

<b>Title</b>	<b>Prepare for and guide clients through an adventure tourism activity of less than a day</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>15</b>

<b>Purpose</b>	People credited with this unit standard are able to: complete pre-activity preparations and briefing of clients for an adventure tourism activity; guide clients through an adventure tourism activity of less than a day; maintain client safety during an adventure tourism activity of less than a day; and complete post-activity duties for an adventure tourism activity.
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<b>Classification</b>	Tourism > Adventure Tourism
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Recommended skills and knowledge:  
Unit 6401, *Provide first aid*, or Unit 6402, *Provide basic life support*, or equivalent knowledge, skills or experience.
- 2 A minimum of one adventure tourism activity with a group or single client is required for competence.
- 3 Information on which activities are covered by Adventure Activities Regulations and what is meant by adventure activity is available from Worksafe - Mahi Haumaru Aotearoa at <https://www.worksafe.govt.nz/topic-and-industry/adventure-activities/what-is-an-adventure-activity/>. Activities covered by the Adventure Activity Regulations are likely to be held up against an auditable standard that we refer to as good practice.
- 4 Definitions  
*Adventure tourism activity* refers to a planned activity undertaken in a natural environment which involves some physical challenge.  
*Client* refers to the participant in the adventure tourism activity.  
*Good practice* refers to what is currently accepted by the sector and regulators as meeting legal responsibilities to manage risk in a given adventure activity setting.  
*Key activities* refer to those involving either the whole group or only the individual and requiring technical skills.  
*Less than a day* means an activity that requires more than three hours and less than twelve for completion.

*Maintenance of a personal logbook* details include name, date, location, duration, role; and may also include relevant information such as trip name, variations in daily conditions, group leader, number and list of participants, daily weather conditions, daily hazards, campsite and/or accommodation site, guide comments, incident reports, injury reports, equipment status, safety concerns identified and action taken. It is recommended that an electronic logbook that shows a monthly or quarterly summary be used.

*Maintenance of equipment* refers to equipment being checked, cleaned, inventoried and stored in accordance with tourism workplace policies and procedures.

*Mementoes* refer to items such as souvenirs, photographs and videos.

*Pre-activity documentation* refers to things such as client list, client age-check, client weight-check, pick-up requirements, payment details, medical and dietary notes, assumption of risk documentation – relevant for the particular adventure activity.

*Relevant agencies* refer to agencies such as landowners, regional authorities, Department of Conservation.

*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.

- 5 Legal provisions relevant to this standard include but are not limited to: Health and Safety at Work (Adventure Activities) Regulations 2016, available at: [www.legislation.govt.nz](http://www.legislation.govt.nz);  
CAA Rules Part 115, Adventure Aviation, and CAA Rules Part 105, Parachuting – Operating Rules, available at: [www.caa.govt.nz](http://www.caa.govt.nz);  
Maritime New Zealand Rules, available at: [www.maritimenz.govt.nz](http://www.maritimenz.govt.nz).  
Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard, available at <https://www.legislation.govt.nz/>.
- 6 Resources  
The following resources can be used to support good practice and the sustainability and the environmental responsibility aspects of this unit standard:  
*Activity Safety Guidelines for Adventure Activities*, available from Support Adventure at <https://www.supportadventure.co.nz/good-practice/activity-safety-guidelines-2/>.  
*Adventure Activities – activities covered and operator specific guidance*, available from Worksafe - Mahi Haumarua Aotearoa at <https://www.worksafe.govt.nz/topic-and-industry/adventure-activities/>.  
*Adventure Activity Regulations*, available from Education Outdoors New Zealand at <https://eonz.org.nz/eotc-management/adventure-activity-regulations/>.  
*Analysis of the adventure activities regime*, available from Ministry of Business Innovation and Employment (MBIE) Hīkina Whakatutuki at <https://www.mbie.govt.nz/business-and-employment/employment-and-skills/health-and-safety/targeted-review-of-adventure-activities/>.  
*Good practice*, available from Support Adventure at <https://www.supportadventure.co.nz/good-practice/>.  
*Integrating Sustainability into Business Vol. 1: A Management Guide for Responsible Tour Operations* (Nairobi, Kenya: United Nations Environment Programme, 2005), available at: <https://digitallibrary.un.org/record/584738>.  
*Integrating sustainability into business: an implementation guide for responsible tourism coordinators* (Nairobi, Kenya: United Nations Environment Programme, 2005), available at: <https://wedocs.unep.org/handle/20.500.11822/8394>.

