



New Zealand School of Tourism

New Zealand Certificate in Tourism Level 3

- with strands in Aviation, Tourism & Travel, and Visitor Experience

MARKING GUIDE

TTAI: ACCOMMODATION AND TRANSPORTATION PRODUCTS

Component 3 Level 3 6 Credits

TTAI Graduate Profile 2 (1 credit)

TTAI Graduate Profile 4 (2 credits)

TTAI Graduate Profile 5 (3 credits)

Assessment code: TTAI A&T Products

INSTRUCTIONS FOR TRAINERS

1. This is a written assessment.
2. This is an **open book** assessment.
3. Students must complete all tasks in the assessment.
4. To achieve competency in this module the student must achieve competency in all tasks.

NOTE: Trainer, you need to advise the students on a destination that they will be directing their clients to (from their local city in which they are based). You may use multiple destinations i.e., the class are given Destination A, B, C, or D.

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GRADUATE PROFILE 2	LEARNING OUTCOMES	ASSESSMENT
Apply workplace practices required of a tourism workplace including teamwork, team leadership, risk management and compliance with relevant Acts and health and safety legislation.	Be able to demonstrate knowledge of accommodation terminology, systems, and products used in the travel industry; land transport terminology and products used in the travel industry; and water transport products and compliance with Acts and health and safety legislation.	TTAI Accommodation & Transportation Products Written assessment on accommodation and transportation products. (GP2, Cr1) (GP4, Cr2) (GP5, Cr3)
GRADUATE PROFILE 4		
Apply knowledge of major New Zealand tourism destinations in terms of characteristics, relevant to visitors to enhance the visitor experience.		
GRADUATE PROFILE 5		
Recognise the importance of the tourism and travel industry to the New Zealand economy, including the structure and operations of the New Zealand inbound and outbound tourism and travel industries to demonstrate an understanding of the context they work within.		

QUESTION ONE

TERMINOLOGY

A)

Match the corresponding letter with the definitions

	Terminology		Definition
A	Guest nights	J	A selection of dishes that the diner can select from, includes hot and cold foods.
B	Room Rate	I	Room has two main configurations; either 2 large beds (queen or king) or one large (queen or king bed) and 2 single beds.
C	Walk-in	G	Two different rooms with a common door
D	No-Show	O	Per person
E	FOC	M	Equipped with a computer, internet access and a desk
F	Rack Rate	A	Number of nights a guest stay.
G	Superior room	C	A guest who arrives who does not have a reservation
H	Qualmark	E	Free of charge
I	Quad room	D	A guest who does not arrive
J	Buffet	K	Something physical that the accommodation has. For example, a bar, restaurant, swimming pool.
K	Facilities	P	% of rooms booked per night
L	Shoulder season	N	Dinner bed and breakfast
M	Standard room	H	The official quality accreditation programme for New Zealand accommodation, tourist attractions, activities, transportation, and inbound tour operators.
N	Full board	L	Between peak and off-peak seasons. Demand is still relative starting to decline, pricing changes to reflect this.
O	PP	F	No discounts on the full value of the

All answers must be correct

			room, usually for someone who has not made an advance booking or negotiated a price.
P	Occupancy rate	B	The full value and cost of a room.

B)

QUALMARK

ACCOMMODATION: 1–5-star rating applies (5 being the highest)

Accommodation is assessed against specific criteria independently validated. Provides tourist with a guide as to what they can expect at each star level and so can book with confidence. Including COVID clean approved

TRANSPORTATION: Qualmark is a certification that highlights tourism providers who are delivering a quality sustainable experience, who have undergone an independent safety checks. Bronze, Silver and Gold ratings apply. Including COVID clean approved. Means transportation can be booked with confidence by the tourist as providers have been independently appraised.

Or similar answers accepted

QUESTION TWO
TRANSPORTATION

A

*The following **MODEL ANSWER** is based on **Auckland to Napier journey**. Only one option is given in the model answer, but the student must give three different options.*

TYPE OF TRANSPORTATION

a) **Car rental**

OTHER POSSIBLE TRANSPORTATION TYPES:

- *Coach services*
- *Motorhome hire*
- *Rail*

OPTION 1 & 2

- a) Student must identify THREE different types of land transportation available to get their client from point A to B. *E.g., Car hire/rental, coach services, motorhome hire, train etc.*
- It is NOT acceptable** for the student to identify 'car rental' for both options 1 & 2 – even though they may have given two different car rental operators for question 1b.

