

<b>Title</b>	<b>Supervise staff in the travel industry</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	This unit standard is for people training for the travel industry. People credited with this unit standard are able to apply supervisory skills in the travel industry. They are able to: draw up job descriptions for a travel industry workplace; develop, implement and review induction and orientation programmes in a travel industry workplace; implement people and performance management systems in a travel industry workplace; apply legal and ethical principles in a travel industry workplace; demonstrate knowledge of the principles of quality management in a travel industry workplace; and comply with the requirements of legislation governing employer and employee relationships in a travel industry workplace.
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<b>Classification</b>	Tourism > Travel
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<b>Available grade</b>	Achieved
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## Guidance Information

- 1 Definition  
*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 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard. Legislation relevant to this unit standard may include but is not limited to – Commerce Act 1986, Consumer Guarantees Act 1993, Contract and Commercial Law Act 2017, Employment Relations Act 2000, Fair Trading Act 1986, Health and Safety at Work Act 2015, Human Rights Act 1993, Privacy Act 1993.
- 3 All assessment tasks for performance criteria are to be carried out in accordance with travel industry workplace policies and procedures.

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## Outcomes and performance criteria

### Outcome 1

Draw up job descriptions for a travel industry workplace.

Range junior, intermediate, senior positions.

**Performance criteria**

- 1.1 Job description clearly specifies roles and responsibilities of position.
- 1.2 Job description clearly specifies person and profile for position.
- 1.3 Job description clearly specifies selection criteria for position.
- 1.4 Job description complies with all regulatory and legislative requirements.

Range Employment Relations Act 2000, Equal Opportunities Legislation, Human Rights Act 1993.

**Outcome 2**

Develop, implement and review induction and orientation programmes in a travel industry workplace.

**Performance criteria**

- 2.1 Company vision and mission are communicated.
- 2.2 Induction and orientation programmes are developed, implemented and reviewed according to human resource management principles.

**Outcome 3**

Implement people and performance management systems in a travel industry workplace.

**Performance criteria**

- 3.1 Work teams are built to meet travel industry workplace sales expectations.
- 3.2 Objectives and targets are communicated which ensure company goals are met.
- 3.3 Environment is provided which facilitates open two-way feedback.  
Range verbal, written.
- 3.4 Employees with time management problems are identified and a corrective action plan is put in place.
- 3.5 Employees with stress-related problems are identified and an action plan is put in place.
- 3.6 Tasks and responsibilities are delegated by negotiation to ensure targets and goals are met.
- 3.7 Technical competencies and knowledge of core processes required by the travel industry are demonstrated.

- 3.8 On-going training is provided in accordance with identified needs.  
Range in-house, out-house.
- 3.9 Coaching skills are applied in response to identified needs.
- 3.10 Systems are utilised to monitor staff performance.
- 3.11 Counselling of staff on matters affecting job performance is undertaken according to industry practice and legislative requirements.
- 3.12 Assessment procedures are utilised for on-job legislative requirements.

#### **Outcome 4**

Apply legal and ethical principles in a travel industry workplace.

##### **Performance criteria**

- 4.1 Compliance with the requirements of legislation relating to the travel industry is ensured.
- 4.2 Compliance with ethical standards applicable to the travel industry is ensured.

#### **Outcome 5**

Demonstrate knowledge of the principles of quality management in a travel industry workplace.

##### **Performance criteria**

- 5.1 An overview of quality management systems is given in terms of its philosophy.  
Range quality systems may include but are not limited to – Total Quality Management (TQM), ISO 9001 Quality Management System; evidence of one is required.
- 5.2 An understanding of quality management systems is demonstrated in terms of their application to the travel workplace.  
Range internal and external customer focus, continuous improvement, empowerment, teamwork.

#### **Outcome 6**

Comply with the requirements of legislation governing employer and employee relationships in a travel industry workplace.

##### **Performance criteria**

- 6.1 Discipline procedures are followed as set down in legislation.

6.2 Grievance procedures are followed as set down in legislation.

<b>Planned review date</b>	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	9 August 1995	31 December 2018
Revision	2	24 October 1995	31 December 2018
Review	3	11 April 1997	31 December 2018
Review	4	16 February 2017	31 December 2022
Review	5	26 November 2020	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@ServicelQ.org.nz) if you wish to suggest changes to the content of this unit standard.