

| | | | |
|--------------|---|----------------|----------|
| 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. |
|----------------|---|

| | |
|-----------------------|----------------------------|
| Classification | Tourism > Visitor Services |
|-----------------------|----------------------------|

| | |
|------------------------|----------|
| Available grade | Achieved |
|------------------------|----------|

Explanatory notes

1 Definitions

A *concession* is a permit, licence, or lease from 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 refers to the Department of Conservation, 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.

Outcomes and evidence requirements

Outcome 1

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

Evidence requirements

- 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.
- 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.

Evidence requirements

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 is required for one community.

Outcome 3

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

Evidence requirements

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 2021 |
|----------------------------|------------------|

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 | N/A |

| | |
|--|------|
| Consent and Moderation Requirements (CMR) reference | 0078 |
|--|------|

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.