

<b>Title</b>	<b>Analyse and apply leadership skills to adventure tourism activities</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able, for adventure tourism activities, to analyse leadership styles in relation to tourism activities, and apply leadership skills when managing interactions in an adventure tourism activity.
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<b>Classification</b>	Tourism > Adventure Tourism
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<b>Available grade</b>	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.

*Autocratic* refers to a leadership style characterised by the tour guide making all the decisions. Objectives and tasks are set and the group is expected to do exactly as required.

*Charismatic* refers to a leadership style characterised by the tour guide infusing energy and eagerness into the group members.

*Client* refers to the participant in the adventure tourism activity.

*Democratic* refers to a leadership style characterised by the tour guide allowing the group members to take part in decision-making: therefore, everything is agreed by the majority, with guidance from the tour guide.

*Empowering* refers to the ability of leaders to motivate, energise, and empower others.

*Laissez-faire* refers to a leadership style characterised by the leader's role being peripheral and the group members managing themselves.

*Leadership* refers to directing a group of people to undertake activities that achieve a goal.

*Leadership style* refers to the way in which a tour guide manages a group of people. Leadership may contain practices from a variety of leadership styles.

*Motivational leadership* refers to the ability to consistently demonstrate a number of qualities that develop gradually over time in response to successes & failures in achieving desired responses from others.

*Situational leadership* refers to the ability to change leadership style in response to changing situations.

*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 A minimum of one adventure tourism activity with a minimum of two clients is required for competence.
- 3 Clients' needs may include but are not limited to – fitness, experience, skill level, culture, background, level of language comprehension, interests, special needs, disabilities.

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## Outcomes and evidence requirements

### Outcome 1

Analyse leadership styles in relation to adventure tourism activities.

#### Evidence requirements

- 1.1 The characteristics of effective leadership are described, and their importance is explained in relation to the roles and responsibilities of a leader in adventure tourism.  
  
Range includes but is not limited to – empathy, determination, calmness and objectivity, communications skills.
- 1.2 The strengths and weaknesses of leadership styles are identified and explained in relation to adventure tourism activities.  
  
Range styles may include but are not limited to – laissez-faire, charismatic, democratic, autocratic, empowering, motivational, situational;  
evidence is required for the strengths and weaknesses of two leadership styles.
- 1.3 Leadership qualities and styles of people involved in guiding are identified and evaluated against the characteristics of effective leaders.  
  
Range evidence is required for at least three people with different qualities and styles.
- 1.4 The candidate's personal leadership style is described in terms of leadership styles and characteristics of effective leaders.

### Outcome 2

Apply leadership skills when managing interactions in an adventure tourism activity.

- Range leadership skills may include but are not limited to – care, control, decision making, role modelling, flexibility, empathy, respect, communication, recognition of physical and/or emotional stress in clients;  
interactions – among clients, between guide and clients.

## Evidence requirements

2.1 Requests, comments, enquiries, and complaints, are responded to in accordance with clients' needs, and tourism workplace policies and procedures.

Range prompt, courteous, positive.

2.2 Actions to facilitate movement and safety are in accordance with clients' needs and tourism workplace policies and procedures.

2.3 Factors that can influence own behaviour and that of other people in relation to the adventure tourism activity are managed in accordance with tourism workplace policies and procedures.

Range factors may include but are not limited to – peer pressure, competition, group management, time, adventure tourism activity, actions, values, attitudes, needs, experience, skills and ability of group, purpose of activity.

2.4 The physical and emotional safety of individual clients and the group are monitored and action is taken to manage any situations that arise in accordance with tourism workplace policies and procedures.

Range situations may include but are not limited to – potential physical harm, potential emotional harm.

<b>Replacement information</b>	This unit standard replaced unit standard 17755.
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<b>Planned review date</b>	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	23 May 2003	31 December 2018
Review	2	21 August 2009	31 December 2018
Review	3	16 March 2017	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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.

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### **Comments on this unit standard**

Please contact ServiceIQ [qualifications@ServiceIQ.org.nz](mailto:qualifications@ServiceIQ.org.nz) if you wish to suggest changes to the content of this unit standard.