

<b>Title</b>	<b>Demonstrate knowledge of tour group leadership skills</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	This unit standard is for people who lead tour groups. People credited with this unit standard are able to describe and evaluate key leadership concepts relevant to tour guiding; and demonstrate interpersonal skills when leading a tour group.
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<b>Classification</b>	Tourism > Visitor Services
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<b>Available grade</b>	Achieved
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## Guidance Information

### 1 Definitions

*Feedback* is usually observed, or requested in verbal or written form, and typically covers feelings, levels of satisfaction, comfort, strengths and weaknesses, personal performance, or suggested improvements.

*Leadership* refers to directing a group of people to undertake activities that achieve a goal.

*Leadership method* refers to the way in which a tour guide manages a group of people. Leadership may contain practices from a variety of leadership styles.

*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 must include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

- 2 Outcome 2 of this unit standard is to be assessed against tour groups guided by the candidate. Evidence of a minimum of two tour groups is required.

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## Outcomes and performance criteria

### Outcome 1

Describe and evaluate key leadership concepts relevant to tour guiding.

**Performance criteria**

- 1.1 Key skills relevant to the effective leadership of tour groups are described and the importance and appropriateness of each skill for tour group leadership is evaluated.
- Range includes but is not limited to – communication, humour storytelling, flexibility, sensitivity, problem solving, organisation.
- 1.2 Group leadership methods are described and evaluated for different tourism group configurations.
- Range group configuration may include but is not limited to – group size, ethnicity, culture, language, age, situation, environment; evidence of three different group configurations.

**Outcome 2**

Demonstrate interpersonal skills when leading a tour group.

Range may include but is not limited to – flexibility, empathy, respect, inclusiveness, communication, identification of physical or emotional stress.

**Performance criteria**

- 2.1 The tour guide interacts with visitors in accordance with acceptable visitor expectations in accordance with tourism workplace policies and procedures.
- 2.2 Visitors are assisted with encouragement and emotional support appropriate to the situation and visitor expectations in accordance with tourism workplace policies and procedures.
- 2.3 Visitors are assisted physically as appropriate to the situation and visitor expectations in accordance with tourism workplace policies and procedures.
- 2.4 Feedback from group is responded to in a professional manner and in accordance with tourism workplace policies and procedures.

<b>Planned review date</b>	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	22 May 2009	31 December 2018
Review	2	16 March 2017	31 December 2025
Review	3	27 April 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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### 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.