

Title	Demonstrate knowledge of visitor information centres, their governance, and their objectives		
Level	4	Credits	3

Purpose	<p>This unit standard is for people working in a workplace that provides visitor information as part of its core business.</p> <p>People credited with this unit standard are able to demonstrate knowledge of visitor information centres, their governance, and their objectives.</p>
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Explanatory notes

Definition

Regional tourism organisations are those recognised by RTONZ (Regional Tourism Organisations New Zealand).

Outcomes and evidence requirements

Outcome 1

Demonstrate knowledge of visitor information centres, their governance, and their objectives.

Evidence requirements

- 1.1 The role of a visitor information centre is defined, analysed, and presented in terms of its contribution to the Aotearoa New Zealand tourism industry.
- Range includes but is not limited to – networks, stakeholders.
- 1.2 The different ownership and governance models of visitor information centres are presented, and evaluated in terms of the environments in which they operate and the benefits to stakeholders.
- Range evidence is required for three ownership and governance models; evidence is required for three types of stakeholder.
- 1.3 The role of visitor information centres within the strategy of regional tourism organisations is presented in terms of their contribution to regional tourism activity.

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Status information and last date for assessment for superseded versions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	18 September 2014	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, 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.