

Title	Identify and self-evaluate the demands of a specific role in a tourism workplace		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to: identify skills, knowledge, and attributes required for a specific role in a tourism workplace; evaluate own skills, knowledge, and attributes against tourism workplace expectations with regard to the role; evaluate potential sources and outcomes of stress within the role; and explain effective and non-effective use of time within the role, the importance of managing time, and effective time management techniques.
----------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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

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

Guidance Information

1 Definitions

Stress refers to mental, emotional, or physical strain or tension that has an impact on performance and/or well-being.

Tourism workplace refers to any organisation involved in the domestic tourism industry, the inbound tourism industry, or the outbound tourism industry. Tourism workplaces may include but are not limited to – transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.

Tourism workplace expectations refer to those outlined in a job description, tourism workplace policies and procedures manual, or equivalent.

2 The tourism role selected in Outcome 1 must apply to the entire unit standard.

3 This unit standard is intended to be assessed against in a tourism workplace, but may be assessed in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a tourism workplace.

Outcomes and performance criteria

Outcome 1

Identify skills, knowledge and attributes required for a specific role in a tourism workplace.

Performance criteria

- 1.1 Skills consistent with tourism workplace expectations are identified.
Range evidence is required for a minimum of five skills.
- 1.2 Knowledge consistent with tourism workplace expectations is identified.
Range evidence is required for a minimum of five areas of knowledge.
- 1.3 Attributes consistent with tourism workplace expectations identified.
Range evidence is required for a minimum of three attributes.

Outcome 2

Evaluate own skills, knowledge, and attributes against tourism workplace expectations with regard to the role.

Performance criteria

- 2.1 Evidence of the difference between tourism workplace expectations and current performance and abilities is self-evaluated.
- 2.2 Strengths as well as weaknesses of self-evaluation are identified.

Outcome 3

Evaluate potential sources and outcomes of stress within the role.

Performance criteria

- 3.1 Potential sources of stress consistent with the realities of the role are evaluated.
Range sources may include but are not limited to – deadlines, shift work, weather conditions.
evidence is required for a minimum of six.
- 3.2 Potential outcomes of stress are described with regard to the role.
Range may include but is not limited to – physical and mental health problems, poor work performance.

Outcome 4

Explain effective and non-effective use of time within the role, the importance of managing time, and effective time management techniques.

Performance criteria

4.1 The importance of managing time is explained with regard to the role.

Range may include but is not limited to – meeting deadlines, productivity, customer relations, profitability.

4.2 Effective time management techniques are explained with regard to the role.

Range may include but is not limited to – manual or electronic diary, bring up system, prioritising system.

4.3 Personal habits and practices are identified that result in effective and non-effective use of time.

Replacement information	This unit standard and unit standard 23756 replaced unit standard 5070.
--------------------------------	-------------------------------------------------------------------------

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	25 January 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.