

NZQA Unit Standards

All these qualifications are approved by NZQA for student loans and allowances. For details on the criteria and how to apply contact us.

CERTIFICATE IN AIRLINE,
TRAVEL & TOURISM

CERTIFICATE IN ADVANCED
AIRLINE, TRAVEL & TOURISM

CERTIFICATE IN
INTERNATIONAL FLIGHT
ATTENDING

UNIT STANDARDS

Unit	Description	Certificate in Airline, Travel & Tourism	Certificate in Advanced Airline, Travel & Tourism	Certificate in International Flight Attending
Unit 23755	Identify and self-evaluate the demands of a specific role in a tourism workplace	✓	✓	○
Unit 23758	Demonstrate knowledge of communication and customer service theory in a tourism workplace	✓	✓	○
Unit 23759	Provide customer service experiences in a tourism workplace	✓	✓	○
Unit 23768	Describe the legal rights and responsibilities of employees and employers in a tourism workplace	✓	✓	○
Unit 23766	Demonstrate knowledge of the tourism industry	✓	✓	○
Unit 23764	Demonstrate verbal communication in a wide range of tourism contexts	✓	✓	○
Unit 23769	Demonstrate knowledge of the sales function within tourism workplace	✓	✓	○
Unit 18237	Perform calculations for a tourism workplace	✓	✓	○
Unit 24873	Demonstrate knowledge of teamwork	✓	✓	○
Unit 18212	Demonstrate knowledge of New Zealand as a tourist destination	✓	✓	○
Unit 18228	Demonstrate knowledge of specific New Zealand regions as tourist destinations	✓	✓	○
Unit 3750	Sell, process and advise foreign exchange for travel	✓	✓	○
Unit 24872	Produce documents for a workplace using a computer	✓	✓	○
Unit 18226	Demonstrate cross cultural communication skills	○	○	○
Unit 25193	Demonstrate knowledge of ground terminology and products used in the travel industry	✓	✓	○
Unit 25194	Produce and check numerical documents for the travel industry	✓	✓	○
Unit 25195	Explain travel brochures and travel-related documents	✓	✓	○
Unit 25503	Identify and access travel product information and travel-related information	✓	✓	○
Unit 25506	Process short haul ground travel requirements using a computer reservation system	✓	✓	○
Unit 25508	Demonstrate knowledge of work travel geography	✓	✓	○
Unit 25499	Provide quotations, complete reservations and process travel arrangements in retail travel	✓	✓	○
Unit 25504	Demonstrate knowledge of retail travel operations	✓	✓	○
Unit 25505	Process short haul air travel requirements using a computer reservation system	✓	✓	○
Unit 25507	Use a travel management system to manage client files and process travel arrangements for clients	✓	✓	○
Unit 18211	Demonstrate knowledge of Australia as a tourist destination	✓	✓	○
Unit 25509	Demonstrate knowledge of wholesale travel operations	✓	✓	○
Unit 18220	Advise on and sell travel insurance	✓	✓	○
Unit 18206	Process reservations for coach and overland tours outside of New Zealand	○	✓	○
Unit 18219	Demonstrate knowledge of and process international air travel	○	✓	○
Unit 18205	Process reservations for cruises outside of New Zealand	○	✓	○
Unit 10457	Sell tourism and travel products to customers	○	✓	○
Unit 18282	Advise customers of regulatory requirements	○	✓	○
Unit 20490	Outline and apply contract legislation and common law principles to the tourism industry	○	✓	○
Unit 26471	Prepare quotes for specialist travel products outside of New Zealand	○	✓	○
Unit 18213	The United Kingdom and Eire as a tourist destination	○	✓	○
Unit 18214	The United States and Canada as a tourist destination	○	✓	○
Unit 18222	Research and market a group tour	○	✓	○
Unit 25192	Demonstrate knowledge of airline terminology	○	✓	○
Unit 6400	Manage first aid in emergency situations	○	○	✓
Unit 6401	Provide basic first aid	○	○	✓
Unit 6402	Provide basic life support	○	○	✓
Unit 9244	Demonstrate ability to manage air services emergencies	○	○	✓
Unit 9245	Identify, as a flight attendant, major aircraft components	○	○	✓
Unit 21834	Demonstrate knowledge of introductory aviation terminology	○	○	✓
Unit 21837	Demonstrate knowledge of dangerous goods and hazardous items in the aviation industry	○	○	✓
Unit 25457	Manage basic medical issues affecting aircrew and passengers	○	○	✓
Unit 21840	Demonstrate knowledge of alcoholic and non-alcoholic beverages on board an aircraft	○	○	✓
Unit 21841	Provide food and beverage services on board an aircraft	○	○	✓
Unit 21842	Demonstrate knowledge of and comply with food hygiene requirements on board an aircraft	○	○	✓
Unit 21843	Demonstrate ability to manage passengers on board an aircraft	○	○	✓
Unit 21844	Demonstrate knowledge of and use of aircraft safety and emergency equipment	○	○	✓
Unit 21845	Carry out fire fighting procedures on board an aircraft	○	○	✓
Unit 25453	Demonstrate knowledge of crew resource management on board an aircraft	○	○	✓
Unit 25455	Demonstrate knowledge of and apply conflict management on board an aircraft	○	○	✓
Unit 17357	Demonstrate knowledge of airport geography	○	○	✓
Unit 11101	Collaborate within a group/team which has an objective	○	○	✓
Unit 9692	Present information orally to an audience	○	○	✓
Unit 16688	Identify and manage the effects of shift work	○	○	✓
Unit 497	Demonstrate knowledge of workplace health and safety	○	○	✓
Unit 20595	Demonstrate knowledge of the threat presented by terrorism	○	○	○
Unit 16818	Demonstrate knowledge of aviation industry law, systems and procedures	○	○	○
Unit 21835	Demonstrate knowledge of basic principles for commercial airlines	○	○	✓
Unit 18227	Demonstrate knowledge of support mechanisms for customers with specific needs	○	○	✓
Unit 20677	Demonstrate knowledge of the principles of aircraft flight	○	○	○