FIELD SERVICE SECTOR

Review of *Visitor Services* unit standards

Subfield	Domain	Id
Tourism	Visitor Services	5070, 18210, 18223, 18224, 18230, 18232, 18237, 18238, 18280, 20489, 21231

The Aviation, Tourism and Travel Training Organisation (ATTTO) has completed the review of the unit standards listed above.

Date new versions published **January 2008**

Planned review date **December 2012**

Summary of review and consultation process

The ATTTO carried out the review following indications from industry there was a need to undertake a major review of some of the tourism and travel qualifications. All the existing unit standards from the Visitor Services domain were posted on the ATTTO website and emails sent out asking workplaces, training providers, and schools to comment on them. This was to determine whether or not any of the existing unit standards within the Visitor Services domain were still fit for purpose. Several advisory group meetings were held around the country; experienced and qualified industry people were selected to attend these meetings. Discussions focussed on the essential skills, knowledge, and attributes required for those entering the tourism and travel industries.

Draft unit standards were developed and sent out to advisory group members, wider industry, and training providers for feedback. All feedback was considered, and where appropriate, incorporated into the unit standards. The review was used to address issues of currency and accuracy.

These unit standards have been reviewed and developed in preparation for the review of the National Certificate in Tourism and Travel (Core Skills) (Level 3) [Ref: 0876], National Certificate in Tourism and Travel (Introductory Skills) (Level 2) [Ref: 0875], and National Certificate in Travel (Level 3) [Ref: 0112], which is being carried out in consultation with wider industry.

Main changes resulting from the review

The review process has resulted in the following changes to the unit standards:

- Unit standards 23755 and 23756 have replaced unit standard 5070. The existing unit standard has been divided into two, one of which can only be assessed against in the workplace (23756).
- Unit standard 23758 has replaced unit standard 18210 and now has a stronger focus on customer service, and has been increased to 4 credits.
- Unit standard 23759 has been developed to replace unit standard 18223. This new unit standard allows for more detailed assessment to better represent industry requirements, and has increased to 10 credits.

- Industry indicated the existing unit standard 18224 was no longer fit for purpose. Unit standard 23760 has replaced unit standard 18224 and has been developed to better represent industry requirements and can only be assessed against in the workplace.
- Unit standard 23761 has been developed to replace unit standard 18232.
- Unit standard 18237 has increased to 3 credits, the title has changed, and the performance criteria and range statements modified to better reflect industry requirements.
- Unit standard 23766 has replaced unit standard 18238.
- Unit standard 23767 has been developed using element 3 and part of element 5 of unit standard 18280 and to replace unit standard 18230.
- Unit standard 23768 has been developed to allow for more detailed assessment and has replaced unit standard 20489.
- Unit standards 23769 and 23763 have replaced unit standard 21231. Unit standard 23769 is theory based, whereas unit standard 23763 is skills based.
- Unit standard 23764 is a new unit standard that has been developed to fill a gap identified by industry.

Unit standards categorised as category C expire at the end of December 2009.

Impact on existing provider accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification or Id	Level	Nature of accreditation	Id	Level
Subfield	Tourism	2	Standard	23760	3
Domain	Visitor Services	2	Standard	23760	3
Standard	5070	3	Standard	23755, 23756	3
Standard	18210	3	Standard	23758	3
Standard	18223	3	Standard	23759	3
Standard	18224	2	Standard	23760	3
Standard	18230	2	Standard	23767	2
Standard	18232	2	Standard	23761	2
Standard	18238	3	Standard	23766	3
Standard	18280	3	Standard	23767	2
Standard	20489	3	Standard	23768	3

Impact on Accreditation and Moderation Action Plan (AMAP)

None.

Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled below.

Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The following ATTTO qualifications are affected by the outcome of this review and will be revised or reviewed as appropriate in 2008.

