

Title	Perform an internal legislative compliance audit of a tourism workplace		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to: develop a plan for, and conduct, an internal audit of a tourism workplace policy, system, or procedure for legislative compliance; and produce a report on the findings of the audit and obtain sponsor's feedback on the report.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Explanatory notes

- 1 Definitions

Legislation means any part of a New Zealand Act, Regulation, Code, or Bylaw.

Sponsor means a stakeholder, manager, operator, or owner with the ability to approve and support the audit.

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 All tasks are to be carried out in accordance with tourism workplace policies and procedures, the workplace being the enterprise carrying out the work.
- 3 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.
- 4 The plan used for outcome 2 must be the same as the plan developed for outcome 1.
- 5 The findings for the report for outcome 3 must come from carrying out outcome 2.

Outcomes and evidence requirements

Outcome 1

Develop a plan for an internal audit of a tourism workplace policy, system, or procedure for legislative compliance.

Evidence requirements

- 1.1 The policy, system, or procedure to be audited is identified.
- 1.2 The legislation that must be complied with is identified.
- 1.3 The sponsor is identified and plan is endorsed by the sponsor.
- 1.4 The sponsor's expectations are included.

Range must include but is not limited to – audit timeframe, scope of audit, meetings, methods for gathering evidence, format of audit report.

Outcome 2

Conduct an internal audit of a tourism workplace policy, system or procedure for legislative compliance.

Evidence requirements

- 2.1 The audit is performed in accordance with the plan developed.
- 2.2 Areas of compliance and non-compliance are recorded in accordance with the plan developed.

Outcome 3

Produce a report on the findings of the audit and obtain sponsor's feedback on the report.

Evidence requirements

- 3.1 An audit report is produced in accordance with sponsor's expectations.
Range report includes but is not limited to – areas of compliance, areas of non-compliance, options for corrective action.
- 3.2 Feedback on the report is obtained from the sponsor.
Range feedback may include but is not limited to – trainee's performance, procedure used, outcomes reported.

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	16 July 2010	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, or an inter-institutional body with delegated authority for quality assurance, 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.