

<b>Title</b>	<b>Provide client services in a visitor information centre</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	<p>This unit standard is for people working in a visitor information centre.</p> <p>People credited with this unit standard are able to provide client services in a visitor information centre.</p>
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<b>Classification</b>	Tourism > Visitor Information
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<b>Available grade</b>	Achieved
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### Explanatory notes

- 1 Definitions**

*DOC* refers to the Department of Conservation, a central government agency responsible for the conservation of New Zealand's natural and historic heritage.

*Visitor information centre workplace policies and procedures* refer to documented instructions about workplace expectations. These must include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.
- 2** This unit standard may be assessed against in a visitor information centre when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a tourism workplace.

### Outcomes and evidence requirements

#### Outcome 1

Provide client services in a visitor information centre.

**Range** includes but is not limited to – tours, travel accommodation, regional information, weather, activities and attractions, retail opportunities, maps and directions, linking with Information Centre, linking with DOC office; evidence is required for three client service transactions.

#### Evidence requirements

- 1.1** Client requirements are identified in accordance with visitor information centre workplace policies and procedures.
- 1.2** Advice to clients is provided in accordance with visitor information centre workplace policies and procedures.

- 1.3 Sale is closed in accordance with visitor information centre workplace policies and procedures.

Range may include but is not limited to – upselling, cross-selling.

<b>Planned review date</b>	31 December 2021
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 September 2014	N/A
Review	2	16 February 2017	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0078
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

#### 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.