

**FIELD            SERVICE SECTOR****Review of *Visitor Information* and *Visitor Services* unit standards**

<b>Subfield</b>	<b>Domain</b>	<b>Id</b>
Tourism	Visitor Information	9246, 12461, 18819
	Visitor Services	9807

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**

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 area. The industry perceived that it was necessary to emphasise the special skills for i-SITE Visitor Centre personnel, whilst at the same time providing unit standards that could be achieved without specialised computer systems. The other unit standards were also reviewed to attune their content to the current processes of visitor information centres. The new and reviewed standards were circulated to key stakeholders and approval was obtained.

**Main changes resulting from the review**

- Unit standards 25755 to 25758 were introduced to cover the knowledge and skills required for i-SITE operations.
- The range of skills covered by unit standard 18819 was broadened and the credit allocation was adjusted to reflect the outcomes required.

**Impact on existing provider accreditations**

None.

**Impact on Accreditation and Moderation Action Plan (AMAP)**

None.

**Impact on existing qualifications**

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

<b>Affected</b>	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
<b>Not materially affected</b>	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The following Aviation, Tourism and Travel Training Organisation qualification is affected by the outcome of this review and will be reviewed in 2009. The unit standard in **bold** has generated the *Affected* status.

Qualification title	Classification or standard in the qualification
National Certificate in Tourism (Visitor Information) [Ref: 0311]	9246, 9807, 12461, <b>18819</b>

### 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 Information

Id	Title	Level	Credit	Review Category
9246	Process information needed by visitors	3	3	B
12461	Promote provision of visitor information services <b>Promote provision of visitor information</b>	5	15	B
18819	Operate systems and processes within the Visitor Information Network <b>Operate systems and processes in a visitor information centre</b>	4	12 <b>10</b>	B
<b>25755</b>	<b>Demonstrate knowledge of an i-SITE Visitor Centre operation</b>	<b>4</b>	<b>4</b>	<b>New</b>
<b>25756</b>	<b>Use i-SITE Visitor Centre computer systems</b>	<b>4</b>	<b>2</b>	<b>New</b>
<b>25757</b>	<b>Perform reconciliation processes on the i-SITE Visitor Centre computer systems</b>	<b>3</b>	<b>2</b>	<b>New</b>
<b>25758</b>	<b>Perform management functions on i-SITE Visitor Centre computer systems</b>	<b>4</b>	<b>2</b>	<b>New</b>

Domain        Visitor Services

Id	Title	Level	Credit	Review Category
9807	Demonstrate knowledge of the significance of the tourism industry to New Zealand	4	6	B