Title	**Apply specific travel management functions in a travel industry workplace**
Level	5	**Credits**	6

Purpose	This unit standard is for people training for a management role in the travel industry. People credited with this unit standard are able, in a travel industry workplace, to: manage criteria for making accounting decisions; manage familiarisation trips as a training tool; demonstrate knowledge of licensing requirements; and determine insurance needs for a travel industry workplace.

Classification	Tourism > Travel

Available grade	Achieved

Guidance Information

1   Definitions
     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.
     Travel management refers to planning, organising, directing and controlling the operations of a travel industry workplace.

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.

Outcomes and performance criteria

Outcome 1

Manage criteria for making accounting decisions in a travel industry workplace.

Range   leisure or corporate travel offices.

Performance criteria

1.1   Criteria for discounting procedures are applied.

        Range   profit margins, group discounts, corporate or leisure.

1.2   Criteria for managing cash flow are applied.

        Range   Bank Settlement Plan payment procedures, discounting, credit
                     cards, credit.

1.3   Criteria for setting and monitoring sales targets are applied.

        Range   organisation, personal, leisure or corporate.

1.4   Criteria for assessing and prioritising requirements for resources are applied.

        Range   two of the following – new, used, trade-in, leased, rented.

1.5   Criteria for monitoring and controlling office resources are applied.

Outcome 2

Manage familiarisation trips as a training tool in a travel industry workplace.

Performance criteria

2.1   Familiarisation trips which extend current knowledge are managed.

        Range   domestic or international, reports, special project, presentations.

Outcome 3

Demonstrate knowledge of licensing requirements in a travel industry workplace.

Range   International Air Transport Association (IATA), Travel Agents Association of
         New Zealand (TAANZ) bonding and membership requirements.

Performance criteria

3.1   Travel industry licensing requirements are described in terms of IATA and
        TAANZ bonding and membership.

3.2   Procedures for completing applications for travel industry licensing are
        described in accordance with IATA and TAANZ bonding and membership
        requirements.

Outcome 4

Determine insurance needs for a travel industry workplace.

Range   office, fixtures and fittings, vehicles, professional indemnity.

Performance criteria

4.1   Company assets are assessed in terms of replacement value.

          Range   two of the following – office, fixtures and fittings, vehicles.

4.2   Level of professional indemnity insurance required is assessed in terms of an organisation's potential liability.

4.3   Policies are identified, evaluated, and selected in accordance with organisation's identified insurance needs.

Planned review date	31 December 2025

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 ServiceIQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.