

Title	Describe the legal rights and responsibilities of employees and employers in a tourism workplace		
Level	3	Credits	5

Purpose	People credited with this unit standard are, in relation to a tourism workplace, able to describe the provisions of: human rights legislation; the Employment Relations Act 2000; the Health and Safety at Work Act 2015; and consumer protection legislation.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Explanatory notes

- 1 Definition
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.
- 2 Legislation relevant to this unit standard includes – Consumer Guarantees Act 1993, Employment Relations Act 2000, Fair Trading Act 1986, Health and Safety at Work Act 2015, Human Rights Act 1993, Privacy Act 1993.

Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.

Outcomes and evidence requirements

Outcome 1

Describe the provisions of human rights legislation in relation to a tourism workplace.

Evidence requirements

- 1.1 Provisions of the Human Rights Act 1993 are identified in relation to a tourism workplace.

Range must include – discrimination in employment, discrimination in the provision of goods and services, harassment.

1.2 The disputes resolution process is identified in accordance with the provisions of the Human Rights Act 1993.

1.3 Remedies for breaches are identified in accordance with the provisions of the Human Rights Act 1993.

Range evidence is required for a minimum of two types of breach.

Outcome 2

Describe the provisions of the Employment Relations Act 2000 in relation to a tourism workplace.

Evidence requirements

2.1 The rights of employees in a tourism workplace are identified in accordance with the provisions of the Act.

Range evidence is required for a minimum of six rights.

2.2 The disputes resolution process is identified in accordance with the provisions of the Act.

2.3 Methods by which a contract of employment may be ended are identified in accordance with relevant legislative provisions.

Outcome 3

Describe the provisions of the Health and Safety at Work Act 2015 in relation to a tourism workplace.

Evidence requirements

3.1 The responsibilities of tourism employers are identified in accordance with the provisions of the Act.

3.2 The responsibilities of tourism employees are identified in accordance with the provisions of the Act.

3.3 Breaches of the Act are identified in terms of penalties and fines.

Range evidence is required for a minimum of two types of breach.

Outcome 4

Describe the provisions of consumer protection legislation in relation to a tourism workplace.

Evidence requirements

4.1 The responsibilities of employers and employees in a tourism workplace are identified in terms of the privacy principles in the Privacy Act 1993.

Range evidence is required for a minimum of four privacy principles.

4.2 The responsibilities of employers and employees in a tourism workplace are identified in accordance with the provisions of the Fair Trading Act 1986.

4.3 Breaches of the Fair Trading Act 1986 are identified in terms of remedies and penalties.

Range evidence is required for a minimum of two types of breach.

4.4 The responsibilities of employers and employees in a tourism workplace are identified in accordance with the provisions of the Consumer Guarantees Act 1993.

4.5 Breaches of the Consumer Guarantees Act 1993 are identified in terms of remedies and penalties.

Range evidence is required for a minimum of two types of breach.

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 2016
Rollover and Revision	2	18 September 2014	31 December 2018
Review	3	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 (CMR). 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.