

Title	Arrange and manage a visitor event		
Level	5	Credits	10

Purpose	People credited with this unit standard are able to: plan operation, manage monetary arrangements, manage human resources arrangements, manage physical resources arrangements, and coordinate all resources, for a visitor event; and evaluate the visitor event plans and operations.
----------------	---

Classification	Tourism > Visitor Services
-----------------------	----------------------------

Available grade	Achieved
------------------------	----------

Entry information	
Recommended skills and knowledge	Unit 5553, <i>Formulate and establish a visitor event or series.</i>

Explanatory notes

- 1 Definitions

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 may include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

A *visitor event* could be a cultural, sporting, or similar occasion or happening, which requires special purpose planning and management and which aims to attract visitors.

- 2 Legislation relevant to this unit standard includes the following: Resource Management Act, 1991; Local Government Act, 2002.

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

- 3 All tasks are to be carried out in accordance with tourism workplace policies and procedures, the workplace being the enterprise carrying out the work.

Outcomes and evidence requirements

Outcome 1

Plan operation of a visitor event.

Evidence requirements

- 1.1 Operational or business plan for event is drawn up.
- 1.2 Operational or business plan is confirmed as meeting pre-determined viability criteria for event.
- Range income, expenditure, human and physical resources, legal requirements.
- 1.3 Agreement with the operational or business plan is confirmed by relevant participants.
- Range participating individuals and agencies, beneficiaries, sponsors marketers.

Outcome 2

Manage monetary arrangements for the visitor event.

Evidence requirements

- 2.1 Budget is confirmed as including all monetary aspects of event .
- Range income, expenditure, contingencies.
- 2.2 Budget is confirmed as meeting conditions of operational or business plan.
- 2.3 Accounting systems and procedures are established.
- Range banking, auditing, reporting.
- 2.4 Receipts and payments are controlled as required by the operational or business plan.
- Range monitoring, approval, accounting.

Outcome 3

Manage human resources arrangements for the visitor event.

Evidence requirements

- 3.1 Staff are appointed and deployed as provided for in the operational or business plan.
- Range recruitment, skills, duties, contracts.
- 3.2 Arrangements for use of volunteers are made to satisfy requirements for the event identified in the operational or business plan.
- Range recruitment, skills, duties, brief, supervision, acknowledgement.
- 3.3 Arrangements for use of official or service agencies personnel are made to satisfy requirements identified in the operational or business plan.
- Range may include but is not limited to – police, first aid, regulatory bodies.
- 3.4 Arrangements for participants are made as provided for in the operational or business plan.
- Range may include but is not limited to – publicity, recruitment, speakers, travel, accommodation, fees, entertainment, support services.

Outcome 4

Manage physical resources arrangements for the visitor event.

Evidence requirements

- 4.1 Arrangements for use of locations are made to fulfil the operational or business plan specifications and event requirements.
- Range may include but is not limited to – leases, approvals, installations, contingencies, budget.
- 4.2 Arrangements for use of equipment are made to fulfil the operational or business plan specifications or event requirements.
- Range installation, operators, contracts, contingencies.
- 4.3 Arrangements for supplies and services are made to meet the operational or business plan specifications.
- Range delivery, storage, sales, contingencies.

Outcome 5

Coordinate all resources for the visitor event.

Evidence requirements

- 5.1 Human and physical resources are made available as specified in the operational or business plan.
- 5.2 Contingencies are managed with minimum disruption to event operations or schedule.
- 5.3 Income and expenditure are managed to meet budget specifications.

Outcome 6

Evaluate the visitor event plans and operations.

Evidence requirements

- 6.1 Outcome reports are completed.
- Range planning, management, coordination.
- 6.2 Reports of outcomes are compared with the operational or business plan and budget is reconciled.
- Range reports include but are not limited to – strengths, weaknesses.
- 6.3 Issues are addressed through remedial actions.
- Range may include but are not limited to – action time, type, short and long term interests, reputation of event, participants, enterprise.
- 6.4 Planning, management, and coordination procedures are modified.
- Range future performance, efficiency, return.

Planned review date	31 December 2021
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	13 December 1995	31 December 2018
Revision	2	10 April 1997	31 December 2018
Revision	3	3 February 1998	31 December 2018
Revision	4	20 April 2001	31 December 2018
Review	5	19 November 2010	31 December 2018
Review	6	16 March 2017	N/A

Consent and Moderation Requirements (CMR) reference	0078
--	------

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, or an inter-institutional body with delegated authority for quality assurance, 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.