

Title	Produce itineraries and quotations, and complete travel reservations and documentation for groups		
Level	4	Credits	8

Purpose	People credited with this unit standard are able to: establish group travel requirements and produce and communicate itineraries and quotations; and complete group travel reservations and documentation.
----------------	--

Classification	Tourism > Travel
-----------------------	------------------

Available grade	Achieved
------------------------	----------

Guidance Information

- 1 Definitions

Payment details refer to information regarding monetary amounts, when they are required, and forms of payment. These may include but are not limited to – deposit amounts and the due date, the final payment amount and the due date, methods of acceptable payment.

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 group refers to people travelling together for the same main reason such as a wedding, sports event, or concert. Not everything has to be done as a group; variations to itineraries are permitted, however, the group must travel together on the New Zealand outbound flight.
- 3 Evidence is required for two different groups each with a minimum of 10 people. The reservations must contain at least four different components, one of which must be flights. Other components may include but are not limited to – transfers, accommodation, rental cars, coach tours, rail travel, ferries, sightseeing tours, show tickets, event tickets, travel insurance, foreign exchange.
- 4 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.
- 5 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.

- 6 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

Establish group travel requirements, and produce and communicate itineraries and quotations.

Performance criteria

- 1.1 Information obtained enables the group needs, preferences, and expectations to be determined.
- Range examples of needs – class of travel, special meals, show tickets, event tickets;
examples of preferences – airlines, airline seating, group check-in, accommodation, rental car companies;
examples of expectations – timeframe of itinerary and quotation production, group discount including any FOC tickets, level of service;
evidence of information appropriate to the needs, preferences and expectations of the group.
- 1.2 Group is advised of additional products and services that may enhance their travel experience, and suggestions are offered.
- Range evidence is required of two additional products and two additional services.
- 1.3 Itineraries required by the group are tailored to match the group's needs, preferences, and expectations, and quotations are prepared and comparisons made.
- Range evidence is required for quotes from two different suppliers.
- 1.4 Itineraries, quotations, and terms and conditions are communicated to the group.
- Range terms and conditions must include but are not limited to – payment details, amendment fees, air fare rules, cancellation fees, validity of quotation, inclusions and exclusions, FOC policy, due date for passenger names.
- 1.5 Follow-up with the group is completed.

Outcome 2

Complete group travel reservations and documentation.

Performance criteria

2.1 Reservations are made in accordance with group requirements and supplier requirements.

Range the group must travel together on the New Zealand outbound flight.

2.2 Alternatives are offered to the group in the case of unavailability.

2.3 Status of the reservations, and terms and conditions are communicated to the group.

Range terms and conditions must include but are not limited to – payment details, amendment fees, air fare rules, cancellation fees, inclusions and exclusions, FOC policy, due date for passenger names.

2.4 Amendments or cancellations are processed in accordance with group requirements.

2.5 Documentation is requested or issued.

2.6 Documentation is checked, prepared, and distributed to the group.

2.7 After-sales service is provided to the group.

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

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