

Title	Perform management functions on a visitor information centre computer systems		
Level	4	Credits	2

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: obtain and analyse reporting information from a visitor information centre computer system; and manage operator information on a visitor information centre database.</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

Visitor information centre refers to an operation that is a full or associate member of visitor information network Incorporated.

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, and standards and requirements.

Operator refers to the provider of a tourism product or service.

Outcomes and evidence requirements

Outcome 1

Obtain and analyse reporting information from a visitor information centre computer system.

Range may include but is not limited to – sales, origin statistics, stock turn, stock balance.

Evidence requirements

- 1.1 Reporting information is obtained and recorded in accordance with visitor information centre workplace policies and procedures.
- 1.2 Reporting information is analysed for significant trends in accordance with visitor information centre workplace policies and procedures.

Outcome 2

Manage operator information on a visitor information centre database.

Evidence requirements

- 2.1 Operators are added to the visitor information centre in accordance with visitor information centre workplace policies and procedures.
- 2.2 The procedures for updating operator information are followed in accordance with visitor information centre workplace policies and procedures.
- 2.3 Operator data is maintained in accordance with visitor information centre workplace policies and procedures.

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.