

Title	Demonstrate knowledge of work roles in tourism		
Level	2	Credits	3

Purpose	People credited with this unit standard are able to: identify work roles within each of the tourism sectors; describe skills, knowledge, personal attributes, and personal presentation requirements of work roles in tourism; and evaluate self in relation to a work role in tourism.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Explanatory notes

Definitions

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.

Tourism sectors include but are not limited to – accommodation, transportation, attractions and activities, sales distribution, visitor services.

Outcomes and evidence requirements

Outcome 1

Identify work roles within each of the tourism sectors.

Range two work roles for four tourism sectors;
evidence is required for a minimum of three back-of-house work roles in total.

Evidence requirements

1.1 Work roles are identified and described in accordance with tourism workplace policies and procedures.

Range includes but is not limited to – average starting salary, tasks and duties.

Outcome 2

Describe skills, knowledge, personal attributes, and personal presentation requirements of work roles in tourism.

Range evidence is required for one work role from two tourism sectors.

Evidence requirements

2.1 Skills required by the work role are described in accordance with tourism workplace policies and procedures.

Range evidence is required for a minimum of four skills.

2.2 Knowledge required for the work role is described in accordance with industry expectations.

Range evidence is required for a minimum of four areas of knowledge.

2.3 Personal attributes required for the work role are described in accordance with industry expectations.

Range examples of personal attributes are – attention to detail, initiative, empathy;
evidence is required for a minimum of five personal attributes.

2.4 Personal presentation requirements of the work role are described in accordance with industry expectations.

Outcome 3

Evaluate self in relation to a work role in tourism.

Range a work role selected in Outcome 2.

Evidence requirements

3.1 Evaluation identifies own strengths and weaknesses against the job description of a selected role in accordance with tourism workplace policies and procedures.

Range includes but is not limited to – current skills, knowledge, personal attributes, and personal presentation.

Replacement information

This unit standard replaced unit standard 18231.

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	21 May 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.