

Title	Design, implement, and evaluate a personal development plan for a role in a tourism workplace		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to design, implement, and evaluate a personal development plan for a role in a tourism workplace.
----------------	--

Classification	Tourism > Visitor Services
-----------------------	----------------------------

Available grade	Achieved
------------------------	----------

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 This unit standard must be assessed against over a minimum 12-week continuous period and has been designed for assessment against in a tourism workplace. Evidence of competency in this unit standard cannot be demonstrated under simulated conditions in a training provider environment.

Outcomes and evidence requirements

Outcome 1

Design a personal development plan for a role in a tourism workplace.

Evidence requirements

- 1.1 Plan is consistent with tourism workplace expectations, and self-evaluation identifies set goals, and addresses identified areas of weakness or gaps in performance.
- 1.2 Plan utilises models and techniques that will increase personal efficiency and effectiveness.

1.3 Plan contains strategies to reduce any negative effects of personal and workplace stressors.

Range coping mechanisms may include but are not limited to – time management, prioritising, problem solving, talking to others, personal development training, goal setting, balanced diet, physical exercise, relaxation techniques.

1.4 Plan includes actions to be taken and timeframes.

Outcome 2

Implement and evaluate a personal development plan for a role in a tourism workplace.

Range personal development plan – personal development, stress management, time management.

Evidence requirements

2.1 Plan is implemented using techniques that will improve efficiency and effectiveness in accordance with tourism workplace expectations.

2.2 Adjustments to plan are identified and implemented in accordance with tourism workplace expectations and role requirements.

2.3 Plan is evaluated against goals set in accordance with tourism workplace expectations.

Replacement information	This unit standard and unit standard 23755 replaced unit standard 5070.
--------------------------------	---

Planned review date	31 December 2021
----------------------------	------------------

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
--	------

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.