

<b>Title</b>	<b>Provide visitors with itinerary advice to enhance travel and tourism experiences</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>9</b>

<b>Purpose</b>	<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 visitors with itinerary advice to enhance travel and tourism experiences; and demonstrate knowledge of how tourism business relationships can enhance experiences of tourism workplace visitors.</p>
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<b>Classification</b>	Tourism > Visitor Information
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<b>Available grade</b>	Achieved
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### Guidance Information

- 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* 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.

*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.
- 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.
- All assessment tasks must be carried out in accordance with tourism workplace policies and procedures.

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## Outcomes and performance criteria

### Outcome 1

Provide visitors with itinerary advice to enhance travel and tourism experiences.

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

### Performance criteria

1.1 Visitor requirements are identified and confirmed with the client.

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

1.2 Itinerary items are suggested meet specific requirements.

Range local tourism region, two other regions.

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

Range local tourism region, two other regions.

1.4 Client satisfaction with itinerary advice is verified.

### Outcome 2

Demonstrate knowledge of how tourism business relationships can enhance experiences of tourism workplace visitors.

### Performance criteria

2.1 Methods of managing visitor and stakeholder expectations are explained.

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

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<b>Planned review date</b>	31 December 2028
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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	31 December 2025
Review	2	16 February 2017	31 December 2025
Review	3	24 August 2023	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 Ringa Hora Services Workforce Development Council  
[qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.