

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, and sell and process foreign exchange.
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Classification	Tourism > Travel
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Available grade	Achieved
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Explanatory notes

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 must 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.

Outcomes and evidence requirements

Outcome 1

Advise customers on foreign exchange.

Evidence requirements

1.1 Customers are advised on methods of taking money overseas and preferred currency in terms of suitability to the journey being undertaken.

Range methods may include but are not limited to – cash, travellers’ cheques, 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 may include but is not limited to – cash, travellers’ cheques, credit cards, bank drafts, money cards;
evidence is required for three.

Outcome 2

Sell and process foreign exchange.

Evidence requirements

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, travellers’ cheques, money cards.

2.2 Foreign currency is ordered in accordance with customer requirements, foreign exchange supplier requirements, and travel industry workplace policies and procedures.

2.3 The foreign currency received from suppliers is confirmed as being 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, and travel industry workplace policies and procedures.

Range may include but is not limited to – the counting out of cash, recording of travellers’ cheques, signing of travellers’ cheques, transaction receipts, loading pin numbers on money cards, security of documentation.

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	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	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 (CMRs). 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 ServiceIQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.