

Evaluate a horse trekking operation for compliance with the Horse Trekking Quality Tourism Standard

Level 5

Credits 10

Purpose This unit standard is designed for management and/or an owner(s) of a horse trek operation or business.

People credited with this unit standard are able to evaluate a horse trekking operation's procedures for compliance with the Horse Trekking Quality Tourism Standard requirements for: safety legislation; environmental management; cultural consideration; staff training; and customer service.

Subfield Tourism

Domain Horse Trek Guiding

Status Registered

Status date 17 October 2008

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Planned review date 31 December 2013

Entry information Recommended: Unit 19246, *Demonstrate leadership skills when guiding adventure tourism activities*, or demonstrate equivalent knowledge and skills.

Accreditation Evaluation of documentation and visit by NZQA and industry.

Standard setting body (SSB) Aviation, Tourism and Travel Training Organisation

Accreditation and Moderation Action Plan (AMAP) reference 0078

This AMAP can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Special notes

- 1 Legislation relevant to this unit standard includes, but is not limited to Animal Welfare Act 1999, Building Act 2004, Commerce Act 1986, Conservation Act 1987, Consumer Guarantees Act 1993, Fair Trading Act 1986, Food Hygiene Regulations 1974, Health Act 1956, Health and Safety in Employment Act 1992, Historic Places Act 1993, Injury Prevention, Rehabilitation, and Compensation Act 2001, Land Transport Act 1998, Local Government Act 1974, Marine Reserves Act 1971,

National Parks Act 1980, Occupiers' Liability Act 1962, Reserves Act 1977, Resource Management Act 1991, and their subsequent amendments.

- 2 The overarching text for the assessment of this standard is: *Horse Trekking Quality Tourism Standard*, (2000), Christchurch: Adventure Tourism Council. Additional relevant texts include: *New Zealand Environmental Care Code: Toitu te whenua (Leave the land undisturbed)* (1991); and *New Zealand Water Care Code*, published by the Department of Conservation, and available at <http://www.doc.govt.nz/>.
- 3 All procedures related to the care of horses must comply with the *Code of Recommendations and Minimum Standards for the Welfare of Horses*, Animal Welfare Advisory Committee, Ministry of Agriculture and Forestry, 1993.
- 4 The results of the evaluation must be documented in accordance with the format agreed by the candidate and assessor, and must address the requirements of the Horse Trekking Quality Tourism Standard. Evidence does not include rectifying any non-compliant procedures.

Elements and performance criteria

Element 1

Evaluate a horse trekking operation's safety procedures for compliance with legislation and the Horse Trekking Quality Tourism Standard.

Performance criteria

- 1.1 General on-site safety procedures are evaluated for compliance with the Health and Safety in Employment Act.

Range	includes but is not limited to – people legally on site, employee training, supervised work practices, contractors and subcontractors, contingency plan, management of accidents and injuries in the workplace, hazard identification and management.
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- 1.2 Client assessment procedures are evaluated for compliance with the Horse Trekking Quality Tourism Standard.

Range	includes but is not limited to – age, riding experience, medical conditions, emergency contact details.
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- 1.3 Procedures for health, welfare, and training of horses for horse trekking are evaluated for compliance with the Code of Recommendations and Minimum Standards for the Welfare of Horses, Animal Welfare Act, and the Horse Trekking Quality Tourism Standard.
- 1.4 Specific procedures for the safety of clients and staff while horse trekking are evaluated for compliance with legislative requirements and the Horse Trekking Quality Tourism Standard.

Range	includes but is not limited to – saddlery, route, ratio of staff to clients, safety equipment, condition of horses, supplies.
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- 1.5 Facilities for clients are evaluated for compliance with the Occupiers' Liability Act, Building Act, and the Horse Trekking Quality Tourism Standard.

Element 2

Evaluate a horse trekking operation for environmental management requirements.

Performance criteria

- 2.1 Documentation of environmental consents required for horse trekking operations carried out by the organisation is verified in accordance with the Conservation Act, the Local Government Act, and the Horse Trekking Quality Tourism Standard.
- 2.2 Documentation of the compliance requirements for any special land uses for the horse trekking operation is verified in accordance with the Resource Management Act, National Parks Act, Reserves Act, Marine Reserves Act, and the Horse Trekking Quality Tourism Standard.
- 2.3 The organisation's environmental policy statement is evaluated to determine whether it identifies the impacts of its horse trekking operations on the environment and complies with any relevant environmental or special consents in accordance with the Horse Trekking Quality Tourism Standard.

Element 3

Evaluate a horse trekking operation's procedures related to considering cultural requirements.

Performance criteria

- 3.1 Procedures for identifying any restrictions on horse trekking are evaluated for compliance with the Historic Places Act, and the Horse Trekking Quality Tourism Standard.
- 3.2 Procedures for identifying and meeting the specific cultural needs of international clients are evaluated for compliance with the Horse Trekking Quality Tourism Standard.
- Range prior to client arriving, while horse trekking.
- 3.3 Where applicable, procedures for liaising with local iwi and/or hapū for the planning of horse treks across Māori land are evaluated for compliance with the Horse Trekking Quality Tourism Standard.
- Range evaluation may include whether procedures comply with the principles of the Treaty of Waitangi.

Element 4

Evaluate a horse trekking operation's procedures for managing and monitoring staff training.

Performance criteria

4.1 Procedures for identifying staff training requirements are evaluated for compliance with the Horse Trekking Quality Tourism Standard.

4.2 Procedures for managing, monitoring, and assessing training provided to staff are evaluated for compliance with the Horse Trekking Quality Tourism Standard.

Range on-site or within workplace environs, off-site by accredited training provider.

Element 5

Evaluate a horse trekking operation's customer service procedures.

Performance criteria

5.1 Pre-trip procedures and documentation are evaluated for compliance with the Fair Trading Act, the Commerce Act, and the Horse Trekking Quality Tourism Standard.

5.2 Procedures for client greeting, briefing and feedback are evaluated for compliance with the Horse Trekking Quality Tourism Standard.

Range pre-trip, post-trip.

5.3 Procedures for client instruction about emergency procedures are evaluated for compliance with the Horse Trekking Quality Tourism Standard.

5.4 Procedures for handling customer complaints are evaluated for compliance with the Consumer Guarantees Act, and the Horse Trekking Quality Tourism Standard.

Please note

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the Aviation, Tourism and Travel Training Organisation info@attto.org.nz if you wish to suggest changes to the content of this unit standard.