

Title	Deliver a consumable craft product tasting experience and give advice on local tourism attractions to visitors		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to: provide a consumable craft product tasting service and sell consumable craft product; and provide visitors with advice on local tourism attractions or activities, in accordance with tourism workplace policies and procedures.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Explanatory notes

- 1 Definitions
Attraction means a discrete destination, comprising natural or man-made features, which draws visitors or tourists to it.
Consumable craft products include but are not limited to – juice, honey, cheese, chocolate, smallgoods.
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 Legislation relevant to this unit standard includes but is not limited to: Consumer Guarantees Act 1993, Food Act 2014, Health and Safety at Work Act 2015. Acts, regulations, and bylaws must be complied with during assessment against this standard.
- 3 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.

Outcomes and evidence requirements

Outcome 1

Provide a consumable craft product tasting service for a tourism workplace.

Evidence requirements

- 1.1 Consumable craft products are prepared, presented for tasting, named and described in accordance with visitor expectations and tourism workplace policies and procedures.
- 1.2 The features of the consumable craft products are described in accordance with tourism workplace policies and procedures.
- 1.3 Methods of production of the consumable craft product are described to visitors in accordance with tourism workplace policies and procedures.
- Range may include but is not limited to – environmentally sustainable practices.

Outcome 2

Sell consumable craft product at a tourism workplace.

Evidence requirements

- 2.1 Visitors are offered opportunities for further purchases in accordance with workplace policies and procedures.
- Range may include but is not limited to – special promotions, tours of the tourism workplace.
- 2.2 Orders are taken, confirmed, and processed in accordance with tourism workplace policies and procedures.
- Range may include but is not limited to – packaging, freight methods, freight charges.

Outcome 3

Provide visitors with advice on local tourism sightseeing attractions or activities.

Evidence requirements

- 3.1 Visitors are given advice on local tourism attractions or activities in accordance with tourism workplace policies and procedures.

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	20 October 2016	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 (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 ServicelQ qualifications@ServicelQ.org.nz if you wish to suggest changes to the content of this unit standard.