

Title	Work in a team on a tourism workplace task or project		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to work in a team on a tourism workplace task or project.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Explanatory notes

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 evidence requirements

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.

Evidence requirements

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.

Replacement information	This unit standard replaced unit standard 18224.
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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.