Title	Demonstrate knowledge of European countries as tourist destinations		
Level	3	Credits	8

Purpose	People credited with this unit standard are able to: locate European countries, and key cities, on a map; identify and describe attractions, activities and events in European countries; identify air transport and related services available to tourists travelling to, between or within European countries; identify and describe ground transport and accommodation available to tourists in European countries; identify travel products which can be pre-purchased in New Zealand, and their suppliers; and provide travel information for visitors to European countries.

Classification	Tourism > Travel

Available grade	Achieved

Guidance Information

1   Definitions
Activities refers to commercial activities at a destination which are of interest to tourists. For example – excursions, ballooning, boat cruise, nature trek, city tour.
Affiliation, also known as airline alliance, refers to an aviation industry arrangement between two or more airlines agreeing to cooperate on a substantial level.
Attraction, activity and event features may include but are not limited to – what there is to see and do, location, duration, time of year, facilities/services available, opening hours, price range.
Attractions refer to both constructed and natural attractions existing at a destination which are of interest to tourists. For example – constructed attractions may include museums, buildings, zoos; natural attractions may include forests, lakes, geothermal areas.
City refers to any city, town or other significant tourist destination.
Climatic conditions refer to minimum temperature, maximum temperature, and average rainfall.
Current regulations refer to those outlined by the official department of the country concerned. For example – Germany, The Federal Foreign Office (www.auswaertiges-amt.de/de/).
Current travel industry resources refer to any resources, manual or electronic used by a travel industry workplace. Examples may include but are not limited to – supplier or wholesale brochures, websites, computer reservation system.
Destination refers to the place visited that is central to the decision to take the trip.
Elapsed transportation time is the actual time it takes to travel from one destination to another.

Events refers to staged events which occur on a regular basis at a destination which are of interest to tourists. For example – exhibitions, festivals, tradeshows.
Ground transport refers to land transport and water transport.
Seasons include summer, spring, autumn, and winter.

2   All assessment tasks for performance criteria are to be carried out in accordance with current travel industry resources.

Outcomes and performance criteria

Outcome 1

Locate European countries, and key cities, on a map.

Performance criteria

1.1   European countries and their capital cities are located on a map, and capital cities' three-letter airport codes are identified.

Range   evidence is required for ten European countries.

1.2   European cities with international airports are located on a map, and airports' three-letter airport codes are identified.

Range   evidence is required for one international airport per country identified in performance criterion 1.1.

1.3   International airport locations are described with reference to distance from the city centre.

Range   evidence is required for all international airports identified in performance criterion 1.2.

Outcome 2

Identify and describe attractions, activities and events in European countries.

Range   four European countries selected from those identified in performance criterion 1.1.

Performance criteria

2.1   Attractions and their features are identified and described.

Range   evidence is required for three attractions in each country.

2.2   Activities and their features are identified and described.

Range   evidence is required for two different activities in each country.

2.3   Events and their features are identified and described.

           Range   evidence is required for one event in each country.

Outcome 3

Identify air transport and related services available to tourists travelling to, between or within European countries.

Range   four European countries as selected in outcome 2.

Performance criteria

3.1   Operational information about international airline services between New Zealand and European countries is identified.

           Range   transfer or stopover points, three-letter airport codes, operating carriers, elapsed transportation, time;
                        evidence is required for a minimum of one international airline service to each country.

3.2   Operational information about airline services between or within European countries is identified.

           Range   three-letter airport codes, operating carriers, elapsed transportation time;
                        evidence is required for four city pairs in total, with a minimum of one operating carrier for each city pair.

3.3   Airport transfer services available to tourists is identified by specifying types and approximate costs.

           Range   evidence is required for one airport for each country.

Outcome 4

Identify and describe ground transport and accommodation available to tourists in European countries.

Range   four countries as selected in outcome 2.

Performance criteria

4.1   Ground travelling time between cities is identified.

           Range   must include – transport type;
                        evidence is required for four city pairs in total.

4.2   Types of ground transport available to tourists are identified and described.

           Range   evidence is required for a minimum of one type of ground transport per country.

4.3   Characteristics of accommodation available to tourists is described.

           Range   characteristics may include but are not limited to – accommodation type, type of customer, facilities, services, standard or grading, price range, specific location, chain affiliation, franchise affiliation; evidence is required for two accommodation types per country.

Outcome 5

Identify travel products which can be pre-purchased in New Zealand and their suppliers.

Range   evidence is required for four different products in total (two different suppliers must be used).

Performance criteria

5.1   Travel products which can be pre-purchased in New Zealand and their suppliers are identified.

           Range   products may include but are not limited to – accommodation, transfers, travel passes, sightseeing, show tickets.

Outcome 6

Provide travel information for visitors to European countries.

Range   four European countries as selected in outcome 2.

Performance criteria

6.1   Time differences between European countries and New Zealand are identified.

           Range   New Zealand Standard Time, New Zealand Daylight Time.

6.2   Entry requirements are described in accordance with current regulations.

           Range   evidence is required for New Zealand passport holders, and one other passport nationality.

6.3   Information on health and safety precautions, culture awareness, tipping and taxes, and currency is provided, which is consistent with current conditions existing at the destination.

           Range   two pieces of information for each item.

6.4   Climatic conditions in European countries for two seasons are described.

           Range   evidence is required for four seasons.

Replacement information	This unit standard, unit standard 26461, unit standard 26462, and unit standard 26464 replaced unit standard 18207.

Planned review date	31 December 2025

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 July 2010	31 December 2018
Review	2	16 February 2017	31 December 2022
Review	3	26 November 2020	N/A
Revision	4	29 July 2021	N/A

Consent and Moderation Requirements (CMR) reference	0112

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

Comments on this unit standard

Please contact ServiceIQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.