

National Certificate in Tourism (Tour Guiding) with an optional strand in Extended Tour Guiding

Level 4

Credits 70

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2017.

Transition Arrangements

This qualification has been reviewed and replaced by the New Zealand Certificate in Tour Guiding (Level 4) [Ref: 2203].

For detailed information see [Review Summaries](#) on the NZQA website.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	December 2009	December 2017
Review	2	February 2014	December 2017

Standard Setting Body

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National Certificate in Tourism (Tour Guiding) with an optional strand in Extended Tour Guiding

Level	4
Credits	70

Purpose

This qualification is intended for people employed as tour guides, either at an attraction, or during an excursion.

People awarded this qualification are able to provide a range of services such as visitor interpretation, group management, and tour leadership. They will be able to provide services such as interpretation while on a tour, attend to administrative tasks both before and after a tour, and manage the health and safety of a tour group. In addition, they will be able to demonstrate knowledge of New Zealand as a destination for tourists.

The elective section recognises that tour guides work in a wide range of individual tourism enterprises and allows candidates to select standards that closely reflect the situation and needs of their workplace. The electives include standards in Business, Outdoor Recreation, Communication, Languages, and the field Māori. The elective options are intended to provide candidates with choices appropriate to their workplace and personal interests, but which also support the objectives of tour guiding.

This qualification is designed to build on the National Certificate in Tourism (Core Skills) (Level 3) [Ref: 0876]. It may lead on to further qualifications in the Tourism field, such as the National Diploma in Tourism (Management) (Level 5) [Ref: 0473].

An optional strand in Extended Tour Guiding is available for those wishing to specialise in guiding tourists on trips lasting more than one day. Candidates awarded with the strand are able to demonstrate knowledge of teamwork and leadership skills, conduct arrival and departure transfers for visitors, and apply tour group leadership skills and group leadership skills, relevant to extended tour guiding.

Replacement Information

This qualification replaced the National Certificate in Tourism (Guiding) with strands in Excursion Guiding, and Attraction Guiding [Ref: 0901], and the National Certificate in Tourism (Tour Leadership) [Ref: 0902].

Special Notes

It is recommended that prospective candidates hold a current first aid certificate.

Credit Range

	Core Compulsory	Core Elective	Extended Tour Guiding Optional Strand
Level 2 credits	-	0-2	-
Level 3 credits	24	0-6	7
Level 4 or above credits	23	17-23	10
Minimum totals	47	23	17

Requirements for Award of Qualification

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) Rules and Procedures publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Summary of Requirements

- Core Compulsory standards
- Core Elective – A minimum of 23 credits as specified

The following strands are optional

- Extended Tour Guiding Optional Strand

Detailed Requirements

Core Compulsory

The following standards are required

Service Sector > Tourism > Visitor Interpretation

ID	Title	Level	Credit
18311	Prepare an interpretation plan	4	4
18317	Demonstrate knowledge of visitor interpretation	3	3
25350	Plan and deliver prepared guided interpretation for a tour, and gather feedback	4	15

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
18226	Demonstrate cross-cultural communication for the tourism and travel industry	3	3

ID	Title	Level	Credit
18227	Demonstrate knowledge of support mechanisms for customers with specific needs	3	2
18228	Demonstrate knowledge of specific New Zealand regions as tourist destinations	3	8
18365	Manage health and safety in a tourism workplace	4	4
23758	Demonstrate knowledge of communication and customer service theory in a tourism workplace	3	4
25352	Demonstrate and apply knowledge of environmental responsibility in a tourism workplace	3	4

Core Elective

A minimum of 23 credits

- Of which a minimum of 17 credits at Level 4 or above

Arts and Crafts > Museum Services > Museum Customer Services

ID	Title	Level	Credit
20546	Demonstrate knowledge and skills of hosting museum visitors	4	6

Business > Business Operations and Development > People Development and Coordination

ID	Title	Level	Credit
24873	Demonstrate knowledge of teamwork and its importance within a workplace	3	3

Health > Occupational Health and Safety > Occupational Health and Safety Practice

ID	Title	Level	Credit
17602	Apply hazard identification and risk assessment procedures in the workplace	3	4

Service Sector > Tourism > Adventure Tourism

ID	Title	Level	Credit
12407	Guide clients through an adventure tourism activity of less than a day	4	10

Service Sector > Tourism > Travel

ID	Title	Level	Credit
18212	Demonstrate knowledge of New Zealand as a tourist destination	3	8

