

NZC Tourism Programme Outline and Product List

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 Generic pub Sept 2016 v9 SLM Generic Retail Pub Sept 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 M&A May 2012 v2 SLM Pub March 2016 Ed 5 v2 TDG Pub 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 M&A June 2009 v1 SLM pub Jan 2016 Ed 7 v1 TDG pub Jan 2016 Ed 7 v1
	23767	2	2	Demonstrate knowledge of and use the Internet in a tourism workplace	<ul style="list-style-type: none"> SA/TAG M&A May 2009 v1 SM pub 2009 Ed 3 v1 (Gateway) New product currently in development
	18226	3	3	Apply cross-cultural communication for the tourism industry	<ul style="list-style-type: none"> SA/TAG M&A Oct 2014 Ed 1 v3
	17383 (MQS)	3	3	Explain the importance, and demonstrate correct pronunciation, of Māori place names	<ul style="list-style-type: none"> SA/TAG M&A Aug 2016 ED 1 v6 SLM pub Sept 2016 Ed 1 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 M&A Aug 2016 ED 1 v6 SLM pub Aug 2016 Ed 1 v6
	17791 (MQS)	3	5	Explain kaitiaki practices in a tourism Māori context	<ul style="list-style-type: none"> SA/TAG M&A Aug 2016 ED 1 v6 SLM pub Aug 2016 Ed 1 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 M&A Aug 2016 ED 1 v6 SLM pub Aug 2016 Ed 1 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 M&A May 2016 Ed 7 v2 SLM Ed 7 pub Oct 2016 v2
	24731	2	4	Demonstrate knowledge of destination New Zealand	<ul style="list-style-type: none"> SA/TAG M&A Sept 2016 Ed 7 v2 SLM pub Nov 2016 Ed 7 v2 TDG pending Ed 7 v2
At least 12 credits are required from the following standards:					
	24733	3	4	Describe and promote a New Zealand tourist destination	<ul style="list-style-type: none"> SA/TAG M&A Nov 2016 Ed 8 v1 SLM Ed 8 v1 Currently on hold COA Aotearoa
	3727	3	5	Demonstrate knowledge of Pacific Island countries as visitor destinations	<ul style="list-style-type: none"> SA/TAG M&A Oct 2016 Ed 2 v8 SLM pub Nov 2016 Ed 2 v8
	18211	3	5	Demonstrate knowledge of Australia as a visitor destination	<ul style="list-style-type: none"> SA/TAG M&A March 2016 Ed 1 v4 SLM pub Feb 2016 Ed 1 v4 TDG pub April 2016 Ed 1 v4
	18212	3	8	Demonstrate knowledge of destination New Zealand	<ul style="list-style-type: none"> SA/TAG M&A June 2010 Ed 3 v2 SM pub 2009 TM pub 2009 COA Aotearoa
	18213	3	8	Demonstrate knowledge of the United Kingdom and Eire as a tourist destination	<ul style="list-style-type: none"> SA/TAG M&A Aug 2011 Ed 2 v2
	18214	3	8	Demonstrate knowledge of the United States and Canada as a tourist destination	<ul style="list-style-type: none"> SA/TAG M&A Sept 2011 Ed 4 v2

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OUTCOME 2 continued (20 Credits)	At least 12 credits are required from the following standards:				
	18228	3	8	Demonstrate knowledge of specific New Zealand regions as tourist destinations	<ul style="list-style-type: none"> SA/TAG M&A June 2010 Ed 3 v2 SLM pub Dec 2015 Ed 2 v2 TDG pub Dec 2015 Ed 2 v2
	25508	3	3	Demonstrate knowledge of world travel geography	<ul style="list-style-type: none"> SA/TAG M&A June 2013 Ed 2 v1 SLM pub Jan 2016 Ed 3 v1 TDG pub Jan 2016 Ed 3 v1
	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
	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 M&A July 2016 Ed 3 v5 LM (Integrated) pub Feb 2015 Ed 5 v5 New product currently in development Pre-course Workbook (Integrated) pub Aug 2015 Ed 1 Pre-Course TDG (Integrated) pub Aug 2015 Ed 1

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	US	Level	Credit Value	Unit Standard Title	Product Status
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 M&A Dec 2015 Ed1 v1 SLM pub April 2016 Ed 1 v1
	24730	2	4	Demonstrate knowledge of the business of tourism	<ul style="list-style-type: none"> SA/TAG M&A July 2016 SLM pub Aug 2016 Ed 6 v1
	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 M&A June 2011 Ed 6 v1 SLM pub Aug 2016 Ed 6 v1
	24724	2	4	Demonstrate knowledge of the history of tourism	<ul style="list-style-type: none"> SA/TAG M&A Feb 2012 Ed 3 v1 SLM pub Dec 2015 Ed 3 v1 TDG pub Dec 2015 Ed 3 v1
23766	3	5	Demonstrate knowledge of the tourism industry	<ul style="list-style-type: none"> SA/TAG M&A June 2011 Ed 4 v1 TDG pub April 2016 Ed 4 v1 	

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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	24725	3	4	Describe and analyse the economic significance of tourism	<ul style="list-style-type: none"> SA/TAG M&A Feb 2012 Ed2 v1 SLM pub Jan 2016 Ed2 v1 TDG pub Jan 2016 Ed2 v1
	24726	2	3	Describe and compare social and cultural impacts of tourism	<ul style="list-style-type: none"> SA/TAG M&A July 2012 Ed 4 v1 SLM pub Dec 2015 Ed 4 v1 TDG pub Dec 2015 Ed 4 v1
	24727	2	3	Describe and compare impacts of tourism on the physical environment	<ul style="list-style-type: none"> SA/TAG M&A Feb 2009 Ed 2 v1 SLM pub Mar 2016 Ed 2 v1 TDG pub Mar 2016 Ed 2 v1 <p>New product currently in development</p>

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