

Title	Demonstrate knowledge of an i-SITE visitor information centre operation		
Level	3	Credits	4

Purpose	<p>This unit standard is for people working in an i-SITE visitor information centre.</p> <p>People credited with this unit standard are able, for an i-SITE Visitor Information Centre, to: demonstrate use of the i-SITE Visitor Information Centre membership website; identify and explain the role of key stakeholders involved in the i-SITE brand; and demonstrate knowledge of: the i-SITE New Zealand current strategic plan, brand values and marketing activities, and membership standards and requirements.</p>
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Classification	Tourism > Visitor Information
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Available grade	Achieved
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Explanatory notes

- 1 Evidence for this unit standard must be obtained in an i -SITE Visitor Information Centre workplace.
- 2 Definitions
i-SITE Visitor Information Centre refers to an operation that is a full or associate member of Visitor Information Network Incorporated.
i-SITE Visitor Information Centre 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, instruction manuals, membership standards and requirements.

Outcomes and evidence requirements

Outcome 1

Demonstrate use of the i-SITE Visitor Information Centre membership website.

Evidence requirements

- 1.1 The application of i-SITE New Zealand's membership website is demonstrated and explained in accordance with i-SITE Visitor Information Centre policies and procedures.

Outcome 2

Identify and explain the role of key stakeholders involved in the i-SITE brand.

Range may include but is not limited to – i-SITE Visitor Information Centre owners, business partners; evidence of four is required.

Evidence requirements

2.1 Key stakeholders are identified in accordance with i-SITE Visitor Information Centre workplace policies and procedures.

2.2 The role of key stakeholders is explained in accordance with i-SITE Visitor Information Centre workplace policies and procedures.

Outcome 3

Demonstrate knowledge of the i-SITE New Zealand current strategic plan.

Evidence requirements

3.1 The key outcomes of the current i-SITE New Zealand strategic plan are identified and explained.

Outcome 4

Demonstrate knowledge of the i-SITE New Zealand brand values and marketing activities.

Range may include but is not limited to –relationship to key stakeholders, service levels, client satisfaction.

Evidence requirements

4.1 i-SITE New Zealand's brand values are defined in accordance with i-SITE New Zealand's core business documents and workplace policies and procedures.

4.2 i-SITE New Zealand's current marketing activities relating to service delivery and visitor experience are interpreted in accordance with i-SITE New Zealand's core business documents workplace policies and procedures.

Outcome 5

Demonstrate knowledge of the i-SITE New Zealand membership standards and requirements.

Evidence requirements

5.1 Membership standards and requirements are identified in accordance with i-SITE Visitor Information Centre workplace policies and procedures.

Range evidence of seven is required.

- 5.2 General requirements for use of i-SITE brand are identified in accordance with i-SITE Visitor Information Centre workplace policies and procedures.

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	22 May 2009	31 December 2016
Review	2	20 November 2014	N/A
Review	3	16 February 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.