



Find out more!

Turn fledgling agents into industry-qualified professionals faster

New Zealand Certificate in Travel (Level 4)

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.

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.

Programme features – Skills for success

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.

Find out more: www.ServiceIQ.org.nz/training/travel/travel

ServiceIQ

Industry Qualifications

We are the workplace training specialist for service sector employers in aviation, hospitality, retail, travel, tourism, and museums. We help our customers succeed by growing their talent.

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