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| Title | Produce travel itineraries to Pacific Island and Australian destinations | | |
| Level | 4 | Credits | 8 |

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| Purpose | People credited with this unit standard are able to: determine the current travel destination trends in relation to the Pacific Islands and Australia; and produce travel itineraries and quotations to meet customer requirements. |
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| Classification | Tourism > Travel |
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| Available grade | Achieved |
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Guidance Information

1 Definitions

Activities refer to commercial activities at a destination which are of interest to visitors. For example – excursions, boat cruises, nature treks, city tours.

Additional travel products may include but are not limited to – airfare and accommodation upgrades, tours, show and/or event tickets.

Attractions refer to both constructed and natural attractions existing at a destination which are of interest to visitors. For example: constructed attractions may include – museums, buildings, zoos; natural attractions may include – forests, lakes, rivers.

Destination refers to the place visited that is central to the decision to take the trip.

Product refers to products or services.

Seasons may include – wet, dry, hurricane, cyclone, tornado, summer, autumn, winter, spring.

Supplementary travel information may include but is not limited to – health and safety precautions, cultural awareness, taxes, currency, seasons and average temperatures.

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.

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 Pacific Island destinations include – Fiji, Cook Islands, Vanuatu, Samoa, Tonga, French Polynesia, New Caledonia, Norfolk Island, Hawaii.

3 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.

- 4 All assessment tasks for performance criteria are to be carried out in accordance with travel industry workplace policies and procedures.
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Outcomes and performance criteria

Outcome 1

Determine the current travel destination trends in relation to the Pacific Islands and Australia.

Range evidence is required for four Pacific Island destinations, and four Australian destinations.

Performance criteria

- 1.1 The target markets of Pacific Island and Australian destinations are identified in accordance with current industry trends.

Outcome 2

Produce travel itineraries and quotations to meet customer requirements.

Range evidence is required for two Pacific Island destinations, and two Australian destinations from those identified in performance criterion 1.1.

Performance criteria

- 2.1 Information is obtained to determine the customer's needs, preferences, and expectations.

Range needs may include but are not limited to – special requirements, low-priced, upmarket; preferences may include but are not limited to – airlines, accommodation standard, rental vehicle operators, tour operators, loyalty programmes; expectations may include but are not limited to – level of service, to experience another culture, value for money; evidence of information suited to the customer needs, preferences and expectations is required.

- 2.2 Product information is sourced, quotation(s) prepared, and an itinerary is tailored to match the customer's needs, preferences, and expectations.

Range itinerary must include – travel dates, flights, two accommodation options, attractions or activities, airport transfer or rental vehicle.

- 2.3 The customer is advised of additional travel products that may enhance their travel experience, and supplementary travel information relevant to the destination.

Range additional travel products include – travel insurance;
supplementary travel information includes – passport and visa requirements.

- 2.4 The itinerary, quotation(s), and terms and conditions are communicated to the customer in accordance with supplier requirements.

Range terms and conditions include but are not limited to – payment details, airfare rules, amendment fees, supplier and agency cancellation fees, inclusions and exclusions, validity of quotation.

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| 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 |

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| 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.