

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 Act 1993; 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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Guidance Information

- 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 2020.

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

Outcomes and performance criteria

Outcome 1

Describe the provisions of Human Rights Act 1993 in relation to a tourism workplace.

Performance criteria

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

Range	must include – discrimination in employment, discrimination in the provision of goods and services, harassment.
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1.2 The disputes resolution process is described in accordance with the provisions of the Human Rights Act.

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

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.

Performance criteria

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

2.3 Methods by which a contract of employment may be ended are described 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.

Performance criteria

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

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

3.3 Breaches of the Act are described 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.

Performance criteria

- 4.1 The responsibilities of employers and employees in a tourism workplace are described in terms of the privacy principles in the Privacy Act 2020.

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

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

- 4.3 Breaches of the Fair Trading Act 1986 are described 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 described in accordance with the provisions of the Consumer Guarantees.

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

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

Planned review date	31 December 2027
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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	31 December 2024
Review	4	27 April 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
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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 if you wish to suggest changes to the content of this unit standard.