

Title	Demonstrate knowledge of work roles in tourism		
Level	2	Credits	3

Purpose	People credited with this unit standard are able to: identify work roles within each of the tourism sectors; describe skills, knowledge, personal attributes, and personal presentation requirements of work roles in tourism; and evaluate self in relation to a work role in tourism.
----------------	---

Classification	Tourism > Visitor Services
-----------------------	----------------------------

Available grade	Achieved
------------------------	----------

Guidance Information

Definitions

Tourism sectors refer to sectors such as accommodation, transportation, attractions and activities, sales distribution, visitor services.

Tourism workplace refers to any organisation involved in the domestic tourism industry, the inbound tourism industry, or the outbound tourism industry. Tourism workplaces refer to transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.

Tourism workplace policies and procedures refer to documented instructions about workplace expectations, such as customer service delivery, personal presentation, legislation, organisational structure, business objectives.

Outcomes and performance criteria

Outcome 1

Identify work roles within each of the tourism sectors.

Range two work roles for four tourism sectors;
evidence is required for a minimum of three back-of-house work roles in total.

Performance criteria

1.1 Work roles are identified and described in accordance with tourism workplace policies and procedures.

Range includes but is not limited to – average starting salary, tasks, and duties.

Outcome 2

Describe skills, knowledge, personal attributes, and personal presentation requirements of work roles in tourism.

Range evidence is required for one work role from two tourism sectors.

Performance criteria

2.1 Skills required by the work roles are described in accordance with tourism workplace policies and procedures.

Range evidence is required for a minimum of four skills.

2.2 Knowledge required for the work roles is described in accordance with industry expectations.

Range evidence is required for a minimum of four areas of knowledge.

2.3 Personal attributes required for the work roles are described in accordance with industry expectations.

Range examples of personal attributes are – attention to detail, initiative, empathy;
evidence is required for a minimum of five personal attributes.

2.4 Personal presentation requirements of the work roles are described in accordance with industry expectations.

Outcome 3

Evaluate self in relation to a work role in tourism.

Range a work role selected in Outcome 2.

Performance criteria

3.1 Own strengths and weaknesses against the job description of a selected role are evaluated in accordance with industry expectations.

Range includes but is not limited to – current skills, knowledge, personal attributes, and personal presentation.

Replacement information	This unit standard replaced unit standard 18231.
--------------------------------	--

Planned review date	31 December 2027
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	21 May 2008	31 December 2018
Review	2	16 March 2017	31 December 2024
Review	3	27 April 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
--	------

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

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.