

Field Service Sector

Review of *Visitor Services* unit standards

Subfield	Domain	ID
Tourism	Visitor Services	5563, 5565, 18226-18228, 18237, 23755, 23756, 23758-23761, 23763, 23764, 23766-23769, 24724-24733, 25352, 26472, 29763-29764

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 32 Tourism Visitor Services standards at Level 2 and Level 3 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 minimal changes from feedback incorporated.

Main changes

- Purpose statements, guidance information, outcomes, performance criteria, and range statements were amended where applicable to ensure they were accurate, clear and fit for purpose, reflect the standard content, and in line with sector and regulatory requirements.
- Three new unit standards 33211, 33212, and 33213 have been developed to replace 24724, 24725, 25352 to better align with the changes to the New Zealand Certificate in Tourism (Introductory Skills) (Level 2) qualification 2198 and reflect current practice and requirements.
- Four unit standards 5563, 5565, 23756, and 23763 were set to expire without replacement due to no or low usage, and no longer being required.
- The titles of unit standards 23761 and 24731 were amended to better reflect the standard content.
- The title of unit standard 29764 was changed due to Outcome 5 being the same as Outcome 3 in unit standard 29763.
- The standard setting body was changed from ServiceIQ to Ringa Hora Services Workforce Development Council.

Category C and 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The last date for assessment of superseded versions of Category B unit standards is December 2024

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
Standard	24724	2	Standard	33211	2
Standard	24725	3	Standard	33212	3
Standard	25352	3	Standard	33213	3

Impact on Consent and Moderation Requirements (CMR)

- Reviewed unit standards were transferred from CMR 78 to CMR 112

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
5563	Conduct arrival and departure transfers for visitors	3	4	D
5565	Assist visitors to meet New Zealand driving requirements	3	3	D
18226	Apply cross-cultural communication for the tourism industry	3	3	B
18227	Demonstrate knowledge of support mechanisms for customers with specific needs in a tourism or travel workplace	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
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	D
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 Read and comprehend work-related documents for a tourism workplace	2	3	B
23763	Describe and process retail payments in a tourism workplace	3	2	D

ID	Title	Level	Credit	Review Category
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 33211	Demonstrate knowledge of the history of tourism Demonstrate knowledge of the history of New Zealand tourism	2	4 3	C
24725 33212	Describe and analyse the economic impact of tourism Describe and analyse the economic, socio-cultural, and environmental impact of tourism	3 3	4 5	C
24726	Describe and compare social and cultural impacts of tourism	2	2	B
24727	Describe and compare impacts of tourism on the physical environment Describe and compare impacts of tourism on the 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 Demonstrate knowledge of destination Aotearoa 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	5	B
25352 33213	Demonstrate and apply knowledge of environmental responsibility in a tourism workplace Demonstrate knowledge of sustainable practice in a tourism workplace	3	4 5	C
26472	Demonstrate knowledge of and respond to customer complaints in a tourism workplace	3	4	B
29763	Deliver a consumable craft product tasting experience and give advice on local tourism attractions to visitors	3	3	B
29764	Deliver an alcoholic beverage tasting experience and give advice on local tourism attractions to visitors Deliver an alcoholic beverage tasting experience for a tourism workplace	3	6	B