

FIELD SERVICE SECTOR

Review of *Tourism* unit standards

Subfield	Domain	Id
Tourism	Travel	18221
	Visitor Interpretation	18310-18317
	Visitor Services	5562, 5563, 18226, 18364, 18365

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

Date new versions published

May 2009

Planned review date

December 2014

Summary of review and consultation process

These unit standards were due for review, so three consultation groups covering Tour Guiding and Tour Leadership were convened. These groups comprised 21 representatives from New Zealand tourism and coach tour businesses, Maori tourism operators, the Department of Conservation, Te Papa Tongarewa Museum of New Zealand, and ProGuides New Zealand. The aim was to review 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], and their associated unit standards.

The consultation groups were asked to consider the following:

- The currency of the unit standards and their suitability for existing and future qualifications.
- The appropriateness of unit standards to their domain.
- The accuracy and appropriateness of their content.
- Whether levels and credits were commensurate with performance outcomes and training needs.
- Any gaps in skills and/or knowledge that could be captured by the development of new unit standards.
- The assessability of the unit standards.

Main changes resulting from the review

- Elements and performance criteria were amended to improve clarity and consistency and bring the unit standards up to date.
- Purpose statements were amended to accommodate changes to the elements.
- Special notes were amended to update references, definitions, and legislation.
- Range statements were amended to clarify evidence requirements.
- Two new unit standards were developed to cover gaps in skills and knowledge (unit standards 25351 and 25352).
- Level 3 unit standard 18310 was designated expiring and not replaced.

- Unit standard 18317 had some content from unit standard 18310 added and the credit value was increased.
- Level 4 unit standards 18312, 18313, and 18314 were designated expiring and replaced by new unit standard 25350.
- Unit standard 18364 was replaced by unit standard 25349.

Unit standards categorised as category C or D expire at the end of December 2012

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
Standards	18313, 18314	4	Standard	25350	4

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 impacted by the outcome of this review and will be reviewed in 2009. Those unit standards that generated the Affected status are shown in **bold**.

Qualification title	Classification or standard in the qualification
National Certificate in Adventure Tourism (Level 4) [Ref: 1099]	18310, 18313, 18317, 18365
National Certificate in Tourism (Guiding) with strands in Excursion Guiding, and Attraction Guiding [Ref: 0901]	5562, 18310, 18313, 18314, 18317 , 18365
National Certificate in Tourism (Tour Leadership) [Ref: 0902]	5562, 18310, 18312, 18314, 18317, 18364 , 18365
National Certificate in Tourism (Visitor Information) [Ref: 0311]	5562

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 Parks and Recreation (Park Ranger) (Level 3) [Ref: 1475]	18310, 18317	Sport, Fitness and Recreation Industry Training Organisation

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 Travel

Id	Title	Level	Credit	Review Category
18221	Complete tourism and travel administration tasks and use office equipment	3	3	B

Domain Visitor Interpretation

Id	Title	Level	Credit	Review Category
18310	Describe how visitors learn from interpretation, and evaluate interpretive techniques	3	3	D
18311	Prepare and implement an interpretation plan Prepare an interpretation plan	5 4	8 4	B
18312	Prepare and deliver guided interpretation during an extended tour, and gather feedback	4	15	C
18313	Prepare and deliver guided interpretation during an excursion, and gather feedback	4	15	C
18314	Prepare and deliver guided interpretation within an attraction, and gather feedback	4	15	C
25350	Plan and deliver prepared guided interpretation for a tour, and gather feedback	4	15	
18315	Develop and deliver interpretive presentations, and gather feedback	4	10	B
18316	Evaluate and analyse interpretive activities	5	5	B
18317	Demonstrate knowledge of visitor interpretation	3	2 3	B

Domain Visitor Services

Id	Title	Level	Credit	Review Category
5562	Present the characteristics of New Zealand as a visitor destination Present the characteristics of Aotearoa New Zealand as a visitor destination	4	12	B
5563	Conduct arrival and departure transfers for visitors	3	4	B
18226	Demonstrate cross-cultural communication for the tourism and travel industry	3	3	B

Id	Title	Level	Credit	Review Category
18364 25349	Demonstrate leadership skills in a tour context Demonstrate knowledge of leadership skills in a tourism context	4 4	4 4	C
18365	Manage health and safety in a tourism context Manage health and safety in a tourism workplace	4	4	B
25351	Apply tour group leadership skills	5	6	New
25352	Demonstrate and apply knowledge of environmental responsibility in a tourism workplace	3	4	New