

Title	Explain and apply the practices and principles of sustainable tourism management		
Level	4	Credits	8

Purpose	People credited with this unit standard are, in Aotearoa New Zealand, able to: explain the key practices and principles of environmentally sustainable tourism; explain the key factors of social sustainability in relation to tourism; and apply practices and principles of sustainable tourism management 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

A *concession* is a permit, licence, or lease from Department of Conservation (DOC) for conservation land that gives permission for commercial activities (e.g. set up and run a retail or tourism business) or occupation (e.g. grazing an area, right of way access, and building of structures).

DOC is a central government agency responsible for the conservation of New Zealand's natural and historic heritage.

Sustainable tourism refers to tourism which attempts to make as little impact on the environment and local culture as possible, while helping to generate future employment for local people. The aim of sustainable tourism is to ensure that development brings a positive experience for local people, tourism companies and the visitors themselves.

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 This unit standard may be assessed against in a tourism workplace when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a tourism workplace.

- 3 Legislation relevant to this unit standard includes but is not limited to – Biosecurity Act 1993, Conservation Act 1987, Historic Places Act 1993, Marine Reserves Act 1971, National Parks Act 1980, Reserves Act 1977, Resource Management Act 1991, Treaty of Waitangi Act 1975.

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

- 4 Treaties and international agreements relevant to this unit standard include but are not limited to – United Nations Framework Convention on Climate Change (UNFCCC) 1992, Convention on Biological Diversity 1992, Montreal Protocol on Substances that Deplete the Ozone Layer 1989, Ramsar Convention (Convention on Wetlands) 1971.

5 References

Standard industry texts and websites applicable to support this unit standard:
New Zealand-Aotearoa Government Tourism Strategy, Ministry of Business Innovation and Employment, Department of Conservation, available at

<https://www.mbie.govt.nz/immigration-and-tourism/tourism/new-zealand-aotearoa-government-tourism-strategy>;

New Zealand Tourism Sustainability Commitment available at

<https://sustainabletourism.nz>;

Tiaki Promise, available at <https://www.tiakinewzealand.com/>;

Tourism 2025 & beyond. Tourism Industry Aotearoa, available at:

<https://www.tia.org.nz/tourism-2025/>;

Tourism Sustainability Commitment, Tourism Industry Aotearoa, available at

<https://www.tia.org.nz/advocacy/strategic-projects/tourism/>.

Outcomes and performance criteria

Outcome 1

Explain the key practices and principles of environmentally sustainable tourism in Aotearoa New Zealand.

Performance criteria

- 1.1 Principles and practices for managing resources in a sustainable manner are identified and explained.

Range waste, water, energy.

- 1.2 Principles for mitigating significant environmental impacts of a tourism business are described.

Range may include but is not limited to – power efficiencies, renewable energy resources, recycling, re-using, minimising or eliminating use of harmful products and processes, water usage, selection of routes, keeping to the track, appropriate use of vehicles off-road. evidence of three principles.

- 1.3 The importance to the tourism market of operating tourism businesses in accordance with environmentally sustainable practices is explained.
- Range New Zealand's image, 100% Pure New Zealand brand, pollution.
- 1.4 Relevant concepts from the Māori world view are explained.
- Range relevant concepts include but are not limited to – whakapapa, mana whenua, kaitiakitanga, manaakitanga.
- 1.5 The use of concessions to protect land and natural resources within the DOC estate is described.
- Range may include but is not limited to – legislative restrictions and constraints; DOC concessions; cultural concessions, DOC Approved label.
- 1.6 The potential consequences of failure to manage resources sustainably are described.
- Range loss of product, loss of reputation, financial, lack of referrals, lack of repeat business.

Outcome 2

Explain the key factors of social sustainability in relation to tourism in Aotearoa New Zealand.

Performance criteria

- 2.1 The impacts of tourism on local communities are described.
- Range may include but is not limited to – environment, employment, economic, financial, community.
- 2.2 The beneficial effects of tourism for a community are presented.
- Range evidence of one community.

Outcome 3

Apply practices and principles of sustainable tourism management in a tourism workplace.

Performance criteria

- 3.1 Environmental sustainability measures are interpreted and implemented in accordance with tourism workplace policies and procedures.
- Range energy, water, waste.
- 3.2 Workplace environmental sustainability policies and procedures are reviewed and evaluated using methods that measure outcomes against objectives.

- 3.3 Any environmental sustainability policies or procedures requiring improvement or change are identified and documented in accordance with tourism workplace policies and procedures.

Planned review date	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	18 September 2014	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
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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 if you wish to suggest changes to the content of this unit standard.