Service Sector > Tourism > Visitor Interpretation

ID	Title	Level	Credit
18315	Develop and deliver interpretive presentations, and gather feedback	4	10
18316	Evaluate and analyse interpretive activities	5	5

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
5562	Present the characteristics of Aotearoa New Zealand as a visitor destination	4	12
9807	Demonstrate knowledge of the significance of the tourism industry to New Zealand	4	6
23766	Demonstrate knowledge of the tourism industry	3	5
23767	Demonstrate knowledge of and use the Internet in a tourism workplace	2	2
23769	Demonstrate knowledge of the sales function within a tourism workplace	3	3

Field	Subfield	Domain
Business	Business Operations and Development	Any
Community and Social Services	Outdoor Recreation	Any
Humanities	Communication Skills	Any
	Languages	Any
Māori	General Education Māori	Pūtaiao
	Tourism Māori	Tourism Māori Practices
Service Sector	Driving	Any
	Tourism	Visitor Interpretation
		Visitor Services

Extended Tour Guiding Optional Strand

The following standards are required

Business > Business Operations and Development > People Development and Coordination

ID	Title	Level	Credit
24873	Demonstrate knowledge of teamwork and its importance within a workplace	3	3

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
5563	Conduct arrival and departure transfers for visitors	3	4
25349	Demonstrate knowledge of leadership skills in a tourism context	4	4
25351	Apply tour group leadership skills	5	6

Transition arrangements

Version 1

This qualification replaced the National Certificate in Tourism (Guiding) with strands in Excursion Guiding, and Attraction Guiding [Ref: 0901] and National Certificate in Tourism (Tour Leadership) [Ref: 0902].

There are substantial differences between the new and replaced qualifications. The changes include:

National Certificate in Tourism (Guiding) with strands in Excursion Guiding and Attraction Guiding [Ref: 0901]

- The National Certificate in Tourism (Core Skills) (Level 3) [Ref: 0876] is not a prerequisite for award of the replacement qualification.
- From the core compulsory section; standards 18317 and 18228 were included in the core compulsory; and standards 6401, 6402, 18221, and 18310 were not included.
- In the core elective: the *Performing Arts* subfield was removed; the *Business Operations and Development* subfield was specified in the *Business* field; the *Generic Computing* domain was removed; the *Communication Skills* and *Outdoor Recreation* subfields were included; the expired *International Languages for Industry* subfield was substituted by the *Languages* subfield; the *Pūtaiao* and *Tourism Māori Practices* domains were specified in the *Māori* subfield; the *Hospitality, Retail, Distribution, and Sales*, the *Retail and Wholesale*, and the *Service Sector Skills* subfields were removed from the *Service Sector* field; the *Driving* subfield was added to the *Service Sector* field; and the *Visitor Interpretation* and *Visitor Services* domains were specified in the *Tourism* subfield.
- The Excursion Guiding strand was not included. From that strand standards 5562 and 18212 were included in the core elective, standard 18365 was included in the core compulsory, and standards 6400 and 18313 were not included.
- The Attraction Guiding strand was not included.

National Certificate in Tourism (Tour Leadership) [Ref: 0902]

- From the compulsory section; standards 18317 and 18365 were included in the core compulsory; standards 5562 and 18212 were included in the core elective; and standards 6400, 6401, 6402, 18221, 18310, 18312, 18314, and 18364 were not included.

- From the core elective; standards 18227 and 18228 were included in the core compulsory; standard 5563 was included in the Extended Tour Guiding optional strand; and standards 3750, 5070, 18207, 18211, 18220, and 18222 were not included.
- The Visitor Interpretation domain was included in the core elective.

This qualification contains standards that replace earlier standards and a standard that has been included as a substitute for an expiring standard. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
18238	23766
18310	18317
18312	25350
18313	25350
18314	25350
18364	25349

This qualification contains a classification that has been substituted for an expired classification. For the purposes of this qualification, people who have gained credit for standards in the expired classification may use those credits to meet the requirements of the qualification.

Standards from	Are treated as Standards from
Humanities > International Languages for Industry	Humanities > Languages

Certification

This certificate will display the logos of NZQA, ServisIQ and the accredited organisation.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF Classification		NZSCED	
Code	Description	Code	Description
174	Service Sector > Tourism	080701	Management and Commerce > Tourism > Tourism Studies

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry

Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.

Reviewed