*A Manual for Water and Waste Management: What the Tourism Industry Can Do to Improve Its Performance* (Nairobi, Kenya: United Nations Environment Programme, 2003), available at: <https://www.unep.org/resources/report/manual-water-and-waste-management-what-tourism-industry-can-do-improve-its>.

*Switched On: Renewable Energy Opportunities in the Tourism Industry* (Nairobi, Kenya: United Nations Environment Programme, 2003), available at: <https://www.unep.org/resources/report/switched-renewable-energy-opportunities-tourism-industry>.

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## Outcomes and performance criteria

### Outcome 1

Complete pre-activity preparations and briefing of clients for an adventure tourism activity.

#### Performance criteria

- 1.1 Pre-activity administrative tasks are carried out in accordance with tourism workplace policies and procedures.

Range administrative tasks may include but are not limited to – verifying weather or other conditions; verifying supplies and equipment, health and safety measures and documentation; confirming permissions with relevant agencies; confirming transportation; checking and amending documentation.

- 1.2 Clients are briefed in accordance with tourism workplace policies and procedures.

Range briefing may include but is not limited to – greeting clients; processing documentation; explaining risks; explaining liabilities and responsibilities; explaining key activities; verifying capability of clients; advice around refraining from activities if clients are unable to perform activities and refund policies; environmental responsibility measures.

### Outcome 2

Guide clients through an adventure tourism activity of less than a day.

#### Performance criteria

- 2.1 Skills and techniques are applied to maximise client comfort and enjoyment.

Range skills and techniques may include but are not limited to – interpersonal, technical, interpretive.

- 2.2 Clients are informed about the features of the natural environment in accordance with tourism workplace policies and procedures.
- Range features may include but are not limited to – history, flora, fauna, hazards.
- 2.3 Clients are guided through the activity at a pace commensurate with their enjoyment and comfort.
- 2.4 Environmental care practices are explained and practised in accordance with tourism workplace policies and procedures.
- 2.5 Timeframes and deadlines are met in accordance with tourism workplace policies and procedures.

### Outcome 3

Maintain client safety during an adventure tourism activity of less than a day.

#### Performance criteria

- 3.1 The safety and emergency procedures are described in accordance with tourism workplace policies and procedures.
- Range must include but is not limited to – emergency procedures, first aid, on the spot rescue techniques and procedures, external rescue agencies.
- 3.2 Factors affecting client safety are monitored and dealt with in accordance with tourism workplace policies and procedures.
- Range factors may include but are not limited to – pace and level of activity, client competency, shelter, refreshments, group leadership, weather.
- 3.3 Contingency planning for unscheduled incidents is demonstrated in accordance with tourism workplace policies and procedures.

### Outcome 4

Complete post-activity duties for an adventure tourism activity.

#### Performance criteria

- 4.1 Clients are debriefed and farewelled consistent with clients' needs and in accordance with tourism workplace policies and procedures.
- Range debriefing and farewell format may include but is not limited to – formal, informal, group, individual.

4.2 Post-activity administration is completed in accordance with tourism workplace policies and procedures.

Range administration may include but is not limited to – promoting sale of mementoes, post-activity documentation, checking and maintaining equipment; must include maintenance of a personal logbook.

<b>Replacement information</b>	This unit standard replaced unit standards 12406, 12407 and 25988.
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<b>Planned review date</b>	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	30 March 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.