

<b>Title</b>	<b>Work in a team on a tourism workplace task or project</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	People credited with this unit standard are able to work in a team on a tourism workplace task or project.
----------------	--

<b>Classification</b>	Tourism > Visitor Services
-----------------------	----------------------------

<b>Available grade</b>	Achieved
------------------------	----------

### Guidance Information

#### 1 Definitions

*Team* refers to a group of two or more people, one of whom has formal authority to act as leader, working to achieve a common workplace goal or objective, with the team having collective responsibility for the outcome.

*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 policies and procedures* refer to documented instructions about workplace expectations. These may include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

*Workplace objectives* incorporate the vision, mission statement, and business objectives of the workplace.

*Workplace task or project* refers to a discrete workplace activity in the normal course of business or workplace duties and/or responsibilities, which has a defined beginning and end point, which requires the contribution of more than one person, and for which the team has collective responsibility for the outcome.

- 2 This unit standard 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 performance criteria

### Outcome 1

Work in a team on a tourism workplace task or project.

**Range** a tourism workplace task or project may include but is not limited to – processing a wholesale booking file, assisting customers with part of their tourism experience whilst visiting an attraction, working with travel colleagues to organise a product evening;  
evidence is required for a minimum of two separate tasks or projects.

### Performance criteria

1.1 Personal behaviour expectations and requirements are demonstrated in accordance with tourism workplace policies and procedures.

**Range** includes but is not limited to – demonstrates positive behaviour, respects differences in work and communication style between team members, aligns behaviour to meet tourism workplace expectations, accepts collective responsibility for the outcome.

1.2 A contribution is made to team performance in accordance with tourism workplace policies and procedures.

**Range** includes but is not limited to – achieves workplace objectives, achieves objectives within set timeframes and/or guidelines, operates within identified health and safety requirements, accepts individual responsibility for delegated tasks.

<b>Replacement information</b>	This unit standard replaced unit standard 18224.
--------------------------------	--

<b>Planned review date</b>	31 December 2027
----------------------------	------------------

### 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	31 December 2024
Review	3	27 April 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
--	------

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

---

**Comments on this unit standard**

Please contact Ringa Hora Services Workforce Development Council  
[qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.