

<b>Title</b>	<b>Demonstrate knowledge of Pacific Island countries as visitor destinations</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to: identify suppliers used by the New Zealand travel industry to book travel products in Pacific Island countries; present information to customers about air transport and ground product, and related services available to visitors travelling to, from, and within Pacific Island countries; present information to customers about activities, attractions, and events in Pacific Island countries; and provide travel information for visitors to Pacific Island countries.
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<b>Classification</b>	Tourism > Travel
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<b>Available grade</b>	Achieved
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### Explanatory notes

#### 1 Definitions

*Activities* refer to commercial activities at a destination which are of interest to visitors. For example – excursions, boat cruises, nature treks, city tours.

*Attractions* refer to both constructed and natural attractions existing at a destination which are of interest to visitors. For example: constructed attractions may include – museums, buildings, zoos; natural attractions may include – forests, lakes, rivers.

*Current regulations* refer to those outlined by the official department of the country concerned.

*Current travel industry resources* refer to any resource, manual or electronic, used in the travel industry. Examples may include but are not limited to – supplier or wholesale brochures, websites, computer reservation system.

*Domestic transport services* may include – airline, bus or ferry services.

*Events* refer to staged events which occur on a regular basis at a destination which are of interest to visitors. For example – exhibitions, festivals, sports events.

*Features* may include but are not limited to – what there is to see and do, location, duration, time of year, facilities/services available.

*Rental vehicle operator* refers to suppliers of rental cars or motor scooters.

*Route* refers to travel between two destinations. For example – Nadi to Suva.

*Seasons* may include – wet, dry, hurricane, cyclone, tornado, summer, autumn, winter, spring.

*Suppliers* may include but are not limited to – wholesalers or direct suppliers.

#### 2 For the purpose of this unit standard Pacific Island countries include – Fiji, Cook Islands, Vanuatu, Samoa, Tonga, French Polynesia, New Caledonia, Norfolk Island, Hawaii.

- 3 Range  
Three Pacific Island countries are selected and must apply to the entire unit standard.

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## Outcomes and evidence requirements

### Outcome 1

Identify suppliers used by the New Zealand travel industry to book travel products in Pacific Island countries.

#### Evidence requirements

- 1.1 Suppliers used to book travel products in Pacific Island countries are identified in terms of the travel products they offer.

### Outcome 2

Present information to customers about air transport and ground product, and related services available to visitors travelling to, from, and within Pacific Island countries.

#### Evidence requirements

- 2.1 Airline services between New Zealand and Pacific Island countries are identified and presented in terms of gateway cities, operating carrier(s), and flight/travel times.
- 2.2 Domestic transport services within Pacific Island countries are identified and presented in terms of routes, operator(s), and service/travel times.
- Range two different routes per country.
- 2.3 An airport transfer service available to visitors within Pacific Island countries is identified and presented in terms of type and operator.
- 2.4 A rental vehicle operator within Pacific Island countries is identified and presented in terms of products or services offered in accordance with current travel industry resources.
- Range products or services may include but are not limited to – depot locations, rental inclusions, insurance, loyalty programmes, extra hire items;  
evidence is required for one rental vehicle operator per country.
- 2.5 Accommodation available to visitors within Pacific Island countries is identified and presented in terms of type and characteristics.
- Range characteristics may include but are not limited to – customer type, facilities and services available, standard or grading, specific location, chain or franchise affiliation, loyalty programmes;  
evidence is required for two accommodation types per country.

**Outcome 3**

Present information to customers about activities, attractions, and events in Pacific Island countries.

**Evidence requirements**

3.1 Activities, attractions, and events, and their features are identified and presented in accordance with current travel industry resources.

Range two different activities, one constructed attraction, one natural attraction, and one event per country.

**Outcome 4**

Provide travel information for visitors to Pacific Island countries.

**Evidence requirements**

4.1 Time differences between Pacific Island countries and New Zealand are identified.

Range New Zealand standard time, New Zealand daylight saving time.

4.2 Seasons in Pacific Island countries are identified and presented in terms of times of year, and average temperatures, in accordance with information available in current travel industry resources.

4.3 Information on health and safety precautions, currency and taxes, and cultural awareness is provided, which is consistent with current conditions existing at the destination.

4.4 Entry requirements are identified and presented in accordance with current regulations.

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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	30 June 1995	31 December 2014
Revision	2	24 October 1995	31 December 2014
Review	3	11 April 1997	31 December 2014
Revision	4	23 September 1997	31 December 2014
Review	5	30 April 2001	31 December 2014
Review	6	20 June 2008	31 December 2017
Review	7	12 December 2013	N/A
Rollover	8	20 March 2014	N/A
Review	9	16 February 2017	N/A

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

0078

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 (CMR). 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 ServicelQ [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz) if you wish to suggest changes to the content of this unit standard.