

Field Service Sector

Review of *Visitor Services* unit standards

	Domain	ID
Tourism	Visitor Services	5552-5559, 5562, 8637, 9807, 12410, 13172, 13173, 13175, 18365, 20488, 20675, 25349, 25351, 26261, 26262, 26426-26429, 28285, 28288, 30627

Ringa Hora Services Workforce Development Council has completed the review of the unit standards listed above.

Date new versions published

April 2023

Planned review date

December 2027

Summary

Ringa Hora Services Workforce Development Council reviewed the 29 Visitor Services Tourism standards in level 4-6 due for review in 2021-2022. The purpose of the review was to determine whether the standards were and continued to be useful and relevant to the sector.

Engagement with key stakeholders and organisations with consent to assess was undertaken between November 2021 and December 2022, and the ongoing need for the standards was confirmed with changes from feedback incorporated.

Main changes

- Unit standards 5552-5559, 12410, 13175, 20675, 25351, 26261, 26428 and 30627 are set to expire without replacement due to no or little usage.
- Unit standard 26262 was changed from Level 6 to Level 5, the title was amended, and outcome 1 was removed to better reflect industry requirements.
- The word enterprise has been changed to workplace in unit standard 13172 for consistency purposes. Range statement for PC 2.1 has been amended and PC 2.7 has also been amended.
- Outcome 3 in unit standard 18365 has been amended.
- Unit 8637 has had its title changed to better match the level and reflect current industry requirements.
- Guidance information in all unit standards were amended, definitions were updated in unit standards 5562, 18365, 28285, 28288 and 25349, to ensure relevance and clarity for users.
- References were updated in unit standards 13173, 20488, 26262, 28288, 8637, and 9807.
- Outcome 2 and PC 2.1, 2.2 and 2.3 in unit standard 25349 have been amended to ensure they are fit for purpose and better reflect intent.
- Outcome 3 in unit standard 5562 has been changed from explain to describe which has also led to a change in the purpose statement. Evidence requirement for PC 3.1 has also been added.
- Range statement wording and PC wording "is required" has been deleted from units 13172, 13173, 18365, 20488, 25349, 26262, 26427, 28285, 28288, 5562, and 8637.
- Performance criteria 2.1 and 2.2 in unit standard 20488 have been reworded in the passive voice for consistency.
- Performance criteria 1.1 and 1.3 have been amended in unit standard 26262.
- The purpose statement, PC 1.1, outcome 3, PC 3.1, and PC 3.2 for unit standard 26429 have been amended.

- The range statement for PC 1.2 in unit standard 28285 now includes evidence of three principles.
- Performance criteria 1.1, 1.2 and 1.4 have been amended in unit standard 8637.
- Performance criterion 2.3 has been amended in unit standard 9807.
- The standard setting body detail has been changed from ServicelQ to Ringa Hora Services Workforce Development Council.

Category D unit standards will expire at the end of December 2024

The last date for assessment of superseded versions of Category B unit standards is December 2025

Impact on Consent and Moderation Requirements (CMR)

- Reviewed unit standards were transferred from CMR 0078 to CMR 0112.

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 Services

ID	Title	Level	Credit	Review Category
5552	Plan and establish a visitor facility	6	20	D
5553	Formulate and establish a visitor event or series	5	20	D
5554	Arrange and manage a visitor event	5	10	D
5555	Arrange and manage a visitor conference	5	20	D
5556	Plan, develop, and market a visitor destination	5	20	D
5557	Market a visitor facility	5	12	D
5558	Market a conference or visitor event	5	4	D
5559	Manage a visitor facility	6	5	D
5562	Present the characteristics of Aotearoa New Zealand as a visitor destination	4	12	B
8637	Demonstrate knowledge of the concepts of supply and demand in tourism Analyse 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	D
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
13175	Analyse and explain the development of public attitudes towards leisure and recreation in relation to tourism	4	3	D

ID	Title	Level	Credit	Review Category
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	D
25349	Demonstrate knowledge of tour group leadership skills	4	4	B
25351	Apply tour group leadership skills	5	10	D
26261	Explain and analyse the social, cultural, environmental, and community contexts of a tourism or travel workplace	5	8	D
26262	Analyse customer service and develop a customer service strategy for a tourism or travel workplace Evaluate customer service and develop a customer service strategy for a tourism or travel workplace	6 5	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	D
26429	Develop a proposal to collaborate with local business operators to enhance a visitor's experience or extend their stay	4	6	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
30627	Demonstrate knowledge of and present the natural features of Aotearoa New Zealand to visitors	4	8	D