

Title	Provide travellers with itinerary advice to enhance travel and tourism experiences at a tourism workplace		
Level	4	Credits	9

Purpose	<p>This unit standard is for people working in a workplace that provides visitor information as part of its core business.</p> <p>People credited with this unit standard are able to: provide travellers with itinerary advice to enhance travel and tourism experiences at a tourism workplace; and demonstrate knowledge how tourism business relationships enhance experiences of tourism workplace clients.</p>
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Classification	Tourism > Visitor Information
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Available grade	Achieved
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Explanatory notes

- 1 Definitions

Local tourism region refers to an area defined by relevant local regional tourism organisations.

Regional tourism organisations are those recognised by RTONZ (Regional Tourism Organisations New Zealand).

Tourism 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 In this unit standard *tourism workplace* refers to any organisation involved in the New Zealand tourism industry, the inbound tourism industry, or the outbound tourism industry. Tourism workplaces may include but are not limited to – transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.
- 3 This unit standard may be assessed against in a tourism workplace 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 travellers with itinerary advice to enhance travel and tourism experiences at a tourism workplace.

Range types of traveller may include but are not limited to – free independent travellers, single travellers, group travellers, coach-based; evidence is required for three different types.

Evidence requirements

1.1 Client requirements are identified and confirmed with the client in accordance with tourism workplace policies and procedures.

Range client requirements may include but are not limited to – cultural, gourmet, adventure, events, nature, historical heritage.

1.2 Itinerary items are suggested specific to client requirements in accordance with tourism workplace policies and procedures.

Range local tourism region, two other regions.

1.3 Tourism attractions, travel opportunities, and unique selling points of tourism regions are presented.

Range local tourism region, two other regions.

1.4 Client satisfaction with itinerary advice is verified in accordance with tourism workplace policies and procedures.

Outcome 2

Demonstrate knowledge how tourism business relationships enhance experiences of tourism workplace clients

Evidence requirements

2.1 Methods of managing client and stakeholder expectations are explained in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – dealing with client complaints, dealing with client compliments, relationships with business partners, relationship with the local community.

Planned review date	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

Consent and Moderation Requirements (CMR) reference	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 if you wish to suggest changes to the content of this unit standard.