

ServiceIQ's  
essential  
skills to  
build your  
business

# Turn fledgling agents into industry-qualified professionals faster

New Zealand Certificate in Travel Level 4

AVAILABLE  
ONLINE

The industry benchmark qualification for retail travel agents and Travel Agents Association of New Zealand (TAANZ), can be achieved quickly and easily online on the job.



## Benefits for your employees

Assessing your employees with this online assessment on-job helps them:

- ▶ gain their professional industry qualification faster without having to study elsewhere
- ▶ understand the importance of their role in your business
- ▶ increase their confidence and job satisfaction
- ▶ establish an exciting career as a travel professional.

Today, ServiceIQ's innovative online technology puts this professional travel programme at the fingertips of up-coming travel agents who can be assessed and qualify on the job using their employer's systems and processes. There's no need to go off-site to study.

Successful graduates gain recognition for the high levels of skill, knowledge and professionalism they have learned on-job from their employer.

**Designed for today's fast-paced travel consultancy businesses, this online assessment programme can be completed on-job in only 12 months or less.**

## Benefits for your business

Assessing your employees with this online assessment on-job helps you:

- ▶ get your new recruits qualified to the highest standards easier and faster
- ▶ avoid costs associated with sending staff off-site to train and qualify
- ▶ meet TAANZ requirements
- ▶ have confidence your people are working to the highest standards
- ▶ increase productivity and sales
- ▶ attract positive reviews
- ▶ keep customers coming back
- ▶ retain great staff with career development opportunities.

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Service IQ

SMARTER PEOPLE FOR  
SMARTER BUSINESSES

## Programme features – New Zealand Certificate in Travel (Level 4)

This is a comprehensive online assessment programme that tests an employee's application, level of skill and depth of knowledge across a wide range of disciplines including:

- ▶ customer service
- ▶ product advice
- ▶ sales
- ▶ accurate communications
- ▶ literacy and numeracy
- ▶ problem-solving
- ▶ developing and maintaining customer relationships
- ▶ self-management
- ▶ teamwork
- ▶ compliance with relevant Acts and legislation
- ▶ detailed knowledge of specific travel regions
- ▶ broad operational knowledge of world geography
- ▶ operational systems and processes that help deliver a quality customer experience and contribute to overall business effectiveness.



### Why ServiceIQ?

ServiceIQ is your industry-endorsed training partner committed to helping you build a successful travel business through world-class customer service. We are the Industry Training Organisation (ITO) for the service industry and our experts develop top quality on-job training programmes that make a positive difference for businesses of all sizes right across New Zealand.

### More

This programme is just one of many that will benefit your business and employees. Talk to your expert ServiceIQ Training Advisor for no obligation advice and programmes to fit your needs.