

<b>Title</b>	<b>Perform an internal legislative compliance audit of a tourism workplace</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	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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<b>Classification</b>	Tourism > Visitor Services
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<b>Available grade</b>	Achieved
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### Guidance Information

#### 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 performance criteria

### Outcome 1

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

#### Performance criteria

- 1.1 The policy, system, or procedure to be audited are 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.

#### Performance criteria

- 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.

#### Performance criteria

- 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.

<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	16 July 2010	31 December 2018
Review	2	16 March 2017	31 December 2025
Review	3	27 April 2023	N/A

**Consent and Moderation Requirements (CMR) reference**

0112

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**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.