

<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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## Guidance Information

### 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 performance criteria

### Outcome 1

Analyse leadership styles in relation to adventure tourism activities.

#### Performance criteria

- 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.

**Performance criteria**

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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**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

**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	31 December 2025
Review	4	30 March 2023	31 December 2025

<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>.