

# 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**

**Red = Mandatory Unit Standards**

**Green = Māori Qualification Services (MQS) Unit Standards**

**Programme Ref:** 120312

**Qualification Ref:** 2198

	US	Level	Credit	Version	Unit Standard Title	Product Available/Status
<b>Outcome 1</b>						
<b>The visitor experience (10 credits)</b>	<b>The following mandatory unit standard is required:</b>					
Apply basic customer service skills, using appropriate communication, literacy and numeracy skills, to enhance the visitor experience.	<b>57</b>	2	2	9	Provide customer service	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• Also available as online blended pack*</li> </ul>
	<b>At least 8 credits are required from the following standards:</b>					
	<b>18237</b>	2	3	3	Perform calculations for a tourism workplace	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> </ul>
	<b>23761</b>	2	3	2	Read and comprehend work-related documents in English for a tourism workplace	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• Also available as online blended pack*</li> </ul>
	<b>23767</b>	2	2	2	Demonstrate knowledge of and use the Internet in a tourism workplace	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> </ul>
	<b>18226</b>	3	3	4	Apply cross-cultural communication for the tourism industry	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• Also available as online blended pack*</li> </ul>
	<b>17383 (MQS)</b>	3	3	6	Explain the importance, and demonstrate correct pronunciation, of Māori place names	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• <b>US expires December 2019 – replacement product in development</b></li> </ul>
	<b>17384 (MQS)</b>	3	3	6	List and use a range of te reo Māori greetings and farewells in tourism	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• <b>US expires December 2019 – replacement product in development</b></li> </ul>
	<b>17791 (MQS)</b>	3	5	6	Explain kaitiaki practices in a tourism Māori context	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> </ul>
<b>17786 (MQS)</b>	3	5	6	Explain the importance of respecting Māori customs and practices in tourism Māori	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> </ul>	

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<b>Outcome 2</b>						
<b>The World Experience</b>						
<b>(20 Credits)</b>	<b>The following mandatory standards are required:</b>					
Apply knowledge of specific regions, and a broad operational knowledge of world geography in terms of characteristics relevant to tourists needs.	<b>24729</b>	2	4	3	Demonstrate knowledge of world tourist destinations	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• Also available as online blended pack*</li> </ul>
	<b>24731</b>	2	4	4	Demonstrate knowledge of destination New Zealand	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> </ul>
	<b>At least 12 credits are required from the following standards:</b>					
	<b>24733</b>	3	5	2	Describe and promote a New Zealand tourist destination	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> </ul>
	<b>3727</b>	3	5	9	Demonstrate knowledge of Pacific Island countries as visitor destinations	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• Also available as online blended pack*</li> </ul>
	<b>18211</b>	3	5	4	Demonstrate knowledge of Australia as a visitor destination	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• Also available as online blended pack*</li> </ul>
	<b>18212</b>	3	8	3	Demonstrate knowledge of New Zealand as a tourist destination	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> </ul>
	<b>18213</b>	3	8	3	Demonstrate knowledge of the United Kingdom and Eire as a tourist destination	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> </ul>
	<b>18214</b>	3	8	3	Demonstrate knowledge of the United States and Canada as a tourist destination	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> </ul>
<b>18228</b>	3	8	3	Demonstrate knowledge of specific New Zealand regions as tourist destinations	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> </ul>	

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<b>OUTCOME 2 continued (20 Credits)</b>	<b>At least 12 credits are required from the following standards:</b>					
	<b>25508</b>	3	3	2	Demonstrate knowledge of world travel geography	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• Also available as online blended pack*</li> </ul>
	<b>28126</b>	3	5	2	Demonstrate knowledge of world geography, including the Pacific Islands and Australia, relevant to the travel industry	<b>Under development in 2019</b>
	<b>26461</b>	3	8	2	Demonstrate knowledge of Asian countries as tourist destinations	No product
	<b>26462</b>	3	8	2	Demonstrate knowledge of Central American and/or South American countries as tourist destinations	No product
	<b>26463</b>	3	8	2	Demonstrate knowledge of European countries as tourist destinations	No product. <b>Under consideration for development, get in touch if this is a product you are interested in.</b>
	<b>26464</b>	3	8	2	Demonstrate knowledge of Middle Eastern and/or African countries as tourist destinations	No product
	<b>17788 (MQS)</b>	3	5	6	Identify, and explain the history of, natural attractions and significant sites in tourism Māori	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• <b>US expires December 2019 – replacement product in development</b></li> </ul>

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<b>Outcome 3</b>						
<b>The Student Experience (10 credits)</b>	<b>The following mandatory unit standards are required:</b>					
Explain the basic role of the tourism industry, in order to plan a realistic career pathway.	<b>24728</b>	2	3	2	Demonstrate knowledge of work roles in tourism	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> </ul>
	<b>24730</b>	2	4	2	Demonstrate knowledge of the business of tourism	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• Also available as online blended pack*</li> </ul>
	<b>At least 3 credits are required from the following standards:</b>					
	<b>24732</b>	2	3	2	Demonstrate knowledge of tourist characteristics and needs	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• Also available as online blended pack*</li> </ul>
	<b>24724</b>	2	4	2	Demonstrate knowledge of the history of tourism	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> </ul>
<b>23766</b>	3	5	2	Demonstrate knowledge of the tourism industry	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Alan Collier textbook available as learning resource</li> </ul>	

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<b>Outcome 4 The Country Experience (9 credits)</b>	<b>The following mandatory unit standards are required:</b>					
Apply 'best practice' processes in order to recognise the impacts of tourism on the country.	<b>24725</b>	3	4	2	Describe and analyse the economic significance of tourism	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• Also available as online blended pack*</li> </ul>
	<b>24726</b>	2	2	2	Describe and compare social and cultural impacts of tourism	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• Also available as online blended pack*</li> </ul> <p><b>In version 2 of this unit the credits have dropped from 3 credits to 2.</b></p>
	<b>24727</b>	2	3	2	Describe and compare impacts of tourism on the physical environment	<ul style="list-style-type: none"> <li>• Student Assessment/Tutor Assessment Guide</li> <li>• Student Learning Material</li> <li>• Also available as online blended pack*</li> </ul>

**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 has changed to 2 credits, this means there are now only 9 credits for Outcome 4. The shortfall of 1 credit will be required to be made up within another outcome.

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