

Title	Demonstrate and apply knowledge of environmental responsibility in a tourism workplace		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to: describe key action areas of environmentally responsible tourism and an environmentally responsible tourism workplace; and apply environmental principles in a tourism workplace.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Guidance Information

1 Definitions

Environmental responsibility is the responsible and ethical management of products and processes from the point of view of health, safety, and environmental aspects.

Environmentally responsible workplace is a place of work that protects and enhances the natural environment and resources for future generations, whilst at the same time ensuring long-term economic and socio-cultural benefits.

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 Standard industry texts and websites applicable to this unit standard may include but are not limited to:

Tourism 2025, Tourism Industry Aotearoa, available at: www.tourism2025.org.nz,

Tourism Strategy, Ministry of Business Innovation and Employment, available at: www.mbie.govt.nz,

Sustainability, Tourism Industry Aotearoa, available at <https://tia.org.nz/>

Responsible Tourism, Tourism New Zealand, available at: www.tourismnewzealand.com.

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

Outcomes and performance criteria

Outcome 1

Describe key action areas of environmentally responsible tourism.

Performance criteria

1.1 Key action areas are described in the context of a tourism workplace.

Range may include but is not limited to – energy efficiency, waste management, water conservation, conservation, community.

1.2 Methods of improving environmental responsibility in a tourism workplace are described in accordance with standard industry texts.

Range may include but is not limited to – business premises, employee travel, product or service, community, wider natural environment.

Outcome 2

Describe an environmentally responsible tourism workplace.

Performance criteria

2.1 An environmentally responsible tourism workplace is described in accordance with standard industry texts.

Range evidence is required for five features of an environmentally responsible tourism workplace.

Outcome 3

Apply environmental principles in a tourism workplace.

Range may include but is not limited to – practical application of principles, making practical recommendations; evidence of one is required.

Performance criteria

3.1 Environmental principles relating to key action areas in a tourism workplace are applied in accordance with standard industry texts and tourism workplace policies and procedures.

Replacement information

This unit standard was replaced by unit standard 33213.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 May 2009	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	31 December 2024

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>.