

**Field      Service Sector****Review of *Visitor Services* unit standards**

<b>Subfield</b>	<b>Domain</b>	<b>ID</b>
Tourism	Visitor Services	5552-5559, 5562, 5563, 5565, 8637, 9807, 12410, 13172, 13173, 13175, 18226-18228, 18237, 18365, 20488, 20675, 23755, 23756, 23758-23761, 23763, 23764, 23766-23769, 24724-24733, 25349, 25351, 25352, 26261, 26262, 26426-26429, 26472, 28285, 28288

ServicelQ has completed the review of the unit standards listed above.

**Date new versions published**

**March 2017**

**Planned review date**

**December 2021**

**Summary**

Most of the standards in this domain were due for review. Though some of the standards had more recently been reviewed or revised, it was deemed prudent to update the set collectively to standardise language and format. They were examined, over a period of five months by a group of retail industry advisers, who conferred and came to a consensus.

The review process was channelled through the Sector Manager – Tourism who compiled feedback from their team and clients. The standards were then endorsed by the advisory group as fit for use in the tourism industry.

**Main changes**

- Standards 5553, 5555, 5557, 24726, 24733 and 25351 changed the number of credits to reflect the time required for training and assessment.
- Standards 13175, 18227, 24725, 25349, and 26261 changed titles for clarity.
- Standards 13175 and 23763 changed level.
- Changes to explanatory notes, outcomes, evidence requirements, and ranges were made to clarify the evidence required to achieve competence in the standards.
- A last date for assessment of superseded versions of these standards was specified.

**The last date for assessment of superseded versions of Category B unit standards is December 2018**

## Impact on existing organisations with consent to assess

Current consent for			Consent extended to		
Nature of consent	Classification or ID	Level	Nature of consent	Classification or ID	Level
Subfield	Tourism	2	Standard	23763	3
Domain	Visitor Services	2	Standard	23763	3

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

All changes are in **bold**.

Key to review category	
<b>A</b>	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
<b>B</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
<b>C</b>	Major changes that necessitate the registration of a replacement standard with a new ID
<b>D</b>	Standard will expire and not be replaced

### Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit	Review Category
5552	Plan and establish a visitor facility	6	20	B
5553	Formulate and establish a visitor event or series	5	15 <b>20</b>	B
5554	Arrange and manage a visitor event	5	10	B
5555	Arrange and manage a visitor conference	5	8 <b>20</b>	B
5556	Plan, develop, and market a visitor destination	5	20	B
5557	Market a visitor facility	5	8 <b>12</b>	B
5558	Market a conference or visitor event	5	4	B
5559	Manage a visitor facility	6	5	B
5562	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
5565	Assist visitors to meet New Zealand driving requirements	3	3	B
8637	Demonstrate knowledge of the concepts of supply and demand in tourism	5	6	B
9807	Demonstrate knowledge of the significance of the tourism industry to New Zealand	4	6	B
12410	Demonstrate knowledge of the principles and practice of ecological tourism management	4	3	B
13172	Research the requirements for establishing and operating a small to medium size tourism or travel workplace	6	15	B
13173	Analyse tourism and travel systems and structures	5	5	B

ID	Title	Level	Credit	Review Category
13175	Analyse the relationship between the concepts of recreation, leisure and tourism <b>Analyse and explain the development of public attitudes towards leisure and recreation in relation to tourism</b>	5 4	3	B
18226	Apply cross-cultural communication for the tourism industry	3	3	B
18227	Demonstrate knowledge of support mechanisms for customers with specific needs <b>Demonstrate knowledge of support mechanisms for customers with specific needs in a tourism or travel workplace</b>	3	2	B
18228	Demonstrate knowledge of specific New Zealand regions as tourist destinations	3	8	B
18237	Perform calculations for a tourism workplace	2	3	B
18365	Manage health and safety in a tourism workplace	4	4	B
20488	Analyse the current state of, and factors impacting on the future of, New Zealand tourism and travel	5	8	B
20675	Analyse the process for marketing tourism destinations and its application	5	6	B
23755	Identify and self-evaluate the demands of a specific role in a tourism workplace	3	3	B
23756	Design, implement, and evaluate a personal development plan for a role in a tourism workplace	3	4	B
23758	Demonstrate knowledge of communication and customer service theory in a tourism workplace	3	4	B
23759	Provide customer service experiences in a tourism workplace	3	10	B
23760	Work in a team on a tourism workplace task or project	3	3	B
23761	Read and comprehend work-related documents in English for a tourism workplace	2	3	B
23763	Describe and process retail payments in a tourism workplace	2 3	2	B
23764	Demonstrate verbal communication skills in a wide range of tourism contexts	3	3	B
23766	Demonstrate knowledge of the tourism industry	3	5	B
23767	Demonstrate knowledge of and use the Internet in a tourism workplace	2	2	B
23768	Describe the legal rights and responsibilities of employees and employers in a tourism workplace	3	5	B
23769	Demonstrate knowledge of the sales function within a tourism workplace	3	3	B
24724	Demonstrate knowledge of the history of tourism	2	4	B
24725	Describe and analyse the economic significance of tourism <b>Describe and analyse the economic impact of tourism</b>	3	4	B

ID	Title	Level	Credit	Review Category
24726	Describe and compare social and cultural impacts of tourism	2	3 2	B
24727	Describe and compare impacts of tourism on the physical environment	2	3	B
24728	Demonstrate knowledge of work roles in tourism	2	3	B
24729	Demonstrate knowledge of world tourist destinations	2	4	B
24730	Demonstrate knowledge of the business of tourism	2	4	B
24731	Demonstrate knowledge of destination New Zealand	2	4	B
24732	Demonstrate knowledge of tourist characteristics and needs	2	3	B
24733	Describe and promote a New Zealand tourist destination	3	4 5	B
25349	Demonstrate knowledge of leadership skills in a tourism context <b>Demonstrate knowledge of tour group leadership skills</b>	4	4	B
25351	Apply tour group leadership skills	5	4 10	B
25352	Demonstrate and apply knowledge of environmental responsibility in a tourism workplace	3	4	B
26261	Explain and analyse the social, cultural, environmental, and community contexts of a tourism or travel workplace <b>Analyse and explain the social, cultural, environmental, and community contexts of a tourism or travel workplace</b>	5	8	B
26262	Analyse customer service and develop a customer service strategy for a tourism or travel workplace	6	8	B
26426	Perform an internal legislative compliance audit of a tourism workplace	4	6	B
26427	Analyse and respond to feedback received in a tourism workplace	4	4	B
26428	Develop a policy, procedure, or system for a tourism workplace	4	5	B
26429	Develop a proposal to collaborate with local business operators to enhance a visitor's experience or extend their stay	4	6	B
26472	Demonstrate knowledge of and respond to customer complaints in a tourism workplace	3	4	B
28285	Explain and apply the practices and principles of sustainable tourism management	4	8	B
28288	Demonstrate knowledge of visitor information centres, their governance, and their objectives	4	3	B