

Title	Devise and implement compliance procedures for legislation relating to the travel industry		
Level	5	Credits	10

Purpose	This unit standard is for people training for a management role in the travel industry. People credited with this unit standard are able to: devise and implement compliance procedures for dealing with clients in a travel industry workplace; devise and implement compliance procedures for consumer legislation for the travel industry; and devise and implement compliance procedures for legislation relating to employer and employee in the travel industry.
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Classification	Tourism > Travel
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Available grade	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.
- 3 Legislation specified in this unit standard includes: Health and Safety at Work Act 2015, Fair Trading Act 1986, Consumer Guarantees Act 1993, Commerce Act 1986, Privacy Act 1993, Human Rights Act 1993, Employment Relations Act 2000, Accident Compensation Act 2001.

Outcomes and performance criteria

Outcome 1

Devise and implement compliance procedures for dealing with clients in a travel industry workplace.

Performance criteria

- 1.1 Procedures are devised and implemented for dealing with clients which meet the requirements of Contract Law and Common Law in relation to tort, and in accordance with travel industry workplace policies and procedures.

- 1.2 A case is prepared for presentation at a Disputes Tribunal hearing, in compliance with legislation and regulation, and in accordance with travel industry workplace policies and procedures.

Outcome 2

Devise and implement compliance procedures for consumer legislation for the travel industry.

Performance criteria

- 2.1 A compliance procedure for the Fair Trading Act 1986 is devised and implemented in terms of its application specific to the travel industry.
- 2.2 A compliance procedure for the Commerce Act 1986 is devised and implemented in terms of its application specific to the travel industry.
- 2.3 A compliance procedure for the Consumer Guarantees Act 1993 is devised and implemented in terms of its application specific to the travel industry.
- 2.4 A compliance procedure for the Privacy Act 1993 is devised and implemented in terms of its application specific to the travel industry.

Outcome 3

Devise and implement compliance procedures for legislation relating to employer and employee in the travel industry.

Performance criteria

- 3.1 A compliance procedure for the Health and Safety at Work Act 2015 is devised and implemented in terms of its application to the travel workplace.
- Range two each of – communication procedures, induction and training requirements, travel workplace hazard recognition, safe working practices, housekeeping and hygiene, emergency procedures.
- 3.2 A compliance procedure for the Human Rights Act 1993 is devised and implemented which meets the requirements of the Act.
- 3.3 A standard format for employment contracts is devised and implemented which meets the requirements of the Employment Relations Act 2000.
- 3.4 A compliance procedure for the Employment Relations Act 2000 is devised and implemented which meets the requirements of the Act.
- 3.5 A compliance procedure for the Accident Compensation Act 2001 is devised and implemented which meets the requirements of the Act.

Planned review date	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
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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 if you wish to suggest changes to the content of this unit standard.