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

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

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
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 performance criteria

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.

Performance criteria

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.

Performance criteria

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.

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Status information and last date for assessment for superseded versions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.