

Title	Sell, process, and advise on foreign exchange for travel		
Level	3	Credits	2

Purpose	People credited with this unit standard are able to advise customers on foreign exchange for travel and sell and process foreign exchange for travel.
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Classification	Tourism > Travel
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Available grade	Achieved
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Guidance Information

- 1 Definitions

Journey refers to travel between two or more points.

Money card refers to a pin protected card which is credited with foreign currency and provides the user with access to their funds worldwide via automated teller machines (ATMs). A money card is not linked to a bank account and is therefore not a bank debit card.

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.
- 2 Ordering can be completed online, or as appropriate to travel industry workplace policies and procedures and must be in accordance with the foreign exchange supplier requirements.
- 3 This unit standard may be assessed against in a travel industry 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 travel industry workplace.
- 4 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

Advise customers on foreign exchange for travel.

Performance criteria

- 1.1 Customers are advised on methods of taking money overseas and preferred currency in terms of suitability to the journey undertaken.
- Range methods may include but are not limited to – cash, credit cards, debit cards, ATM cards, money cards, cash passports; evidence is required for three methods.
- 1.2 Customers are advised on foreign exchange commission charges or handling fees.
- Range customers buying foreign exchange, customers selling foreign exchange.
- 1.3 Customers are advised on procedures in the event of losing foreign currency.
- Range currency may include but is not limited to – cash, credit cards, bank drafts, money cards; evidence is required for three.

Outcome 2

Sell and process foreign exchange for travel.

Performance criteria

- 2.1 Customers' requirements are confirmed, and the cost of foreign currency is calculated in accordance with current exchange rates and commission charges or handling fees.
- Range requirements may include but are not limited to – amounts, currencies, cash, money cards; evidence of three is required.
- 2.2 Foreign currency is ordered in accordance with customer requirements, foreign exchange supplier requirements.
- 2.3 The foreign currency received from suppliers is confirmed in accordance with that ordered.
- 2.4 Foreign currency and any related documentation is given and explained to customers in accordance with foreign exchange supplier requirements.
- Range may include but is not limited to – counting out of cash, transaction receipts, loading pin numbers on money cards, security of documentation; evidence of three is required.

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	30 June 1995	31 December 2018
Revision	2	24 October 1995	31 December 2018
Review	3	11 April 1997	31 December 2018
Review	4	30 April 2001	31 December 2018
Review	5	20 February 2009	31 December 2018
Review	6	16 February 2017	31 December 2022
Review	7	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.