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| Title | Demonstrate knowledge of New Zealand as a tourist destination | | |
| Level | 3 | Credits | 8 |

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| Purpose | People credited with this unit standard are able to: identify and describe the geographical location of New Zealand and locate key destinations on a map; identify and describe attractions, activities and events in New Zealand; identify and describe air transport and related services available to tourists travelling within New Zealand; identify and describe ground product and related services available to tourists in New Zealand; and provide travel information for visitors to New Zealand. |
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| Classification | Tourism > Travel |
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| Available grade | Achieved |
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Guidance Information

1 Definitions

Activities refer to commercial activities at a destination which are of interest to tourists. For example – excursions, ballooning, boat cruises, nature treks, city tours.

Attractions refer to both constructed and natural attractions existing at a destination which are of interest to tourists. For example – constructed attractions may include museums, buildings, zoos; natural attractions may include forests, lakes, rivers, geothermal areas.

Attraction, activity and event features may include but are not limited to – what there is to see and do, location, duration, time of year, facilities/services available, opening hours, price range.

City refers to any city, town or other significant tourist destination.

Climatic conditions refer to minimum temperature, maximum temperature, and average rainfall.

Current regulations refer to those outlined by Immigration New Zealand (<http://www.immigration.govt.nz>).

Current travel industry resources refer to any resources, manual or electronic, used by a travel industry workplace. Examples may include but are not limited to – supplier or wholesale brochures, websites, computer reservation system.

Destination refers to the place visited that is central to the decision to take the trip.

Elapsed transportation time is the actual time it takes to travel from one destination to another.

Events refer to staged events which occur on a regular basis at a destination which are of interest to tourists. For example – exhibitions, festivals, tradeshow.

Hemispheres refer to the northern and southern hemispheres.

Inter-island refers to travel by water between two different islands. Examples may include but are not limited to – North Island and South Island, North Island and Waiheke Island, South Island and Stewart Island.

Rental vehicle operators refer to suppliers of rental cars or motorhomes.
Seasons may include – summer, autumn, winter, spring.

- 2 All assessment tasks for performance criteria are to be carried out in accordance with current travel industry resources.

Outcomes and performance criteria

Outcome 1

Identify and describe the geographical location of New Zealand and locate key destinations on a map.

Performance criteria

- 1.1 New Zealand is located on a map of the world, and its geographical position is described in relation to the International Date Line and hemispheres.
- 1.2 Cities with international airports are located on a map and their airports identified by their three-letter airport codes.
- Range evidence is required for three international airports.
- 1.3 International airport locations are described by specifying their distance from the city centre.
- Range evidence is required for all international airports identified in performance criterion 1.2.
- 1.4 Key geographical features of New Zealand are located on a map.
- Range may include but is not limited to – Southern Alps, Fiordland National Park, Mt Aoraki, Mt Ruapehu, Lake Taupo, Lake Wakatipu, Waikato River, Clutha River, Milford Sound; evidence is required for six features, with a geographical mix covering the North and South Islands.

Outcome 2

Identify and describe attractions, activities and events in New Zealand.

Range a geographical mix covering the North and South Islands.

Performance criteria

- 2.1 Attractions and their features are identified and described.
- Range evidence is required for eight attractions, of which four must be constructed attractions.

2.2 Activities and their features are identified and described.

Range evidence is required for eight different activities.

2.3 Events and their features are identified and described.

Range evidence is required for a total of four sporting and four other events.

Outcome 3

Identify and describe air transport and related services available to tourists travelling within New Zealand.

Performance criteria

3.1 Three letter airport codes, operating carriers, and elapsed transportation time relevant to domestic airline services between New Zealand cities or towns are identified.

Range evidence is required for three city pairs with two operating carriers for each city pair.

3.2 Type and approximate costs of airport transfer services available to tourists are identified.

Range evidence is required for two different types of transfer service from airports at Auckland, Christchurch, Wellington, and one other tourist destination in New Zealand.

Outcome 4

Identify and describe ground product and related services available to tourists in New Zealand.

Performance criteria

4.1 Land travelling time between cities in New Zealand is identified.

Range must include – transport type;
evidence is required for four city pairs.

4.2 Services offered by long distance coach operators are identified and described.

Range may include but is not limited to – routes, on board services, on board facilities, travel passes;
evidence is required for two long distance coach services.

- 4.3 Services offered by long distance rail operators are identified and described.
- Range may include but is not limited to – routes, on board services, on board facilities, travel passes;
evidence is required for two long distance rail services.
- 4.4 Services offered by inter-island ferry operators are identified and described.
- Range may include but is not limited to – routes, on board services, on board facilities, terminal locations;
evidence is required for two inter-island ferry operators.
- 4.5 Services offered by rental vehicle operators are identified and described.
- Range may include but is not limited to – depot locations, rental inclusions, insurance, loyalty programmes, extra hire items;
evidence is required for two rental vehicle operators.
- 4.6 Services offered by coach tour operators are identified and described.
- Range may include but is not limited to – types of tours available, duration, tour itineraries, price range, tour inclusions, on board services, on board facilities;
evidence is required for two coach tour operators.
- 4.7 Characteristics of accommodation available to tourists are described.
- Range characteristics may include but are not limited to – accommodation type, types of customer, services, facilities, standard or grading, price range, specific location, chain affiliation, franchise affiliation;
evidence is required for two accommodation types in each of Auckland, Christchurch, Wellington, and one other tourist destination in New Zealand.

Outcome 5

Provide travel information for visitors to New Zealand.

Performance criteria

- 5.1 The application of New Zealand Standard Time and New Zealand Daylight Time is described.
- 5.2 Entry requirements are identified and presented in accordance with current regulations.
- Range Australian passport holders, British passport holders, one other passport nationality;
evidence is required of two different nationalities.

- 5.3 Information on health and safety precautions, tipping and taxes, and currency is provided, which is consistent with current conditions existing at the destination.

Range two pieces of information for each item.

- 5.4 Climatic conditions in New Zealand tourist destinations for two seasons are described.

Range evidence is required for four tourist destinations with a geographical mix covering the North and South Islands.

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| Replacement information | This unit standard replaced unit standard 3725. |
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| Planned review date | 31 December 2025 |
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Status information and last date for assessment for superseded versions

| Process | Version | Date | Last Date for Assessment |
|--------------|---------|------------------|--------------------------|
| Registration | 1 | 30 April 2001 | 31 December 2018 |
| Review | 2 | 20 February 2009 | 31 December 2018 |
| Review | 3 | 16 February 2017 | 31 December 2021 |
| Revision | 4 | 24 January 2019 | 31 December 2022 |
| Review | 5 | 26 November 2020 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0112 |
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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.