

Title	Design, implement, and evaluate a personal development plan for a role in a tourism workplace		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to design, implement, and evaluate a personal development plan for a role in a tourism workplace.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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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 This unit standard must be assessed against over a minimum 12-week continuous period and has been designed for assessment against in a tourism workplace. Evidence of competency in this unit standard cannot be demonstrated under simulated conditions in a training provider environment.

Outcomes and performance criteria

Outcome 1

Design a personal development plan for a role in a tourism workplace.

Performance criteria

- 1.1 Plan is consistent with tourism workplace expectations, and self-evaluation identifies set goals, and addresses identified areas of weakness or gaps in performance.
- 1.2 Plan utilises models and techniques that will increase personal efficiency and effectiveness.

1.3 Plan contains strategies to reduce any negative effects of personal and workplace stressors.

Range coping mechanisms may include but are not limited to – time management, prioritising, problem solving, talking to others, personal development training, goal setting, balanced diet, physical exercise, relaxation techniques.

1.4 Plan includes actions to be taken and timeframes.

Outcome 2

Implement and evaluate a personal development plan for a role in a tourism workplace.

Range personal development plan – personal development, stress management, time management.

Performance criteria

2.1 Plan is implemented using techniques that will improve efficiency and effectiveness in accordance with tourism workplace expectations.

2.2 Adjustments to plan are identified and implemented in accordance with tourism workplace expectations and role requirements.

2.3 Plan is evaluated against goals set in accordance with tourism workplace expectations.

Replacement information	This unit standard and unit standard 23755 replaced unit standard 5070.
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This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

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	31 December 2024

Consent and Moderation Requirements (CMR) reference	0078
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.