

Title	Complete pre- and post-activity duties for clients through an adventure tourism activity		
Level	4	Credits	4

Purpose	People credited with this unit standard are able, for an adventure tourism activity, to: complete pre-activity preparations; undertake pre-activity briefing of clients; and complete post-activity duties.
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Classification	Tourism > Adventure Tourism
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Available grade	Achieved
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Explanatory notes

1 Definitions

Adventure tourism activity refers to a planned activity undertaken in a natural environment which involves some physical challenge.

Client refers to the participant in the adventure tourism activity.

Key activities refer to those involving either the whole group or only the individual, and requiring technical skills.

Operational plan refers to a plan reflecting different local conditions and the individual circumstances of the operation, which may include but are not limited to – operating conditions, trip or activity requirements, equipment, communications, emergency planning and procedures, environmental conditions.

Tourism workplace policies and procedures refer to documented instructions about workplace expectations. These must include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

2 Legal provisions relevant to this standard include but are not limited to – Health and Safety at Work (Adventure Activities) Regulations 2016, available at www.legislation.govt.nz; CAA Rules Part 115, Adventure Aviation, and CAA Rules Part 105, Parachuting – Operating Rules, available at: www.caa.govt.nz; Maritime New Zealand Rules, available at: www.maritimenz.govt.nz.

Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.

3 A minimum of one adventure tourism activity with a group or single client is required for competence.

Outcomes and evidence requirements

Outcome 1

Complete pre-activity preparations for an adventure tourism activity.

Evidence requirements

- 1.1 Conditions for the activity are verified as meeting tourism workplace policies and procedures.
- Range weather, route.
- 1.2 Supplies and equipment are verified as meeting the requirements of the clients and the activity, and prepared for start in accordance with tourism workplace policies and procedures.
- Range may include but is not limited to – clothing, footwear, packaging, rations, emergency provisions, emergency equipment.
- 1.3 Permission for the activity by relevant agencies is confirmed in accordance with tourism workplace policies and procedures.
- Range relevant agencies may include but are not limited to – land owners, regional authorities, Department of Conservation.
- 1.4 Pre- and post-activity transportation is confirmed in accordance with clients' needs, pre-arranged schedules, and tourism workplace policies and procedures.
- 1.5 Pre-activity documentation is checked and any necessary amendments are made in accordance with tourism workplace policies and procedures.
- Range documentation may include but is not limited to – client list, client age-check, client weight-check, pick-up requirements, payment details, medical and dietary notes, assumption of risk documentation.

Outcome 2

Undertake pre-activity briefing of clients for an adventure tourism activity.

Evidence requirements

- 2.1 Clients are greeted as soon as possible in accordance with clients' needs, and in accordance with tourism workplace policies and procedures.
- Range may include but is not limited to – language, nationality, age, special needs, disabilities.

- 2.2 The completion and processing of pre-activity documentation is verified and any deficiencies are addressed in accordance with tourism workplace policies and procedures.
- Range documentation may include but is not limited to – vouchers, cash transactions, no-show records, list of client names.
- 2.3 Risks to clients' safety and comfort associated with the activity are explained in accordance with the operational plan, and tourism workplace policies and procedures.
- Range includes but is not limited to – verbal briefing, written and/or signed assumption of risk form;
may include but is not limited to – briefing delivered during training of clients, clear language, appropriate to culture of clients, special needs, disabilities;
may include but is not limited to – weather conditions, appropriate footwear, appropriate clothing, medical conditions;
evidence for six actual risks is required.
- 2.4 Responsibilities and liabilities of both clients and the tourism workplace are explained and clients' understanding of these is confirmed in accordance with tourism workplace policies and procedures.
- 2.5 Methods for performing key activities are explained or demonstrated and clients' understanding of requirements is confirmed before commencement of activity.
- 2.6 Ability of clients to undertake activity is verified in terms of their own and others' safety and in accordance with tourism workplace policies and procedures.
- Range may include but is not limited to – age, physical strength, physical condition, size, self-confidence.
- 2.7 Clients unable to perform activities to the required standard are advised of the need to refrain from the activities in accordance with tourism workplace policies and procedures.
- Range may include but is not limited to – refund of fees.

Outcome 3

Complete post-activity duties for an adventure tourism activity.

Evidence requirements

- 3.1 Client de-briefing is carried out in accordance with tourism workplace policies and procedures.
- Range de-briefing format may include but is not limited to – formal, informal, group, individual.

3.2 Opportunities to purchase mementoes are promoted to clients in accordance with tourism workplace policies and procedures.

Range may include but is not limited to – souvenirs, photographs, videos.

3.3 Farewell process is consistent with clients' needs in accordance with tourism workplace policies and procedures.

3.4 Post-activity documentation is completed and processed in accordance with tourism workplace policies and procedures.

3.5 Equipment is checked, cleaned, inventoried, and stored in accordance with tourism workplace policies and procedures.

Replacement information	This unit standard, unit standard 12407, unit standard 12408, and unit standard 12409 replaced unit standard 5560.
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Planned review date	31 December 2022
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 October 1997	31 December 2018
Revision	2	20 July 1998	31 December 2018
Revision	3	20 April 2001	31 December 2018
Revision	4	12 June 2001	31 December 2018
Review	5	21 August 2009	31 December 2018
Review	6	16 March 2017	N/A

Consent and Moderation Requirements (CMR) reference	0078
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact Service IQ qualifications@ServiceIQ.org.nz if you wish to suggest changes to the content of this unit standard.