

**Field      Service Sector****Revision of *Visitor Services* unit standard 24731**

<b>Subfield</b>	<b>Domain</b>	<b>ID</b>
Tourism	Visitor Services	24731

Ringa Hora Services Workforce Development Council has completed the revision of the Visitor Services unit standard listed above.

**Date new versions published****November 2024****Planned review date (no change)****December 2027****Summary**

The revision was undertaken after a request from our Quality Assurance team who were pre-moderating this unit standard from a provider. This was in response to issues raised around no longer being able to obtain regional data for international visitor numbers and international guest nights. After discussion and requests to Stats NZ and MBIE for statistical information to support the evidence required, it was decided that there was limited data that they had provided that would support the required evidence. To make allowance for this, a minor change was made to Outcome 1.4. The consultation process was robust and took place during August and September 2024 - a period of a month.

**Main changes**

- Guidance information updated to incorporate more website resources to support the unit standard.
- Performance criteria 1.4 changed from international visitor numbers and international guest nights to international spend.