

<b>Title</b>	<b>Process information needed by visitors</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	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. 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.
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<b>Classification</b>	Tourism > Visitor Information
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<b>Available grade</b>	Achieved
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<b>Entry information</b>	
<b>Recommended skills and knowledge</b>	Recommended: Unit 23759, <i>Provide customer service experiences in a tourism workplace.</i>

### Explanatory notes

- Evidence for this unit standard may be obtained in a workplace or a simulated workplace that closely reflects workplace conditions. Evidence for Element 1 is of the preparation and maintenance of systems in readiness for visitors; the remaining elements 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:  
Immigration New Zealand – [www.immigration.govt.nz/](http://www.immigration.govt.nz/).  
Tourism New Zealand – <http://www.tourismnewzealand.com/>.  
Te Ara -- The Encyclopedia of New Zealand – [www.teara.govt.nz/](http://www.teara.govt.nz/).  
Department of Conservation Te Papa Atawhai – [www.doc.govt.nz/](http://www.doc.govt.nz/).
- Definitions  
*Information* means 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. These may include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

### Outcomes and evidence requirements

**Outcome 1**

Select, record, and maintain reference information for visitors.

**Evidence requirements**

- 1.1 Sources of reference information comply with tourism workplace policies and procedures.
- 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 Processing of reference information meets requirements of recording system.
- Range may include but is not limited to – entry, coding, indices, cross-referencing, up-dating, database.

**Outcome 2**

Retrieve information required by visitors.

**Evidence requirements**

- 2.1 Available information specific to visitor requirements is accessed and retrieved in accordance with tourism workplace policies and procedures.
- 2.2 Information retrieved meets visitor requirements.
- 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.

**Evidence requirements**

- 3.1 Provision of available information for use by visitors is 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 Advice about additional sources of relevant information meets visitor requirements.

#### Outcome 4

Carry out follow-up after visitor enquiry.

#### Evidence requirements

- 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.

<b>Planned review date</b>	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	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	N/A

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

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**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.