

Title	Demonstrate knowledge of Australia as a visitor destination		
Level	3	Credits	5

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

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 Australian Government Department of Immigration and Border Protection.

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 land and water transport services refer to long distance coach, long distance rail, and ferry.

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 operators refer to suppliers of rental cars or motor homes.

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

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

Outcomes and evidence requirements

Outcome 1

Identify suppliers used by the New Zealand travel industry to book travel products in Australia.

Evidence requirements

1.1 Suppliers used to book travel products in Australia are identified in terms of the travel products they offer.

Range four different suppliers.

Outcome 2

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

Evidence requirements

2.1 Airline services between New Zealand and Australian destinations are identified and presented in terms of gateway cities, operating carrier(s), and flight/travel times.

Range evidence is required for three Australian destinations.

2.2 Domestic airline services within Australia are identified and presented in terms of routes, operating carrier(s), and flight/travel times.

Range evidence is required for four city pairs.

2.3 Airport transfer services available to visitors within Australia are identified and presented in terms of type and operator(s).

Range evidence is required for three Australian destinations.

2.4 Rental vehicle operators within Australia are 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 two rental vehicle operators.

2.5 Domestic land and water transport operators within Australia are 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 – route networks, on board services/facilities, travel passes;

evidence is required for one operator per transport type.

- 2.6 Domestic land and water transport services are identified and presented in terms of specified routes and travel times for the operators identified in evidence requirement 2.5.

Range evidence is required for two routes per operator.

- 2.7 Accommodation available to visitors is identified and presented in terms of type and characteristics.

Range characteristics may include but are not limited to – customer type, facilities and services, standard or grading, specific location, chain affiliation, franchise affiliation, loyalty programmes; evidence is required for two accommodation types in three Australian destinations.

Outcome 3

Present information to customers about activities, attractions, and events in Australia.

Evidence requirements

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

Range eight different activities, five constructed attractions, five natural attractions, five events, with a geographical mix of states and territories.

Outcome 4

Provide travel information for visitors to Australia.

Evidence requirements

- 4.1 Time differences between Australian destinations and New Zealand are identified.

Range evidence is required for three Australian destinations in different time zones.

- 4.2 Seasons in Australian destinations are identified and presented in terms of times of year, and average temperatures, in accordance with information available in current travel industry resources.

Range evidence is required for three Australian destinations, with a geographical mix of states and territories.

- 4.3 Information on health and safety precautions, and currency and taxes 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.

Range New Zealand passport holders, non-New Zealand passport holders.

Planned review date	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 April 2001	31 December 2014
Review	2	20 June 2008	31 December 2017
Review	3	12 December 2013	N/A
Rollover	4	20 March 2014	N/A
Review	5	16 February 2017	N/A

Consent and Moderation Requirements (CMR) reference	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 (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 ServiceIQ qualifications@serviceiq.org.nz if you wish to suggest changes to the content of this unit standard.