

<b>Title</b>	<b>Deal with a difficult situation in the travel industry</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are able to deal with a difficult situation in the travel industry.
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<b>Classification</b>	Tourism > Travel
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Definitions
 

*Suppliers*, in the context of this unit standard, may include wholesalers, general sales agents and/or direct suppliers.

*Travel industry 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.
- 2 For the purpose of this unit standard a difficult situation in the travel industry is when the customer is overseas and requires assistance from their travel agent due to unforeseen circumstances disrupting their travel arrangements. A difficult situation in the travel industry is likely to be unfamiliar, occur rarely and/or have no immediately obvious cause or solution. Finding a solution will require the application of standard and/or non-standard travel industry workplace policies and procedures, and an in-depth knowledge of the travel industry.
- 3 This unit standard has been designed for assessment in a travel industry workplace. Evidence of competency in this unit standard cannot be demonstrated under simulated conditions in a training provider environment.
- 4 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard. Legislation relevant to this unit standard may include but is not limited to – Commerce Act 1986, Consumer Guarantees Act 1993, Contract and Commercial Law Act 2017, Employment Relations Act 2000, Fair Trading Act 1986, Health and Safety at Work Act 2015, Human Rights Act 1993, Privacy Act 1993.
- 5 All assessment tasks for performance criteria are to be carried out in accordance with travel industry workplace policies and procedures.

## Outcomes and performance criteria

### Outcome 1

Deal with a difficult situation in the travel industry.

Range a difficult situation may include but is not limited to – medical emergency which may or may not require repatriation, missing a flight connection, natural disaster, act of terrorism, passport and/or visa problem, supplier has no booking in place upon customer arrival, customer is denied boarding by the airline, political instability resulting in a coup.

### Performance criteria

- 1.1 Advice about the difficult situation is received, recorded, and acknowledged.
- 1.2 Any relevant records are located, and further information is obtained if necessary, to assist with the assessment of the situation.
- 1.3 Options to address the difficult situation are identified and evaluated.  
Range evidence of two options is required.
- 1.4 Options are communicated to the customer with a recommendation for the preferred solution.
- 1.5 Any additional information and advice is provided in a manner which is at a level of understanding appropriate for the customer.
- 1.6 The option selected by the customer is implemented.
- 1.7 Follow-up action is carried out.

<b>Planned review date</b>	31 December 2025
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### 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

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact ServicelQ [qualifications@ServicelQ.org.nz](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.