

Title	Demonstrate knowledge of business operations within a specified travel industry workplace		
Level	4	Credits	5

Purpose	People credited with this unit standard are able to demonstrate knowledge of business operations within a specified travel industry workplace.
----------------	--

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

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

Guidance Information

- 1 Definitions
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 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 or verification of the application of business operations practices and their applications in the travel industry.
- 4 All assessment tasks for performance criteria are to be carried out in accordance with current travel industry resources.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of business operations within a specified travel industry workplace.

Performance criteria

- 1.1 The organisational structure is charted and rationale for reporting lines is explained.

1.2 Roles and responsibilities are identified in terms of their contribution to business operations.

Range evidence is required for two different roles.

1.3 Preferred suppliers and partnership benefits are identified in terms the workplace's business operations.

Range evidence is required for four preferred suppliers, and one benefit from each supplier.

1.4 The process steps from customer enquiry to booking completion are charted, and an overview of each step provided.

Range customer enquiry may include but is not limited to – walk-in, email, phone, online, repeat;
evidence is required for two different customer enquiries.

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Status information and last date for assessment for superseded versions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	12 December 2013	31 December 2021
Rollover	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.