

| FIELD | SERVICE SECTOR |
|-------|----------------|
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Review of *Visitor Services* unit standards

| Subfield | Domain | Id |
|----------|------------------|--|
| Tourism | Visitor Services | 9717, 9719, 18231, 18233, 18234, 18236 |

The Aviation, Tourism and Travel Training Organisation (ATTTO) has completed the review of the unit standards listed above.

Date new versions published

May 2008

Planned review date

December 2013

Summary of review and consultation process

The ATTTO carried out the review following indications from industry there was a need to undertake a major review of some of the tourism and travel qualifications, in particular the National Certificate in Tourism and Travel (Introductory Skills) (Level 2) [Ref: 0875], National Certificate in Tourism and Travel (Core Skills) (Level 3) [Ref: 0876], National Certificate in Travel (Level 3) [Ref: 0112], and the National Certificate in Travel (Level 4) [Ref: 0113]. All the existing unit standards from the Visitor Services domain were posted on the ATTTO website and emails sent out asking workplaces, training providers, and schools to comment on them. This was to determine whether or not existing unit standards within the Visitor Services domain were still fit for purpose.

The unit standards covered by this review report have been specifically developed with secondary school students in mind. An advisory group meeting was held in February 2007, for which experienced and qualified industry people were selected, as well as secondary school representatives. Discussions focussed on the essential skills, knowledge and attributes required for those wanting to enter the tourism and travel industries.

Draft unit standards were developed and, in June 2007, focus group meetings were held in Auckland, Rotorua, Dunedin, Christchurch, and Wellington involving secondary schools, to gain further feedback. All feedback was considered and, where appropriate, incorporated into the unit standards. These draft unit standards were then sent out to industry advisory group members and posted on the ATTTO website for feedback. Once again all feedback was considered and, where appropriate, incorporated into the draft unit standards. The review also addressed issues of currency and accuracy.

This is the second stage of the Visitor Services domain review and covers unit standards required for the National Certificate in Tourism and Travel (Introductory Skills) (Level 2) [Ref: 0875]. Unit standards required for the National Certificate in Tourism and Travel (Core Skills) (Level 3) [Ref: 0876] were reviewed as the first stage.

Main changes resulting from the review

The review process has resulted in the following changes to the unit standards:

- Unit standard 24724 replaced unit standard 9717.

- Unit standards 24725-24727 replaced unit standard 9719.
- Unit standard 24728 replaced unit standard 18231.
- Unit standard 24729 replaced unit standard 18234.
- Unit standards 18233 and 18236 were no longer fit for purpose, and will expire and not be replaced.
- Unit standards 24730-24733 are new units that have been developed to fill a gap identified by industry.

Unit standards categorised as category C or D expire at the end of December 2010.

Impact on existing provider accreditations

| Current Accreditation for | | | Accreditation extended to | | |
|---------------------------|----------------------|-------|---------------------------|----------------------|-------|
| Nature of accreditation | Classification or Id | Level | Nature of accreditation | Classification or Id | Level |
| Subfield | Tourism | 2 | Standards | 24725, 24733 | 3 |
| Domain | Visitor Services | 2 | Standards | 24725, 24733 | 3 |
| Standard | 9717 | 2 | Standard | 24724 | 2 |
| Standard | 18231 | 2 | Standard | 24728 | 2 |
| Standard | 18234 | 2 | Standard | 24729 | 2 |

Impact on Accreditation and Moderation Action Plan (AMAP)

None.

Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled below.

| | |
|--------------------------------|--|
| Affected | The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard |
| Not materially affected | The qualification lists a standard that has a new title The qualification lists a standard that has a new classification |

The following ATTTO qualifications are affected by the outcome of this review and will be revised/reviewed in 2008.

| Qualification title | Classification or standard in the qualification |
|--|---|
| National Certificate in Tourism and Travel (Introductory Skills) (Level 2) [Ref: 0875] | 9717, 9719, 18231, 18233, 18234, 18236 |
| National Certificate in Aviation (Flight Attendants) [Ref: 1193] | 18231, 18234 |

The following qualification is also affected by the outcome of this review. The standard setting body (SSB) has been advised that it requires revision.

| Qualification title | Classification or standard in the qualification | SSB Name |
|---|---|------------------------------------|
| National Certificate in Tourism Maori (Level 3) [Ref: 1076] | 18231 | NZQA Maori Qualifications Services |

Review Categories and changes to classification, title, level and credits

All changes are in **bold**.

| Key to review category | |
|-------------------------------|---|
| A | Dates changed, but no other changes are made - the new version of the standard carries the same Id and a new version number |
| B | Changes made, but the overall outcome remains the same - the new version of the standard carries the same Id and a new version number |
| C | Major changes that necessitate the registration of a replacement standard with a new Id |
| D | Standard will expire and not be replaced |

Subfield Tourism
Domain Visitor Services

| Id | Title | Level | Credit | Review Category |
|-----------------------|---|---------------|---------------|------------------------|
| 9717 24724 | Demonstrate knowledge of the history of tourism Demonstrate knowledge of the history of tourism | 2 2 | 4 4 | C |
| 9719 24725 | Demonstrate knowledge of tourism as an economic, socio-cultural, and physical process Describe and analyse the economic significance of tourism | 2 3 | 6 4 | C |
| 24726 | Describe and compare social and cultural impacts of tourism | 2 | 3 | |
| 24727 | Describe and compare impacts of tourism on the physical environment | 2 | 3 | |
| 18231 24728 | Identify work roles in tourism and their related personal requirements Demonstrate knowledge of work roles in tourism | 2 2 | 3 3 | C |
| 18233 | Communicate with one person in English for the tourism and travel industry | 2 | 2 | D |
| 18234 24729 | Demonstrate knowledge of world travel geography outside New Zealand Demonstrate knowledge of world tourist destinations | 2 2 | 4 4 | C |
| 18236 | Demonstrate knowledge of tourist destinations within New Zealand | 2 | 2 | D |
| 24730 | Demonstrate knowledge of the business of tourism | 2 | 4 | New |
| 24731 | Demonstrate knowledge of destination New Zealand | 2 | 4 | New |
| 24732 | Demonstrate knowledge of tourist characteristics and needs | 2 | 3 | New |
| 24733 | Describe and promote a New Zealand tourist destination | 3 | 4 | New |