

<b>Title</b>	<b>Develop a policy, procedure, or system for a tourism workplace</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are, for a tourism workplace, able to: prepare to produce a policy, procedure, or system; produce a draft version of the policy, procedure, or system; obtain and use feedback to make refinements to the draft policy, procedure, or system.
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<b>Classification</b>	Tourism > Visitor Services
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<b>Available grade</b>	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 implementation and ongoing management of the policy, procedure, or system.

*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 The policy, procedure, or system developed must be for use in a tourism workplace.

3 Evidence for this standard must be collected from an actual tourism workplace. Evidence from simulated workplaces or simulated events cannot be used as evidence for assessment against this standard.

### Outcomes and evidence requirements

#### Outcome 1

Prepare to produce a policy, procedure, or system for a tourism workplace.

#### Evidence requirements

1.1 The objective of the policy, procedure, or system is determined.

- 1.2 A sponsor to support the development of the policy, procedure, or system is identified and their endorsement of the development is obtained.
- 1.3 Stakeholders in the new policy, procedure, or system are identified and the impact of the new policy, procedure, or system on them is described.
- Range may include but is not limited to – owner, operators, supervisors, employees.
- 1.4 The legislative requirements of the new policy, procedure, or system are identified.

## Outcome 2

Produce a draft version of the policy, procedure, or system for a tourism workplace.

Range evidence for this outcome must be based on policy preparation in Outcome 1.

### Evidence requirements

- 2.1 A draft of the policy, procedure, or system is produced.
- Range may include but is not limited to – purpose, overview, safety issues, equipment, materials, supplies, parts required.
- 2.2 The policy, procedure, or system is presented using language and format that ensures it is clearly understood by the target audience.
- Range to enhance the clarity of the draft version it may include but is not limited to – use of organisational template, diagrams, flowcharts, photographs.
- 2.3 The draft version of the policy, procedure, or system is reviewed for compliance with all relevant legislation.

## Outcome 3

Obtain and use feedback to make refinements to the draft version of the policy, procedure, or system for a tourism workplace.

Range evidence for this outcome must be based on the draft policy, procedure, or system created for Outcome 2.

### Evidence requirements

- 3.1 Feedback on the draft policy, procedure, or system is obtained from stakeholders.
- Range may include but is not limited to – owner, operators, supervisors, employees.

3.2 The draft policy, procedure, or system is refined in accordance with the feedback and tourism workplace policies and procedures.

Range evidence is required of the use of stakeholder feedback.

3.3 The sponsor's approval for the trialling of the policy, procedure, or system is obtained.

3.4 The policy, procedure, or system is trialled in accordance with tourism workplace policies and procedures.

3.5 Feedback from the trial and stakeholder consultation are used to make refinements to the policy, procedure, or system.

Range stakeholders may include but are not limited to – owner, operators, supervisors, employees.

<b>Planned review date</b>	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

<b>Consent and Moderation Requirements (CMR) reference</b>	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 ServicIQ [qualifications@ServicIQ.org.nz](mailto:qualifications@ServicIQ.org.nz) if you wish to suggest changes to the content of this unit standard.