

Field Service Sector

Revision and rollover, and review of *Tourism* unit standards

Subfield	Domain	ID
Tourism	Visitor Information	18819
	Visitor Services	18226 , 23578, 23579, 23763, 23764, 23768, 25352

ServiceIQ has completed the revision and rollover of the unit standards listed above. The standard in bold has been reviewed.

Date new versions published

September 2014

Planned review date

December 2019

Summary

While preparing for the Targeted Review of Qualifications for Tourism, an advisory group of tourism practitioners and training providers met with Aviation, Tourism and Travel Training Organisation (ATTTO) on two occasions in 2012 and determined that new standards should be developed to recognise the knowledge and skills required of tourism operators. The standards were developed by ATTTO and further developed by ServiceIQ after ATTTO merged with other industry training organisations to create ServiceIQ.

Standard 18226 was also reviewed, and standards 18819, 23758, 23759, 23763, 23764, 23768 and 25352 were revised and rolled over, to remove items that are no longer applicable and to make them suitable for use in programmes for the newly published set of New Zealand qualifications in tourism.

The standards were endorsed by the industry and providers through February and March 2014.

Main changes

- The title and content of standard 18226 were changed to suit requirements of a tourism workplace.
- There were small changes to wording, evidence requirements or explanatory notes in standards 18819, 23758, 23759, 23763, 23764, 23768, and 25352.

Impact on registered qualifications

Key to type of impact	
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 expiring ServiceIQ qualifications are impacted by the outcome of this Review and will be replaced by New Zealand qualifications in 2014.

Ref	Qualification Title	Classification or ID
0311	National Certificate in Tourism (Visitor Information) with an optional strand in i-SITE Visitor Centre Information	18226
1518	National Certificate in Tourism (Tour Guiding) with an optional strand in Extended Tour Guiding	18226

Revision and rollover

Detailed list of unit standards – classification, title, level, and credits

Service Sector > Tourism > Visitor Information

ID	Title	Level	Credit
18819	Operate systems and processes in a visitor information centre	4	10

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
23758	Demonstrate knowledge of communication and customer service theory in a tourism workplace	3	4
23759	Provide customer service experiences in a tourism workplace	3	10
23763	Describe and process retail payments in a tourism workplace	3 2	2
23764	Demonstrate verbal communication skills in a wide range of tourism contexts	3	3
23768	Describe the legal rights and responsibilities of employees and employers in a tourism workplace	3	5
25352	Demonstrate and apply knowledge of environmental responsibility in a tourism workplace	3	4

Reviewed and new standards

Detailed list of unit standards – 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

Service Sector > Tourism > Visitor Information

ID	Title	Level	Credit	Review Category
28289	Provide client services in an i-Site Visitor Information Centre	4	4	New
28290	Provide travellers with itinerary advice to enhance travel and tourism experiences at a tourism workplace	4	9	New

ID	Title	Level	Credit	Review Category
28292	Provide services to visitors using information technology systems in a tourism workplace	3	4	New

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit	Review Category
18226	Demonstrate cross-cultural communication for the tourism and travel industry Apply cross-cultural communication for the tourism industry	3	3	B
28285	Explain and apply the practices and principles of sustainable tourism management	4	8	New
28288	Demonstrate knowledge of visitor information centres, their governance, and their objectives	4	3	New