

<b>Title</b>	<b>Read and comprehend work-related documents in English for a tourism workplace</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are able to read and comprehend work-related documents in English for a tourism workplace.
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<b>Classification</b>	Tourism > Visitor Services
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<b>Available grade</b>	Achieved
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### Explanatory notes

#### *Definition*

*Tourism workplace* refers to any organisation involved in the domestic tourism industry, the inbound tourism industry, or the outbound tourism industry. Tourism workplaces may include but are not limited to – transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.

*Work-related documents* refers to documents (but not an extract from, or part of a document) which directly relate to the operations of a tourism workplace and contain a minimum of 10 pages of A4 text or equivalent.

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### Outcomes and evidence requirements

#### Outcome 1

Read and comprehend work-related documents in English for a tourism workplace.

Range documents may include but are not limited to – tourism and travel organisational policies and procedures manual, operating instructions for equipment, travel brochures, travel guides, International Air Transport Association (IATA) ticketing handbook, tourism industry supplier manuals, travel industry directory and information guide, travel insurance brochure;  
evidence is required for two different tourism work-related documents.

#### Evidence requirements

1.1 An index or table of contents is used to locate specific information.

Range evidence is required for a minimum of five pieces of information for each document.

1.2 Specific information within the document is correctly interpreted.

Range evidence is required for a minimum of 10 pieces of information for each document.

1.3 Abbreviations, tourism industry jargon, or technical language are interpreted correctly according to the purpose of the text.

Range evidence is required for a minimum of five examples of abbreviations, tourism industry jargon, or technical language across the two documents.

<b>Replacement information</b>	This unit standard replaced unit standard 18232.
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<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	25 January 2008	31 December 2018
Review	2	16 March 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.

### **Comments on this unit standard**

Please contact ServiceIQ [qualifications@ServiceIQ.org.nz](mailto:qualifications@ServiceIQ.org.nz) if you wish to suggest changes to the content of this unit standard.