

<b>Title</b>	<b>Organise travel arrangements for business travel</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	<p>This unit standard is intended for people who make arrangements for business travel as part of their business administration role, not for specialist travel agents.</p> <p>People credited with this unit standard are able to: establish and confirm business travel needs; and provide responsive administrative support before, during and after travel.</p>
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<b>Classification</b>	Business Administration > Business Administration Services
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 The learner must have primary responsibility for planning and processing the business travel and show consistency of performance against a range of situations.
- 2 This unit standard must be assessed against in a workplace or in simulated work situations designed to draw upon similar performance to that required in work. In practice, this will call for a variety of modes of assessment and forms of evidence.
- 3 All activities associated with this unit standard must comply with health and safety guidelines and recommendations in relation to the working environment and work practices. Reference for this unit standard includes *ACC5637 Guidelines for Using Computers - Preventing and managing discomfort, pain and injury*. Accident Compensation Corporation - Department of Labour, Te Tari Mahi 2010; available from WorkSafe New Zealand, at <https://worksafe.govt.nz/topic-and-industry/work-related-health/ergonomics/safely-using-computers-at-work/>.
- 4 Definitions  
*Business travel itinerary* refers to creation of a comprehensive itinerary which includes details of business meetings and commitments as well as travel information.  
*Complex* relates to a business trip that includes two or more separate meetings, a two-day meeting, a conference or similar multi-function business event.  
*Organisational requirements* refer to the routine processes followed, consistent with relevant organisational policies and procedures, which can be documented or based on workplace good practice models.  
*Travel* relates to travel either domestically within New Zealand or overseas. Travel includes transport (flights and any land or water transport such as rental vehicles, taxis, ferries), accommodation, meals, and other associated activities.

- 5 Legislation relevant to this unit standard includes but is not limited to the:  
Health and Safety at Work Act 2015  
Privacy Act 2020  
and any subsequent amendments.  
Current legislation can be accessed at <http://legislation.govt.nz/>.

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## Outcomes and performance criteria

### Outcome 1

Establish and confirm business travel needs.

Range travel includes a minimum of two journeys involving complex business itineraries and overnight stays

### Performance criteria

- 1.1 Information is obtained from the traveller to enable their needs to be determined and travel bookings to be finalised with travel service providers in accordance with organisational requirements.

Range information includes but is not limited to – purpose of trip, timings, destination(s), mode(s) of travel, accommodation needs, budget, any special requirements.

- 1.2 Travel arrangements are confirmed using established processes and authorisations, and documentation provided to the traveller in accordance with organisational requirements.

Range documentation includes but is not limited to – tickets and/or vouchers, business travel itinerary; may include – visa or other entry requirements; foreign currency or money cards.

### Outcome 2

Provide responsive administrative support before, during and after travel.

Range travel includes – a minimum of two journeys involving complex business itineraries and overnight stays.

### Performance criteria

- 2.1 Processes are established with traveller(s) for contact and communication in relation to business travel needs in accordance with organisational requirements.

- 2.2 Requirements are dealt with responsively and in accordance with organisational requirements.

- 2.3 Payment is documented and processed in accordance with organisation and service provider requirements.

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<b>Replacement information</b>	This unit standard replaced unit standard 21864.
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<b>Planned review date</b>	31 December 2026
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	27 February 2020	N/A
Rollover and Revision	2	29 August 2024	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0113
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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 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.