

Title	Process information needed by visitors		
Level	3	Credits	3

Purpose	<p>This unit standard is for people working or intending to work in a workplace that provides information to visitors as part of its core business.</p> <p>People credited with this unit standard are able to: select, record, and maintain reference information for visitors; retrieve information required by visitors; prepare and provide information required by visitors; and carry out follow-up after visitor enquiry.</p>
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Classification	Tourism > Visitor Information
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Available grade	Achieved
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Guidance Information

- Recommended skills and knowledge:
Unit 23759, *Provide customer service experiences in a tourism workplace*, or demonstrate equivalent knowledge, skills or experience.
- Evidence for this unit standard may be obtained in a workplace or a simulated workplace that closely reflects workplace conditions. Evidence for Outcome 1 is of the preparation and maintenance of systems in readiness for visitors; the remaining outcomes are to be assessed against enquiries from particular visitors. Evidence for a total of three visitor enquiries are required for Outcomes 2-4.
- Websites relevant to this unit standard include:
Department of Conservation Te Papa Atawhai – <https://www.doc.govt.nz/>
Immigration New Zealand – <https://www.immigration.govt.nz/>
Te Ara – The Encyclopedia of New Zealand – <https://teara.govt.nz/en>
Tourism New Zealand – <http://www.tourismnewzealand.com/>
Unite against COVID-19 - <https://covid19.govt.nz/international-travel/>.
- Definitions
Information refers to any facts or advice which will help a visitor to optimise the quality of their New Zealand experience.
Tourism workplace policies and procedures refer to documented instructions about workplace expectations, such as customer service delivery, personal presentation, legislation, organisational structure, business objectives.

Outcomes and performance criteria

Outcome 1

Select, record, and maintain reference information for visitors.

Performance criteria

- 1.1 Tourism workplace policies and procedures are complied with when selecting, recording and maintaining reference information.
- Range may include but is not limited to – reliability, access, format, cost.
- 1.2 Reference information is selected to meet visitor anticipated requirements in accordance with tourism workplace policies and procedures.
- Range may include but is not limited to – assessment of visitor interests, accuracy, detail.
- 1.3 Requirements of recording system are met when reference information is processed.
- Range may include but is not limited to – entry, coding, indices, cross-referencing, up-dating, database.

Outcome 2

Retrieve information required by visitors.

Performance criteria

- 2.1 Available information specific to visitor requirements is accessed and retrieved in accordance with tourism workplace policies and procedures.
- 2.2 Visitor requirements are met by information retrieved.
- 2.3 Additional relevant information sources are identified and recorded in accordance with tourism workplace policies and procedures.
- Range may include but is not limited to – time-scale, costs, language, medium.

Outcome 3

Prepare and provide information required by visitors.

Performance criteria

- 3.1 Information available for use by visitors is provided in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – print, electronic, displays, ordering, replacement.

- 3.2 Available information required by visitors is compiled in a form which meets visitor requirements.

- 3.3 Visitor requirements are met by providing advice on additional sources of relevant information.

Outcome 4

Carry out follow-up after visitor enquiry.

Performance criteria

- 4.1 Follow-up action is carried out in accordance with tourism workplace policies and procedures.

- 4.2 Materials are ordered to maintain stocks to ensure visitor requirements are met in accordance with tourism workplace policies and procedures.

Planned review date	31 December 2028
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 February 1997	31 December 2018
Revision	2	10 April 1997	31 December 2018
Revision	3	4 October 1999	31 December 2018
Revision	4	10 June 2002	31 December 2018
Review	5	22 May 2009	31 December 2018
Review	6	16 February 2017	31 December 2025
Review	7	24 August 2023	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 Ringa Hora Services Workforce Development Council
qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.