

Title	Manage a travel business		
Level	5	Credits	10

Purpose	<p>This unit standard is for people training for a management role in the travel industry.</p> <p>People credited with this unit standard are able to: manage workplace operations; manage personnel; and manage financial transactions and make recommendations, in a travel business.</p>
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Classification	Tourism > Travel
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Available grade	Achieved
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Guidance Information

- Definitions

TMC refers to Travel Management Company or Corporation.

Travel famil refers to travel familiarisation tours undertaken by travel consultants.

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.
- 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.
- All assessment tasks for performance criteria are to be carried out in accordance with travel industry workplace policies and procedures.

Outcomes and performance criteria

Outcome 1

Manage workplace operations in a travel business.

Performance criteria

- 1.1 Travel-related work is prioritised, allocated, and supervised.
- Range may include but is not limited to – travel bookings, client files, portfolios.
- 1.2 Performance is monitored.
- Range may include but is not limited to – staff, sales, preferred suppliers, targets, travel specific performance indicators; evidence of four is required.
- 1.3 Workplace operations are documented, and reports prepared.
- Range may include but is not limited to – travel famil reports, TMC reports for customers, client reporting; evidence of two is required.
- 1.4 Workplace safety and security measures are monitored and legislative requirements.

Outcome 2

Manage personnel in a travel business.

Performance criteria

- 2.1 Teamwork is fostered.
- Range evidence is required for three different examples.
- 2.2 Development of staff is identified and implemented.
- Range may include but is not limited to – travel staff training, conferences, famils; evidence of two is required.
- 2.3 Performance feedback is given to staff.

Outcome 3

Manage financial transactions and make recommendations in a travel business.

Performance criteria

- 3.1 Client files are monitored.
- Range may include but is not limited to – deposits, foreign exchange, refunds, credits, payment, taxes, fees, surcharges; evidence is required of three client files.

- 3.2 Recommendations are made to the consultant, where applicable, to remedy client file irregularities.
- 3.3 The consequences of mistakes or misquoting of client files are managed.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 May 2015	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
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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.