

<b>Title</b>	<b>Manage travel industry workplace operations using computerised systems</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	This unit standard is for people training for a management role in the travel industry. People credited with this unit standard are able to: process travel accounting functions using a computer; use a computerised system to monitor and analyse staff performance in the travel industry; and use a computerised system as a marketing tool 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 Competency in this unit standard must be demonstrated using a computerised reservation system (CRS) which has a management function capability or an accounting/management software package. A theoretical knowledge of this computerised system is not sufficient to gain credit for competency in this unit standard.
- 4 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

Process travel accounting functions using a computer.

**Performance criteria**

- 1.1 Clients' files are monitored.
- 1.2 Goods and Services Tax returns are processed.
- 1.3 Audit trails are set up.
- 1.4 Invoices and vouchers are prepared in accordance with suppliers' requirements.
- 1.5 Bank Settlement Plan (BSP) reconciliation and commission tracking procedures are completed.
- 1.6 Credit card transactions are recorded.
- 1.7 Sales and management reports are prepared.
- 1.8 Cash book accounting is completed.

**Outcome 2**

Use a computerised system to monitor and analyse staff performance in the travel industry.

**Performance criteria**

- 2.1 The selling performance of staff is monitored.
- 2.2 The profit-making performance of staff is analysed.
- 2.3 The overall performance of staff is analysed.

**Outcome 3**

Use a computerised system as a marketing tool in a travel industry workplace.

**Performance criteria**

- 3.1 Reports are produced.  
Range target markets, preferred products.
- 3.2 The performance of travel products is monitored.
- 3.3 The performance of travel products is analysed.

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<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	28 February 1997	31 December 2018
Revision	2	10 April 1997	31 December 2018
Review	3	16 February 2017	31 December 2022
Review	4	26 November 2020	N/A

**Consent and Moderation Requirements (CMR) reference**

0112

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.