirements (CMR) reference	0078

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.