

FIELD SERVICE SECTOR

Review of *Tourism* qualification

National Certificate in Tourism (Visitor Information) [Ref: 0311]

The Aviation, Tourism and Travel Training Organisation has completed the review of the qualification above.

Date new version published

June 2009

The next qualification review is planned to take place during 2014.

Summary of review and consultation process

An Advisory Group consisting of representatives of the Department of Conservation, Māori tourism, a tourism training provider, and the i-SITE Visitor Centre network was formed to examine the Visitor Information domain. The industry thought it was necessary to emphasise the special skills for i-SITE Visitor Centre personnel, whilst at the same time providing standards that could be achieved without specialised computer systems. The other standards were also reviewed to attune their content to the current processes of visitor information centres, as the standards in the existing qualification made it unachievable by a large percentage of the Visitor Information sector. The new qualification was circulated and consensus obtained from stakeholders.

Main changes resulting from the review

- Details of reviewed standards were updated
- Changes were made to credit totals.
- New standards were included in the qualification requirements.
- Changes were made to the structure, including addition of a new optional strand.

National Certificate in Tourism (Visitor Information) [Ref: 0311]

National Certificate in Tourism (Visitor Information) with an optional strand in i-SITE Visitor Centre Information [Ref: 0311]

Review category	B	See Key to Qualification Review Categories at the end of report
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Changes to structure and content

- An optional i-SITE Visitor Centre strand, consisting of standards 25755, 25756 and 25757 was added to the qualification.
- Overall credit value was increased from 60 to 70.
- Standards 18819 and 18226 were moved to the compulsory section.
- Standard 23759 replaced elective standard 18223 and was added to the compulsory section.
- Standard 5562 was moved to the elective section.
- Standard 23768 replace compulsory standard 20489 and was moved to the elective section.
- Standards 11098, 17383, 17384, 17788, and 17791 were added to the elective section.
- Elective standard 18210 was replaced by standard 23758.
- Standards 11956, 18215, 18225 and 18280 were removed from the qualification.
- Classifications were added to the elective section.

Transition

People currently enrolled in programmes leading to the award of version 5 of the qualification may either complete the requirements for that version or transfer their results to version 6. The last date for assessment of the standards in version 5 is 31 December 2011.

This qualification contains standards that replace earlier standards. 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
18210	23758
18223	23759
20489	23768

It is the intention of the Aviation, Tourism and Travel Training Organisation that no existing candidate should be disadvantaged by the changes to this qualification. Any person who considers they have been disadvantaged may appeal to the SSB (see contact details below).

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Key to Qualification Review Categories

Category A The qualification is published as a new version with the same NQF ID	Changes are made to SSB name, contact details or purpose statement
	No change is made to title, rules or components of the qualification
	No transition arrangements are required
Category B The qualification is published as a new version with the same NQF ID	Changes are made to title, rules or components
	The new version of the qualification recognises a similar skill set to that recognised by the previous version
	The SSB is confident that people awarded the new or previous version are comparable in terms of competence
	Transition arrangements are required if candidates must gain additional/different credits for the new version
Category C A new (replacement) qualification is published with new NQF ID	Significant changes are made to the qualification in terms of components, structure, type or level
	The SSB views people with the replacement qualification as being significantly different in terms of competence from those with the replaced qualification
	Transition arrangements are required
	Transition may be limited to phase-out dates
Category D Qualification will expire. There is no replacement qualification	Qualification is no longer required by industry
	The qualification is designated as expiring and a last date for meeting the qualification requirements is set