

Field Service Sector**Revision of *Visitor Services* unit standard 33213**

Subfield	Domain	ID
Tourism	Visitor Services	33213

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 (unchanged)****December 2027****Summary**

The revision was undertaken after a request from a provider who was writing an assessment for 33213 v1 *Demonstrate knowledge of sustainable practice in a tourism workplace*. This unit standard replaced unit standard 25352 v4 *Demonstrate and apply knowledge of environmental responsibility in a tourism workplace*. In 33213 v1, compared to 25352 v4, 'environmentally responsible tourism' has been replaced with 'sustainable tourism', but in PC 2.1 the range asks for 'five features of an environmentally responsible tourism workplace' (not a sustainable tourism workplace).

The soft range for PC1.1 was also updated to reflect the Tourism New Zealand Sustainability Commitment website (given as an industry text in the unit standard) which gives 12 commitments (equivalent to key action points) covering economic, visitor, community, and environment.

After discussion with Ringa Hora QA team changes were made to both performance criteria.

Main changes

- Performance criterion 1.1 range changed to include 'effects on community, economy and visitors'.
- Performance criterion 2.1 range item changed from 'environmentally responsible' to 'sustainable tourism workplace'.