

National Certificate in Tourism (Introductory Skills)

Level 2

Credits 53

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2017.

Transition Arrangements

This qualification has been reviewed and replaced by the New Zealand Certificate in Tourism (Introductory Skills) (Level 2) [Ref: 2198].

For detailed information see [Review Summaries](#) on the NZQA website.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	July 2001	December 2003
Revision	2	May 2003	December 2010
Review	3	September 2008	December 2017
Revision	4	May 2013	December 2017
Review	5	February 2014	December 2017

Standard Setting Body

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National Certificate in Tourism (Introductory Skills)

Level 2

Credits 54

Purpose

This qualification has been specifically designed for secondary school students and provides students with an introduction to the tourism industry. It recognises the knowledge and skills required as a base for further training in the tourism industry.

The Compulsory section ensures people awarded with this qualification are able to demonstrate knowledge of tourist characteristics and needs, the business of tourism, destination New Zealand, world tourist destinations, and work roles in tourism. Elective 1 includes basic literacy and numeracy skills.

In Elective 2, Set A is intended for use in New Zealand secondary schools and provides students with the opportunity to learn a variety of knowledge and skills required in the New Zealand tourism industry. Set B is intended for secondary schools in the Cook Islands and covers knowledge and skills relevant to the Cook Islands tourism industry.

This qualification prepares people for entry to the National Certificate in Tourism (Core Skills) (Level 3) [Ref: 0876], which in turn can lead to qualifications and careers in outbound travel such as travel consultancy or wholesale travel, and inbound tourism within the New Zealand tourism industry.

Replacement Information

This qualification replaced the National Certificate in Tourism (Level 2) [Ref: 0310].

Credit Range

	Compulsory	Elective 1		Elective 2	
		Set A	Set B	Set A	Set B
Level 1 credits	-	-	8	-	-
Level 2 credits	18	6	-	0-18	6-22
Level 3 or above credits	-	-	-	4-22	0-16
Minimum totals	18	6	8	22	

Requirements for Award of Qualification

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) Rules and Procedures publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Compulsory standards
- Elective 1 – as specified
- Elective 2 – as specified

Detailed Requirements

Compulsory

The following standards are required

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
24728	Demonstrate knowledge of work roles in tourism	2	3
24729	Demonstrate knowledge of world tourist destinations	2	4
24730	Demonstrate knowledge of the business of tourism	2	4
24731	Demonstrate knowledge of destination New Zealand	2	4
24732	Demonstrate knowledge of tourist characteristics and needs	2	3

Elective 1

Meet the requirements of all of the following sets

- Elective 1 Set A
- Elective 1 Set B

Elective 1 Set A

A minimum of 6 credits at Level 2

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1277	Communicate information in a specified workplace	2	3

Humanities > Communication Skills > Reading

ID	Title	Level	Credit
2989	Read and assess texts to gain knowledge	2	4

Field	Subfield	Domain
Humanities	English	English Oral Language English Written Language

Elective 1 Set B

A minimum of 8 credits at Level 1

Field	Subfield	Domain
Sciences	Mathematics	Any
	Statistics and Probability	Any

Elective 2

Meet the requirements of 1 of the following sets

- Elective 2 Set A
- Elective 2 Set B

Elective 2 Set A

A minimum of 22 credits

Service Sector > Tourism > Travel

ID	Title	Level	Credit
3727	Demonstrate knowledge of Pacific Island countries as tourist destinations	3	8
18211	Demonstrate knowledge of Australia as a tourist destination	3	8

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
18237	Perform calculations for a tourism workplace	2	3
23761	Read and comprehend work-related documents in English for a tourism workplace	2	3
23767	Demonstrate knowledge of and use the Internet in a tourism workplace	2	2
24724	Demonstrate knowledge of the history of tourism	2	4
24725	Describe and analyse the economic significance of tourism	3	4
24726	Describe and compare social and cultural impacts of tourism	2	3
24727	Describe and compare impacts of tourism on the physical environment	2	3

ID	Title	Level	Credit
24733	Describe and promote a New Zealand tourist destination	3	4

Elective 2 Set B

A minimum of 22 credits

Service Sector > Tourism > Cook Islands Tourism

ID	Title	Level	Credit
16878	Demonstrate knowledge of, and produce, arts and crafts for tourism in the Cook Islands	2	3
16880	Demonstrate knowledge of the Cook Islands as a travel destination	2	3
16881	Demonstrate knowledge of the history of world tourism and Cook Islands tourism	2	4
16882	Demonstrate knowledge of Cook Islands and world tourism destinations	2	4
16883	Demonstrate knowledge of Cook Islands tourism as an economic, socio-cultural, and physical process	2	6
16884	Demonstrate knowledge of Pacific Islands that compete with the Cook Islands as tourism destinations	2	4

Service Sector > Tourism > Travel

ID	Title	Level	Credit
3727	Demonstrate knowledge of Pacific Island countries as tourist destinations	3	8
18211	Demonstrate knowledge of Australia as a tourist destination	3	8

Transition Arrangements

Version 3

Version 3 was issued following review, to update content and change structure.

Changes to structure and content

- the title of the qualification was changed
- the credit total was changed from 40-42 credits to 54 credits
- standard 18236 has been removed from the Compulsory section
- expiring standards 18231 and 18234 have been replaced
- standards 2989 and 1277 have been substituted for compulsory standards 18232 and 18233 respectively and included in Elective 1 along with domains *English Oral Language* and *English Written Language* and subfields *Mathematics* and *Statistics and Probability*
- standard 18230 has been replaced by standard 23767, which, along with standard 18237, has been moved from the Compulsory section to Elective 2
- standards 24730-24732 have been added to the Compulsory section

- Elective 1 has two sets, Set A covering literacy skills, and Set B covering numeracy skills
- standards 9717 and 9719 from Elective 1 have been replaced and the replacement standards 24724-24727 included in Elective 2
- Elective 2 has two sets, Set A for New Zealand secondary school students, and Set B for Cook Islands secondary school students
- standards 18212, 18224, and 18228 and the classifications have been removed from Elective 2
- standards 16878, 16880-16884, 23761, and 24733 were added to Elective 2
- purpose statement was updated to provide more information
- standard titles, levels, and credits were updated.

People currently working towards version 2 may either complete the requirements for that version or transfer their results to version 3.

It is not intended that any person should be disadvantaged by the review of this qualification. Candidates who feel they have been disadvantaged by these transition arrangements should contact ATTTO at the address below.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
9717	24724
9719	24725, 24726, 24727
18231	24728
18234	24729

Previous versions of the qualification

Version 2 was issued following the reclassification of the *Retail and Wholesale* and *Service Sector Skills* standards.

Version 1 replaced the National Certificate in Tourism (Level 2) [Ref: 0310] following its review.

Certification

The certificate will display the logos of NZQA, ServiceIQ, and the accredited organisation.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF Classification		NZSCED	
Code	Description	Code	Description
174	Service Sector > Tourism	080701	Management and Commerce > Tourism > Tourism Studies

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.

REVIEWING