

## National Certificate in Tourism (Core Skills) (Level 3)

**Level** 3

**Credits** 54-55

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 (Level 3) with strands in Visitor Experience, Tourism and Travel, and Aviation [Ref: 2199].

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 2006
Revision	2	July 2002	December 2006
Revision	3	May 2005	December 2009
Review	4	June 2008	December 2017
Review	5	February 2014	December 2017

### Standard Setting Body

ServiceIQ  
PO Box 25522  
Wellington 6146

Telephone 0800 863 693  
Fax 04 817 5399  
Email [qualifications@serviceiq.org.nz](mailto:qualifications@serviceiq.org.nz)  
Website [www.serviceiq.org.nz](http://www.serviceiq.org.nz)

## National Certificate in Tourism (Core Skills) (Level 3)

**Level** 3

**Credits** 54-55

### Purpose

The National Certificate in Tourism (Core Skills) (Level 3) [Ref: 0876] is designed to provide people with a range of skills and knowledge required within the broad spectrum of organisations operating within the wider tourism industry.

People awarded with this qualification are able to demonstrate customer service and communication skills. The qualification also recognises the skills involved in using the English language, and mathematics in the context of the tourism and travel industry. The elective sections recognise the diversity of tourism workplaces and allow candidates to select tourism standards relevant to their workplace and career direction, which includes skills in retail and sales, and competencies from a broad range of NQF domains.

This qualification can be studied in a pre-employment environment, however it also provides an excellent training platform for new entrants to the industry. People who have been working in front-line positions within the industry for a number of years are likely to be able to achieve some, if not all, of the qualification via a Recognition of Current Competency (RCC) process. People enrolled in programmes leading to the award of this qualification may be assessed on the job in a wide range of tourism or travel contexts, or off the job.

This qualification follows on from the National Certificate in Tourism and Travel (Introductory Skills) (Level 2) [Ref: 0875]. It serves as a prerequisite qualification for the majority of higher level tourism industry qualifications including the National Certificate in Travel (Level 3) [Ref: 0112], the National Certificate in Tourism (Guiding) with strands in Excursion Guiding, and Attraction Guiding [Ref: 0901], or the National Certificate in Adventure Tourism (Level 4) [Ref: 1099] to support the technical skills contained in these qualifications.

### Credit Range

	Compulsory	Elective 1	Elective 2
Level 3 credits	22	4-5	5
Minimum totals	22	4-5	5

	Elective 3	Elective 4
Level 2 credits	0-6	-
Level 3 credits or above	0-6	17
Minimum totals	6	17

## 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 – A minimum of 1 standard as specified
- Elective 2 – A minimum of 5 credits as specified
- Elective 3 – A minimum of 6 credits as specified
- Elective 4 – A minimum of 17 credits as specified

### Detailed Requirements

#### Compulsory

The following standards are required

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
23755	Identify and self-evaluate the demands of a specific role in a tourism workplace	3	3
23758	Demonstrate knowledge of communication and customer service theory in a tourism workplace	3	4
23759	Provide customer service experiences in a tourism workplace	3	10
23768	Describe the legal rights and responsibilities of employees and employers in a tourism workplace	3	5

#### Elective 1

A minimum of 1 standard

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
23756	Design, implement, and evaluate a personal development plan for a role in a tourism workplace	3	4
23766	Demonstrate knowledge of the tourism industry	3	5

**Elective 2**

A minimum of 5 credits

Service Sector &gt; Tourism &gt; Visitor Services

ID	Title	Level	Credit
23760	Work in a team on a tourism workplace task or project	3	3
23763	Describe and process retail payments in a tourism workplace	3	2
23764	Demonstrate verbal communication skills in a wide range of tourism contexts	3	3
23769	Demonstrate knowledge of the sales function within a tourism workplace	3	3

**Elective 3**

A minimum of 6 credits

Business &gt; Business Operations and Development &gt; People Development and Coordination

ID	Title	Level	Credit
24873	Demonstrate knowledge of teamwork and its importance within a workplace	3	3

Computing and Information Technology &gt; Computing &gt; Generic Computing

ID	Title	Level	Credit
24872	Produce documents for a workplace using a computer	3	3

Core Generic &gt; Core Generic &gt; Work and Study Skills

ID	Title	Level	Credit
24871	Complete forms in a work-related context	2	2

Service Sector &gt; Tourism &gt; 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

**Elective 4**

A minimum of 17 credits at Level 3 or above

From the following sets

- Set 1
- Set 2

**Set 1**

A minimum of 10 credits

Field	Subfield	Domain
Arts and Crafts	Museum Services	Any
Business	Any	Any
Community and Social Services	Any	Any
Computing and Information Technology	Computing	Generic Computing
Health	Occupational Health and Safety	Occupational Health and Safety Practice
Humanities	Communication Skills	Any
	Languages	Any
Māori	Any	Any
Service Sector	Aviation	Any
	Beauty Services	Beauty Therapy
	Contact Centres	Contact Centre Operations
	Hospitality	Any
	Retail, Distribution, and Sales	Retail and Distribution Core Skills
		Sales Transactions
	Service Sector Skills	Any
Tourism	Any	

**Set 2**

The balance of credits, if required, to achieve

A minimum of 17 credits at Level 3 or above

May come from anywhere on the NQF

**Transition Arrangements****Version 4**

Version 4 was issued following a review in order to make changes to content.

Changes to structure and content

- The title of the qualification has changed.
- Overall credit value has decreased from 59 to 54 or 55 credits.
- Expiring standards 5070, 18210, 18223, 18224, 18238, 20489 and 21231 have been replaced.

- Credit value for standard 18237 has been updated to reflect the outcome of review.
- Standards 23761, 23764, 23767, 24871, 24872 and 24873 have been added to the qualification.
- Standards 18226 and 18232 have been removed from the qualification.

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
5070	23755, 23756
18210	23758
18223	23759
18224	23760
18238	23766
20489	23768
21231	23763, 23769

### Previous versions of the qualification

Version 3 was issued to amend the purpose statement and elective requirements, and to update standards.

Version 2 was issued to: amend the purpose statement; add the *Retail, Distribution, and Sales* subfield to Elective 3; update the replacement standard information; add transition information for people transferring from the National Certificate in Tourism (Level 3) [Ref: 0169]; and make other editorial amendments.

It is the intention of ServicelQ that no existing candidate should be disadvantaged by the changes to this qualification. Any person who considers they have been disadvantaged may appeal to the SSB (see contact details below).

### Certification

This certificate will display the logos of NZQA, ServicelQ 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.

REVIEWED