

Title	Guide clients through an adventure tourism activity of more than a day		
Level	4	Credits	10

Purpose	People credited with this unit standard are able to guide clients through an adventure tourism activity of more than a day and maintain client safety during the activity.
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Classification	Tourism > Adventure Tourism
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Available grade	Achieved
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Entry information	
Recommended skills and knowledge	Unit 6401, <i>Provide first aid</i> , or Unit 6402, <i>Provide basic life support</i> .

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.

Codes of practice refer to a set of documented or preferred processes, actions or organisational structures to be applied in a given setting. These may include but are not limited to – Maritime New Zealand, Civil Aviation Authority, Qualmark, Ministry of Agriculture and Forestry, NZ Transport Agency, Green Globe 21, OutdoorsMark.

More than a day means an activity that requires overnight accommodation;

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 The following resources can be used to support the environmental responsibility aspects of this unit standard:

Integrating Sustainability into Business Vol. 1: A Management Guide for Responsible Tour Operations (Nairobi, Kenya: United Nations Environment Programme, 2005), available at: www.unep.fr.

A Manual for Water and Waste Management: What the Tourism Industry Can Do to Improve Its Performance (Nairobi, Kenya: United Nations Environment Programme, 2003), available at: www.unep.fr.

Switched On: Renewable Energy Opportunities in the Tourism Industry (Nairobi, Kenya: United Nations Environment Programme, 2003), available at: www.unep.fr/.

- 4 A minimum of one adventure tourism activity with a group of three clients is required for competence.

Outcomes and evidence requirements

Outcome 1

Guide clients through an adventure tourism activity of more than a day.

Evidence requirements

- 1.1 Skills and techniques are applied to maximise client comfort and enjoyment.

Range skills and techniques may include but are not limited to – interpersonal, technical, interpretive.

- 1.2 Clients are informed about the features of the natural environment in accordance with tourism workplace policies and procedures.

Range features may include but are not limited to – history, cultural significance, flora, fauna, hazards.

- 1.3 Clients are guided through the activity at a comfortable pace sufficient to meet daily deadlines.

- 1.4 Group management skills are demonstrated to maintain group coherence for the duration of the activity.

Range group management skills may include but are not limited to – negotiation, conflict resolution, support, coaching.

- 1.5 Environmental care practices are explained and practised in accordance with tourism workplace policies and procedures.

Range codes of practice.

- 1.6 Food is prepared and served to meet clients' needs and is in accordance with tourism workplace policies and procedures.

Range clients' needs include – hygiene, health and safety; may include but are not limited to – dietary needs, religious and cultural observance.

- 1.7 Food and equipment are cleared away and stored in accordance with tourism workplace policies and procedures.
- 1.8 Overnight accommodation is arranged to meet the needs of the clients in accordance with activity schedule and tourism workplace policies and procedures.
- 1.9 Timeframes and deadlines are met in accordance with tourism workplace policies and procedures.

Outcome 2

Maintain client safety during an adventure tourism activity of more than a day.

Evidence requirements

- 2.1 The safety and emergency procedures are described in accordance with tourism workplace policies and procedures.

Range must include but is not limited to – modified itinerary, first aid, on the spot rescue techniques and procedures, external rescue agencies.

- 2.2 Factors affecting client safety are monitored and dealt with in accordance with tourism workplace policies and procedures.

Range factors may include but are not limited to – pace and level of activity, client competency, shelter, refreshments, group leadership, weather.

- 2.3 Contingency planning demonstrates preparedness for unscheduled incidents in accordance with tourism workplace policies and procedures.

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 ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.