

Field Service Sector

Review of *Tourism* unit standards

| Subfield | Domain | ID |
|----------|------------------------|--|
| Tourism | Visitor Information | 9246, 12461, 18819, 25755, 25756, 25758, 28289, 28290, 28292 |
| | Visitor Interpretation | 18311, 18315, 18316-18317, 25350 |

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

Date new versions published

August 2023

Planned review date

December 2028

Summary

Ringa Hora reviewed 9 *Visitor Information* unit standards due for review in 2021 and 5 *Visitor Interpretation* unit standards due for review in 2022. The purpose of the review was to determine whether the standards were and continued to be useful and relevant to the sector.

Consultation with key stakeholders and organisations with consent to assess was undertaken between March 2022 and May 2023, and feedback confirmed the ongoing need for the standards with minimal change.

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, better reflect the standard content, and in line with sector and regulatory requirements.
- The titles for unit standards 28290 and 18317 were amended to better reflect the standard content.
- Outcome 4 was removed from unit standard 18317 to better reflect the title. This does not affect the credit value.
- Recommended texts in Guidance Information were removed from unit standards 25350, 18317 and 18311 to better reflect the credits offered.
- Unit standards 12461, 25756, 25758, 18315 and 18316 were designated as expiring as there was little to no usage over the last 5 years.
- The standard setting body was changed from ServiceIQ to Ringa Hora Services Workforce Development Council.

Category D unit standards will expire at the end of December 2025

The last date for assessment of superseded versions of Category B unit standards is December 2025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

| ID | Title | Level | Credit | Review Category |
|-------|--|-------|--------|-----------------|
| 9246 | Process information needed by visitors | 3 | 3 | B |
| 12461 | Promote provision of visitor information | 5 | 15 | D |
| 18819 | Operate systems and processes in a visitor information centre | 4 | 10 | B |
| 25755 | Demonstrate knowledge of an i-SITE visitor information centre operation | 3 | 4 | B |
| 25756 | Use a visitor information centre computer systems | 4 | 4 | D |
| 25758 | Perform management functions on a visitor information centre computer system | 4 | 2 | D |
| 28289 | Provide client services in a visitor information centre | 4 | 4 | B |
| 28290 | Provide travellers with itinerary advice to enhance travel and tourism experiences at a tourism workplace Provide visitors with itinerary advice to enhance travel and tourism experiences | 4 | 9 | B |
| 28292 | Provide services to visitors using information technology systems in a tourism workplace | 3 | 4 | B |

Service Sector > Tourism > Visitor Interpretation

| ID | Title | Level | Credit | Review Category |
|-------|---|-------|--------|-----------------|
| 18311 | Prepare an interpretation plan for delivery to visitors | 4 | 4 | B |
| 18315 | Develop and deliver interpretive presentations, and gather feedback | 4 | 10 | D |
| 18316 | Evaluate and analyse interpretive activities | 5 | 5 | D |
| 18317 | Demonstrate knowledge of visitor interpretation and evaluate interpretative techniques Demonstrate knowledge of visitor interpretation techniques | 3 | 3 | B |
| 25350 | Plan and deliver prepared guided interpretation for a tour, and gather feedback | 4 | 15 | B |