

Title	Identify and self-evaluate the demands of a specific role in a tourism workplace		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to: identify skills, knowledge, and attributes required for a specific role in a tourism workplace; evaluate own skills, knowledge, and attributes against workplace expectations with regard to the role; evaluate potential sources and outcomes of stress within the role; and explain effective and non-effective use of time within the role, the importance of managing time, and effective time management techniques.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Explanatory notes

1 Definitions

Stress refers to mental, emotional, or physical strain or tension that has an impact on performance and/or well-being.

Tourism workplace refers to any organisation involved in the domestic tourism industry, the inbound tourism industry, or the outbound tourism industry. Tourism workplaces may include but are not limited to – transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.

Tourism workplace expectations refer to those outlined in a job description, tourism workplace policies and procedures manual, or equivalent.

2 The tourism role selected in Outcome 1 must apply to the entire unit standard.

Outcomes and evidence requirements

Outcome 1

Identify skills, knowledge, and attributes required for a specific role in a tourism workplace.

Evidence requirements

1.1 Skills identified are consistent with tourism workplace expectations.

Range evidence is required for a minimum of five skills.

- 1.2 Knowledge identified is consistent with tourism workplace expectations.
Range evidence is required for a minimum of five areas of knowledge.
- 1.3 Attributes identified are consistent with tourism workplace expectations.
Range evidence is required for a minimum of three attributes.

Outcome 2

Evaluate own skills, knowledge, and attributes against tourism workplace expectations with regard to the role.

Evidence requirements

- 2.1 Self-evaluation is realistic in terms of the difference between tourism workplace expectations and current performance and abilities.
- 2.2 Self-evaluation identifies strengths as well as weaknesses.

Outcome 3

Evaluate potential sources and outcomes of stress within the role.

Evidence requirements

- 3.1 Potential sources of stress are evaluated and are consistent with the realities of the role.
Range sources may include but are not limited to – deadlines, shift work, weather conditions;
evidence is required for a minimum of six.
- 3.2 Potential outcomes of stress are described with regard to the role.
Range may include but is not limited to – physical and mental health problems, poor work performance.

Outcome 4

Explain effective and non-effective use of time within the role, the importance of managing time, and effective time management techniques.

Evidence requirements

- 4.1 The importance of managing time is explained with regard to the role.
Range may include but is not limited to – meeting deadlines, productivity, customer relations, profitability.

4.2 Effective time management techniques are explained with regard to the role.

Range may include but is not limited to – manual or electronic diary, bring up system, prioritising system.

4.3 Personal habits and practices are identified that result in effective and non-effective use of time.

Replacement information	This unit standard and unit standard 23756 replaced unit standard 5070.
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Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 January 2008	31 December 2018
Review	2	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.