

Title	Demonstrate knowledge of and present the natural features of Aotearoa New Zealand to visitors		
Level	4	Credits	8

Purpose	People credited with this unit standard are able to demonstrate knowledge of and present the natural features of Aotearoa New Zealand to visitors.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Guidance Information

- 1 Legislation relevant to this unit standard may include but is not limited to – Health and Safety at Work Act 2015, Human Rights Act 1993, Privacy Act 1993, Consumer Guarantees Act 1993, Fair Trading Act 1986.

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

- 2 All tasks are to be carried out in accordance with tourism workplace policies and procedures.
- 3 Standard industry texts applicable to this unit standard include, but are not limited to: *Planning a trip in the back country?* Wellington, NZ: Department of Conservation. Latest version, available at: www.doc.govt.nz, *New Zealand's wilderness heritage* text by Les Molloy; photographs by Craig Potton. Nelson, NZ: Craig Potton Publishing 2014.
- 4 Definitions
Natural features may include but are not limited to – mountains, caves, forests, rivers, lakes, fjords, marine reserves, sites of thermal activity.
North Island refers to Te Ika-a-Māui, one of the major land masses of Aotearoa New Zealand. For the purposes of assessment of this unit standard, it may include islands in the territorial waters of Aotearoa New Zealand north of Te Moana o Raukawa (Cook Strait).
Presenting refers to conveying the intended messages to visitors through any appropriate media, which may include but is not limited to – dialogue reference texts, guide books, video clips, photographic collections, online resources.
South Island refers to Te Waipounamu, one of the major land masses of Aotearoa New Zealand. For the purposes of assessment of this unit standard, it may include Rakiura (Stewart Island) and any other islands in the territorial waters of Aotearoa New Zealand south of Te Moana o Raukawa (Cook Strait).

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.

Visitors refers to a group of at least two people who are paying customers of a tourism business.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of and present the natural features of Aotearoa New Zealand to visitors.

Performance criteria

1.1 Natural features are described and presented to visitors.

Range may include but is not limited to – mountain ranges, lakes, rivers, mountains, bush, thermal areas, offshore islands, glaciers caves, wetlands, great walks, cycle trails;
evidence is required of the description of a mix of ten natural features from each of the North and South Islands and the presentation of one natural feature to visitors.

1.2 National parks, maritime parks, or forest parks are described and presented to visitors.

Range evidence is required of a mix of parks from each of the North and South Islands;
evidence of climatic conditions relevant to parks is required;
evidence of the descriptions of six parks and the presentation of one park to visitors is required.

1.3 Sites of significance to Māori are described and presented to visitors.

Range evidence is required of a mix of six sites from the North and South Islands;
evidence is required of the description of the Māori oral traditions relating to each site and the presentation of the Māori oral traditions relating to one site to visitors.

Planned review date	31 December 2023
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 September 2017	31 December 2020
Review	2	30 August 2018	N/A

Consent and Moderation Requirements (CMR) reference

0078

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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.