Qualification title	Standard in the qualification
National Certificate in Aviation (Flight Attendants) [Ref: 1193]	5070, 18210, 18223, 18224, 21231
National Certificate in Casino Cashiering (Level 3) [Ref: 0490]	18210, 18223
National Certificate in Casino Gaming (Level 3) [Ref: 0376]	18210, 18223
National Certificate in Casino Security (Level 3) [Ref: 0404]	18210, 18223
National Certificate in Horse Trek Guiding with an optional strand in Multiday Horse Trek Guiding [Ref: 0844]	18210, 18223, 18224
National Certificate in Tourism and Travel (Core Skills) (Level 3) [Ref: 0876]	5070, 18210, 18223, 18224, 18232, 18237, 18238, 20489, 21231
National Certificate in Tourism and Travel (Introductory Skills) (Level 2) [Ref: 0875]	18224, 18230, 18232, 18237
National Certificate in Tourism Conventions and Incentives [Ref: 0723]	5070, 18224, 20489
National Certificate in Tourism (Tour Leadership) [Ref: 0902]	5070
National Certificate in Tourism (Visitor Information) [Ref: 0311]	18210, 18223, 18280, 20489
National Certificate in Travel (Level 3) [Ref: 0112]	18280

The following qualifications are also affected by the outcome of this review. The standard setting bodies (SSBs) have been advised that they require revision.

Qualification title	Standard in the qualification	SSB Name
National Certificate in Tourism Māori (Level 3) [Ref: 1076]	18210, 18224, 18232, 18237, 18238, 20489	NZQA Māori Qualifications Services
National Certificate in Tourism Māori (Level 4) [Ref: 1077]	5070	
National Certificate in Passenger Service (Large Passenger Vehicle) with strands in School Bus, Urban and Local Route, and Long Distance [Ref: 0190]	18210, 18223, 18238	Tranzqual ITO

Review Categories and changes to classification, title, level and credits

All changes are in **bold**.

Key to review category

A Dates changed, but no other changes are made - the new version of the standard carries the same Id and a new version number

B Changes made, but the overall outcome remains the same - the new version of the standard carries the same Id and a new version number

C Major changes that necessitate the registration of a replacement standard with a new Id

D Standard will expire and not be replaced

Subfield Tourism
Domain Visitor Services

Id	Title	Level	Credit	Review Category
5070	Develop personal plans for a work role in a tourism and travel industry environment	3	3	C
23755	**Identify and self-evaluate the demands of a specific role in a tourism workplace**	**3**	**3**	
23756	**Design, implement, and evaluate a personal development plan for a role in a tourism workplace**	**3**	**4**	
18210	Demonstrate knowledge of communication and customer service skills in tourism and travel workplaces	3	3	C
23758	**Demonstrate knowledge of communication and customer service theory in a tourism workplace**	**3**	**4**	
18223	Provide customer service in the tourism and travel industry	3	4	C
23759	**Provide customer service experiences in a tourism workplace**	**3**	**10**	
18224	Work in a team in a tourism and travel situation	2	2	C
23760	**Work in a team on a tourism workplace task or project**	**3**	**3**	
18230	Demonstrate knowledge of computer applications and produce text on a computer for tourism and travel	2	3	C
18280	Demonstrate knowledge of and use email and Internet in the tourism and travel industry	3	3	C
23767	**Demonstrate knowledge of and use the Internet in a tourism workplace**	**2**	**2**	
18232	Read and write in English for the tourism and travel industry	2	3	C
23761	**Read and comprehend work-related documents in English for a tourism workplace**	**2**	**3**	
18237	Perform calculations for the tourism and travel industry	2	2	B
	Perform calculations for a tourism workplace		**3**	
18238	Demonstrate knowledge of the tourism industry in New Zealand	3	6	C
23766	**Demonstrate knowledge of the tourism industry**	**3**	**5**	

Id	Title	Level	Credit	Review Category
20489	Describe the legal responsibilities of employees in the tourism and travel industry	3	4	C
23768	**Describe the legal rights and responsibilities of employees and employers in a tourism workplace**	**3**	**5**	
21231	Demonstrate knowledge of the sales function and process in tourism and travel workplaces	3	5	C
23769	**Demonstrate knowledge of the sales function within a tourism workplace**	**3**	**3**	
23763	**Process retail payments in a tourism workplace**	**3**	**2**	
23764	**Demonstrate verbal communication skills in a wide range of tourism contexts**	**3**	**3**	**New**