

New Zealand Certificate in Tourism Introductory Skills (Level 2, 50 Credits)

Note: No more than 50% of credits used towards this programme can be from Level 3 unit standards

Programme Ref: 120312

Red = Mandatory Unit Standards

Qualification Ref: 2198

Green = Māori Qualification Services (MQS) Unit Standards

	US	Level	Credit Value	Unit Standard Title	Product Status
Outcome 1 The visitor experience (10 credits)	The following mandatory unit standard is required:				
Apply basic customer service skills, using appropriate communication, literacy and numeracy skills, to enhance the visitor experience	57	2	2	Provide customer service	<ul style="list-style-type: none"> SA/TAG September 2016 v9 SLM September 2016 v9
	At least 8 credits are required from the following standards:				
	18237	2	3	Perform calculations for a tourism workplace	<ul style="list-style-type: none"> SA/TAG May 2012 v2 SLM March 2016 Ed 5 v2 TDG March 2016 Ed 5 v2 New product currently in development
	23761	2	3	Read and comprehend work-related documents in English for a tourism workplace	<ul style="list-style-type: none"> SA/TAG August 2017 v2 SLM September 2017 Ed 7 v2
	23767	2	2	Demonstrate knowledge of and use the Internet in a tourism workplace	<ul style="list-style-type: none"> SA/TAG Feb 2017 v1 New product currently in development
	18226	3	3	Apply cross-cultural communication for the tourism industry	<ul style="list-style-type: none"> SA/TAG September 2017 v4
	17383 (MQS)	3	3	Explain the importance, and demonstrate correct pronunciation, of Māori place names	<ul style="list-style-type: none"> SA/TAG April 2017 v6 SLM September 2016 v6
	17384 (MQS)	3	3	List and use a range of te reo Māori greetings and farewells in tourism	<ul style="list-style-type: none"> SA/TAG April 2017 v6 SLM August 2016 v6
	17791 (MQS)	3	5	Explain kaitiaki practices in a tourism Māori context	<ul style="list-style-type: none"> SA/TAG April 2017 v6 SLM August 2016 v6
17786 (MQS)	3	5	Explain the importance of respecting Māori customs and practices in tourism Māori	<ul style="list-style-type: none"> SA/TAG August 2016 v6 SLM September 2016 v6 	

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Outcome 2 The World Experience (20 Credits)	The following mandatory standards are required:				
	24729	2	4	Demonstrate knowledge of world tourist destinations	<ul style="list-style-type: none"> SA/TAG August 2017 v3 SLM Oct 2017 v3
	24731	2	4	Demonstrate knowledge of destination New Zealand	<ul style="list-style-type: none"> SA/TAG August 2017 v4 SLM November 2017v4
	At least 12 credits are required from the following standards:				
	24733	3	5	Describe and promote a New Zealand tourist destination	<ul style="list-style-type: none"> SA/TAG August 2017 v2 SLM Oct 2017 v2
	3727	3	5	Demonstrate knowledge of Pacific Island countries as visitor destinations	<ul style="list-style-type: none"> SA/TAG June 2017 v9 SLM Oct 2017 v9
	18211	3	5	Demonstrate knowledge of Australia as a visitor destination	<ul style="list-style-type: none"> SA/TAG March 2016 v4 SLM Feb 2016 v4 TDG April 2016 Ed 1 v4 New product currently in development
	18212	3	8	Demonstrate knowledge of New Zealand as a tourist destination	<ul style="list-style-type: none"> SA/TAG June 2010 v2 SLM and new SA/TAG in development
	18213	3	8	Demonstrate knowledge of the United Kingdom and Eire as a tourist destination	<ul style="list-style-type: none"> SA/TAG August 2011 v2 Not available in 2019
	18214	3	8	Demonstrate knowledge of the United States and Canada as a tourist destination	<ul style="list-style-type: none"> SA/TAG September 2011 v2 Not available in 2019
	18228	3	8	Demonstrate knowledge of specific New Zealand regions as tourist destinations	<ul style="list-style-type: none"> SA/TAG August 2017 v3 SLM October 2017 v3

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OUTCOME 2 continued (20 Credits)	At least 12 credits are required from the following standards:				
	25508	3	3	Demonstrate knowledge of world travel geography	<ul style="list-style-type: none"> SA/TAG June 2013 Ed 2 v1 SLM Jan 2016 Ed 3 v1 TDG Jan 2016 Ed 3 v1 Under Development, V2 available for 2019
	28126	3	5	Demonstrate knowledge of world geography, including the Pacific Islands and Australia, relevant to the travel industry	No product
	26461	3	8	Demonstrate knowledge of Asian countries as tourist destinations	No product
	26462	3	8	Demonstrate knowledge of Central American and/or South American countries as tourist destinations	No product
	26463	3	8	Demonstrate knowledge of European countries as tourist destinations	No product. Under consideration for development, get in touch if this is a product you are interested in.
	26464	3	8	Demonstrate knowledge of Middle Eastern and/or African countries as tourist destinations	No product
	17788 (MQS)	3	5	Identify, and explain the history of, natural attractions and significant sites in tourism Māori	<ul style="list-style-type: none"> SA/TAG August 2016 v6 SLM May 2017 v6

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Outcome 3 The Student Experience (10 credits)	The following mandatory unit standards are required:				
Explain the basic role of the tourism industry, in order to plan a realistic career pathway	24728	2	3	Demonstrate knowledge of work roles in tourism	<ul style="list-style-type: none"> SA/TAG May 2017 v2 SLM May 2017 v2
	24730	2	4	Demonstrate knowledge of the business of tourism	<ul style="list-style-type: none"> SA/TAG April 2017 v2 SLM May 2017 v2
	At least 3 credits are required from the following standards:				
	24732	2	3	Demonstrate knowledge of tourist characteristics and needs	<ul style="list-style-type: none"> SA/TAG May 2017 v2 SLM May 2017 v2
	24724	2	4	Demonstrate knowledge of the history of tourism	<ul style="list-style-type: none"> SA/TAG Feb 2012 Ed 3 v1 SLM December 2015 Ed 3 v1 New product currently in development
23766	3	5	Demonstrate knowledge of the tourism industry	<ul style="list-style-type: none"> SA/TAG April 2016 v1 TDG April 2016 Ed 4 v1 New product currently in development	

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Outcome 4 The Country Experience (10 credits)	The following mandatory unit standards are required:				
Apply 'best practice' processes in order to recognise the impacts of tourism on the country Please note: It is important to keep as close to the recommended credit values for each Outcome. Overall, 50 credits are required to achieve the qualification. The credit value of unit standard 24726 is changing to 2 credits. This means there are now only 9 credits for Outcome 3. The shortfall of 1 credit will be required to be made up within another outcome.	24725	3	4	Describe and analyse the economic significance of tourism	<ul style="list-style-type: none"> SA/TAG Feb 2012 v1 SLM Jan 2016 v1 TDG Jan 2016 v1 Under development
	24726	2	3	Describe and compare social and cultural impacts of tourism	<ul style="list-style-type: none"> SA/TAG July 2012 v1 SLM December 2015 v1 TDG December 2015 v1 Later in 2018 we will be releasing Version 2 of this product. In version 2 of the unit the credits have dropped from 3 credits to 2.
	24727	2	3	Describe and compare impacts of tourism on the physical environment	<ul style="list-style-type: none"> SA/TAG May 2017 v2 SLM May 2017 v2

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