

<b>Title</b>	<b>Demonstrate knowledge of sustainable practice in a tourism workplace</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to describe the importance of sustainable tourism to Aotearoa New Zealand, describe a sustainable tourism workplace, and demonstrate knowledge of how principles of sustainability are applied in a tourism workplace.
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<b>Classification</b>	Tourism > Visitor Services
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 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.
- 2 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard and any subsequent amendments.
- 3 Definitions  
*Regenerative tourism practices* refer to ensuring that tourism returns more to people and places than it takes.  
*Sustainability* refers to the responsible and ethical management of products and processes from the point of view of health, safety, and environmental aspects.  
*Sustainable tourism workplace* refers to a place of work that protects and enhances the natural environment and resources for future generations, whilst at the same time ensuring long-term economic, socio-cultural benefits, applying regenerative tourism practices.  
*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.

#### 4 References

Standard industry texts and websites applicable to support this unit standard:  
*New Zealand-Aotearoa Government Tourism Strategy*, Ministry of Business  
Innovation and Employment, Department of Conservation, available at:

<https://www.mbie.govt.nz/immigration-and-tourism/tourism/new-zealand-aotearoa-government-tourism-strategy>;

*New Zealand Tourism Sustainability Commitment* available at:

<https://sustainabletourism.nz>;

*Tiaki Promise*, available at <https://www.tiakinewzealand.com/>;

*Tourism 2025 & beyond*. Tourism Industry Aotearoa, available at:

<https://www.tia.org.nz/tourism-2025/>;

*Tourism Sustainability Commitment*, Tourism Industry Aotearoa, available at:

<https://www.tia.org.nz/advocacy/strategic-projects/tourism/>.

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## Outcomes and performance criteria

### Outcome 1

Describe the importance of sustainable tourism to Aotearoa New Zealand.

#### Performance criteria

1.1 Key action areas are described in the context of a tourism workplace.

Range may include but is not limited to – energy efficiency, waste management, water conservation, conservation, effects on community, economy and visitors.

1.2 Methods of improving sustainability in a tourism workplace are described in accordance with standard industry texts.

Range may include but is not limited to – business premises, employee travel, product or service, community well-being, wider natural environment.

### Outcome 2

Describe a sustainable tourism workplace.

#### Performance criteria

2.1 A sustainable tourism workplace is described in accordance with standard industry texts.

Range evidence is required for five features of a sustainable tourism workplace.

### Outcome 3

Demonstrate knowledge of how principles of sustainability are applied in a tourism workplace.

Range may include but is not limited to – practical application of principles, making practical recommendations.

### Performance criteria

- 3.1 How sustainability principles relating to key action areas in a specified tourism workplace are applied is presented in accordance with standard industry texts and tourism workplace policies and procedures.

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<b>Replacement information</b>	This unit standard replaced unit standard 25352.
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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	27 April 2023	N/A
Revision	2	28 November 2024	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.