Air services are not applicable

			<p>Use your professional judgement. The student must give transportation options which are true and correct in terms of the given journey. <u>For example</u>, if a student needed to get a client from Auckland to Napier; rail transportation is NOT an option as there isn't a train service between these two points.</p>
	B	<p><u>TRANSPORTATION OPERATOR, for example:</u> b) GO RENTALS</p> <p><i>OTHER POSSIBLE TRANSPORTATION OPERATORS:</i></p> <ul style="list-style-type: none"> • Intercity, Newmans (TYPE: coach services) • Maui Motorhomes, Kea (TYPE: motorhome hire) 	<p>OPTION 1 & 2</p> <p>b) For each type of transportation identified in Q1a, the student must name an operator which provides that type of transportation.</p> <p>Use your professional judgement. The student must identify a transportation operator which provides the type of transportation they gave in Q1a. <u>For example</u>, if a student gave 'car rental' as the TYPE for Q1a, they must name a car rental company which is based at the starting point of the journey from which the visitor could hire a vehicle from. It's no good identifying a car rental company for the visitor to use if that company doesn't operate in the city that is the starting point.</p>

- C (TWO) FEATURES & TWO BENEFITS, (3 examples are given as a guide);
- c) **Feature:** A rental vehicle gives the visitor freedom and flexibility
Benefit: The benefit of this is that visitor can essentially make their own schedule and see as much or as little as they wish.
Feature: Go Rentals operates a large fleet of new & late model vehicles at competitive prices.
Benefit: The visitor has a choice of a variety of vehicles and rates best suits their needs &
- Feature:** Go Rentals includes AA Roadside Assistance in each hire
Benefit: The visitor can rest assure that they will be looked after if there was an issue with the vehicle, no matter where they are in NZ.

What is required by law if you are transporting passengers by road in New Zealand.

- D To operate a land passenger service, you need a **transport service licence**: either a **small passenger service licence** or a **large passenger service licence**.

- E Identify and explain 2 vehicle requirements if you are offering a passenger service.

1. Vehicles must meet general safety requirements
2. and vehicle standards.
3. Answers can include emergency exit requirements and measures to prevent overloading.
4. Vehicles must have a current certificate of fitness

- F Identify and explain 2 driver requirements for the operation of passenger transport.

Driver will need a small or large passenger service licence

The driver needs the correct passenger (P) endorsement on their licence.

OPTION 1 & 2

- c) For each transportation type/operator identified, student must give TWO features and TWO benefit statements, in relation to using the transportation type/operator identified in Q1a&b.

Answer must be correct

Student must identify 2 points:
 Answers must be correct - similar wording acceptable

Students must correctly identify 2 points:

		If they are driving small passenger service vehicles, they also need to display an ID card.	
QUESTION THREE WATER TRANSPORT	A)	<p><i>Student must identify inter-island ferries</i> <i>For example, Bluebridge and Interislander</i></p> <p>Ferries travel regularly between the two islands and can transfer vehicles, motorcycles, and pets. Comfortable seating, lounges with Wi-Fi and dining options are available onboard, so are private cabins.</p> <p>Sailings start in the morning and run through into the evening with increased sailings in summer.</p> <p>Take advantage of Bluebridge overnight sailing with their private sleeper cabins.</p>	<p>Student must identify either Bluebridge or the Interislander. Answers should be similar but not limited to the information provided.</p>
	B)	<p>Water Taxi from Picton –eg Cougar Line or Picton water taxis or Queen Charlotte Sound Water Taxis</p> <p>Features and benefits: regular service, scenic, personal service, on demand 7 days per week, variety of boats used</p>	<p>One feature 2 benefits required. Or similar answer accepted</p>
QUESTION FOUR ACCOMMODATION	A	<p><i>Example:</i></p> <p><u>ACCOMMODATION TYPE</u></p> <p>a) Hotel</p>	<p>OPTION 1, 2, 3</p> <p>a) Student must identify <u>Three different</u> accommodation types</p>

		<p><u>ACCOMMODATION TYPES</u> for example: Hotel, Motel, Camping ground cabins, bed and breakfast (Air B&B), lodge.</p>	<p><i>Use your professional judgement. The student must give information on Three accommodation property types.</i></p>
	B	<p><u>FEATURES OF THE PROPERTY TYPE:</u> b) MINIMUM OF THREE FEATURES, for example: Hotel</p> <ul style="list-style-type: none"> • Central to local attractions • Budget to luxury • High standard • Choice of room type 	<p>For each accommodation type student must identify 3 features NOTE: The student cannot use the same type of accommodation for all options.</p>
	C	<p><u>SERVICES AND FACILITIES</u> b) MINIMUM OF THREE REQUIRED, for example: Example hotel</p> <ul style="list-style-type: none"> • Fully serviced • Studio rooms, apartments, and family units available • Restaurant onsite • Bar onsite • Off-street parking • Room service • Air conditioning • Free WiFi 	<p>c) Student must identify 3 <u>services and/or facilities</u> available for each accommodation type</p>

	B)	<p>Explain the responsibilities of the guest accommodation sector under the Health and Safety at Work Act 2015 (HSWA). (Minimum 2 points required).</p> <p>Under the Health and Safety at Work Act 2015 (HSWA), every business has a responsibility to ensure, so far as is reasonably practicable, the health and safety of workers, and that others are not put at risk by the work of the business (for example, customers, visitors, children and young people, or the general public).</p> <p>First, you must always eliminate the risk where you're reasonably able to. Where you're not reasonably able to, then you need to consider what you can do to minimise the risk.</p>	<p>Minimum 2 points required. Similar worded description acceptable, – use judgement</p>
	C)	<p>Describe one example of the HSWA in action in the Accommodation sector.</p> <p>For example – wet floor – mop up immediately and use wet floor signs.</p>	<p>Student must provide one example-use judgement</p>