

Title	Provide services to visitors using information technology systems in a tourism workplace		
Level	3	Credits	4

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, in a tourism workplace, able to: provide services to visitors using information technology systems; and optimise the effectiveness of information technology systems.</p>
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Classification	Tourism > Visitor Information
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Available grade	Achieved
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Explanatory notes

- 1 Definitions
 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.
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 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 services to visitors using information technology systems in a tourism workplace.

Range timely, appropriate, accurate.

Evidence requirements

- 1.1 Visitor experience is enhanced using information technology systems in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – internet, websites and portals, social media, reservation systems, online booking systems, point-of-sale systems, transactional systems, e-mail, office tools; evidence is required for four systems; evidence is required for three visitor enquiries.

Outcome 2

Optimise the effectiveness of information technology systems in a tourism workplace.

Evidence requirements

- 2.1 Information technology systems are maintained and updated to meet tourism workplace requirements in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – internet website links, social media, local business directories, contact details, accommodation status list, providers of tourism products.

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.