

Title	Explain and evaluate travel products used in the travel industry		
Level	4	Credits	5

Purpose	People credited with this unit standard are able to: explain factors affecting travel products, and terminology used in the travel industry; demonstrate knowledge of travel products and pricing options; and identify and evaluate methods of updating, maintaining, and upskilling knowledge of travel products.
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Classification	Tourism > Travel
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Available grade	Achieved
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Guidance Information

- 1 Definitions
Products refer to products and/or services.
Sources refer to any resources, manual or electronic, used in the travel industry.
Travel industry workplace refers to any organisation involved in the domestic travel industry, the inbound travel industry, or the outbound travel industry. They may include but are not limited to – travel retailers, travel wholesalers.
- 2 Evidence for this unit standard may be obtained in a travel industry workplace or a simulated environment that closely reflects workplace conditions, policies, and procedures.
- 3 This unit standard can be assessed by practical demonstration of knowledge of factors affecting the travel products, terminology used in the travel industry, pricing options, and methods of updating and upskilling knowledge of travel products, and their applications in the travel industry.

Outcomes and performance criteria

Outcome 1

Explain factors affecting travel products, and terminology used in the travel industry.

Performance criteria

- 1.1 Factors affecting travel products are explained in terms of their impact on the travel industry.

Range must include but is not limited to – fixed capacity, availability, overbooking.

- 1.2 Seasonality and periodicity are explained in terms of their impact on travel products and the travel industry.
- Range evidence is required for two specific examples of travel products affected by seasonality, and two for periodicity.
- 1.3 Subject to availability and currency fluctuations are explained in relation to the quotation, the deposit, and final payment.
- 1.4 Terms and conditions are interpreted and explained in accordance with current industry practice.
- Range may include but is not limited to – sales period, travel period, specific travel dates apply, closeout dates, priced from, per person share twin, non-refundable, non-transferable, single supplement; evidence of five is required.
- 1.5 The misrepresentation of travel products and providing incorrect advice or information to customers is explained in terms of consequences.

Outcome 2

Demonstrate knowledge of travel products and pricing options.

Range four different travel products and related information from different sources.

Performance criteria

- 2.1 Travel products and related information, and sources for accessing them are identified, and sources evaluated in terms of validity and reliability.
- 2.2 Travel product features are identified, and their benefits presented in terms of providing value add to the customer.
- 2.3 Travel product pricing options are researched, compared, and presented in terms of inclusions and exclusions.
- Range evidence is required for at least two pricing options per travel product.

Outcome 3

Identify and evaluate methods of updating, maintaining, and upskilling knowledge of travel products.

Performance criteria

- 3.1 Methods of updating, maintaining, and upskilling knowledge of travel products are identified in accordance with current industry practice.
- Range evidence is required for four different methods.

- 3.2 Each method is evaluated in terms of its effectiveness, and comparisons made in terms of benefits to the travel professional and business operations.

Planned review date	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	12 December 2013	31 December 2022
Rollover	2	16 February 2017	31 December 2022
Review	3	26 November 2020	N/A

Consent and Moderation Requirements (CMR) reference	0112
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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.