

ServiceIQ Programme of Study for schools

Provider name	Te Pūkenga Ltd T/A ServiceIQ	MoE number	6044
Programme of Study Title	New Zealand Certificate in Tourism (Introductory Skills) (Level 2)	Programme ID	120312-3
Level	2	Credits	40 No more than 50% of credits can be from Level 3
NZSCED code and classification			
080701 Management and Commerce>Tourism>Tourism Studies			
Qualification to which the programme leads			
New Zealand Certificate in Tourism (Introductory Skills) (Level 2) [Ref: 2198-2]			
Aim of Programme of Study			
<p>The programme provides training for secondary students interested in entering the tourism industry in a range of entry level positions through attainment of basic skills and knowledge.</p> <p>This programme will support their future employment opportunities to work, under supervision, across the different tourism career pathways. The programme aims to benefit tourism visitor experiences bringing economic benefits to the country. Graduates will have the skills and knowledge to work in entry level positions, such as reservations agent or customer service advisor, in a wide variety of tourism workplaces.</p> <p>Upon completion of this Programme of Study, students may continue to the New Zealand Certificate in Tourism (Level 3) with strands in Visitor Experience, Tourism and Travel, and Aviation [Ref: 2199] or the New Zealand Certificate in Tourism Māori (Level 3) [Ref: 2337].</p> <p>ServiceIQ has developed, in consultation with industry, this Programme of Study that secondary schools can apply for accreditation to deliver from NZQA.</p> <p>When the applicant is seeking accreditation for a programme where approval is held by another party, the application to NZQA must include evidence of support from the holder of the programme, which in this case consists of a letter of support from ServiceIQ. The application should include consent to assess for any standards if that is not held, or if consent is not required at that time. SSB support for the standards for which consent is sought should be included. If consent to assess is not included in the accreditation application, the specific units to be delivered should be stated, where this is not the full elective set. Details of the application process can be found here: https://www.nzqa.govt.nz/login/online-school-applications/</p>			

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Entry Requirements
Students must demonstrate an interest in working in the tourism industry and intention to complete the entire programme.
Learning outcomes and programme outline
<p>Students will gain the knowledge and skills which have been identified by the tourism industry as being necessary for entry level positions in tourism related businesses.</p> <p>Schools are required to engage with industry experts to keep abreast of the latest developments in technology, industry practice, and legislative requirements.</p> <p>The unit standards offer a tourism vocational pathway onto further study, workplace training or apprenticeship by introducing the basic skills and tools needed for the industry.</p> <p>The programme will be underpinned by Te Tiriti o Waitangi/The Treaty of Waitangi. It will encourage an understanding of the four elements of tourism sustainability (Economic, Visitor, Community, Environment) and their contribution to a sustainable and regenerative tourism industry. It will also cover the New Zealand Tourism Sustainability Commitment: he kupu taurangi kia toitū ai te tāpoitanga (TSC) and align with relevant legislation and regulations.</p> <p>Learning will be reflective of Māori values of manaakitanga, whanaungatanga, kaitiakitanga, and tino rangatiratanga in relation to travel and tourism, and will thread these values along with te reo Māori and tikanga Māori learning throughout as appropriate.</p> <p>The learning outcomes of this programme align to the qualification graduate profile outcomes as shown below:</p> <p>Learning Outcome 1: The visitor experience is enhanced through the application of basic customer service skills and appropriate communication and service skills.</p> <p>Learning Outcome 2: The world experience is broadened through knowledge of world geography, and knowledge of specific regions relevant to tourist needs.</p> <p>Learning Outcome 3: The student experience provides knowledge of the business of tourism and viable work roles, for the student to plan a career pathway.</p> <p>Learning Outcome 4: The country experience recognises the impacts of tourism on the country, and the application of sustainable and regenerative practices.</p> <p>Schools applying for accreditation to deliver the programme should hold the Consent to Assess for any unit standards and skill standards in this programme that they plan to deliver. If consent is not held, that can be included in the accreditation application.</p> <p>ServiceIQ will support and monitor schools to meet NZQA qualification consistency review requirements, through a triangulation of evidence, derived from programme evidence and feedback evidence.</p>

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This programme of study for the New Zealand Certificate in Tourism (Introductory Skills) (Level 2) [Ref: 2198-2] is appropriate to the aim and learning outcomes of the qualification it leads to. The programme is made up of unit and skill standards which have been mapped to align with the graduate outcomes of the qualification. The programme has been designed to be delivered to secondary schools throughout New Zealand and therefore flexibility is provided with the choice of standards, which should be specified if not the full elective set. The flexibility of the programme allows schools to select unit and skill standards relevant to destinations which fit in with the outcome of world geography and regional destinations. It is expected that students will complete Level 2 units in Year 12 when they are working toward NCEA Level 2 and then move on to Level 3 units the following year. Teachers will support students in the second year to build on skills developed in the first year of the programme and provide a variety of ways for them to grow and demonstrate their skills through practical experiences aligned with their progression in school.

GPO 1 literacy and numeracy requirements are implicit in all unit standards and will be delivered throughout the programme.

GPO 3 Unit standards are to be contextualised to include the career pathway requirements.

GPO 4 Unit standards are to be contextualised to include the best practice requirements.

Graduate Outcomes	Learning Outcomes	Unit/skill standards			
		Note: No more than 50% of credits used towards this programme can be from Level 3 unit or skill standards			
Graduate Outcome 1 (10 credits) Apply basic customer service skills, using appropriate communication, literacy, numeracy, and technological skills, to enhance the visitor experience	Learning Outcome 1 The visitor experience is enhanced through the application of basic customer service skills and appropriate communication and service skills.	Unit/Skill Standard	Level	Credits	Title
		57	2	2	Provide customer service
		18237	2	3	Perform calculations for a tourism workplace
		23761	2	3	Read and comprehend work-related documents in English for a tourism workplace
		23767	2	2	Demonstrate knowledge of and use the Internet in a tourism workplace
		18226	3	3	Apply cross-cultural communication for the tourism industry
		17791 (MQS)	3	5	Explain kaitiaki practices in a tourism context
		17786 (MQS)	3	5	Explain tikanga in tourism Māori
		31070 (MQS)	3	4	Explain the importance of Māori place names, and use reo Māori greetings and farewells in tourism
		40123	3	5	Perform as a storyteller for visitors

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<p>Graduate Outcome 2 (10 Credits) Apply knowledge of seasonality, specific regions, and a broad operational knowledge of geography in terms of characteristics relevant to Tourists' needs</p>	<p>Learning Outcome 2 The world experience is broadened through knowledge of world geography, and knowledge of specific regions relevant to tourist needs.</p>				
		Unit Standard	Level	Credits	Title
		24729	2	4	Demonstrate knowledge of world tourist destinations
		24731	2	4	Demonstrate knowledge of destination New Zealand
		24733	3	5	Describe and promote a New Zealand tourist destination
		3727	3	5	Demonstrate knowledge of Pacific Island countries as visitor destinations
		18211	3	5	Demonstrate knowledge of Australia as a tourist destination
		18212	3	8	Demonstrate knowledge of New Zealand as a tourist destination
		18213	3	8	Demonstrate knowledge of the United Kingdom and Eire as a tourist destination
		18214	3	8	Demonstrate knowledge of the United States and Canada as a tourist destination
		18228	3	8	Demonstrate knowledge of specific New Zealand regions as tourist destinations
		25508	3	3	Demonstrate knowledge of world travel geography
		28126	3	5	Demonstrate knowledge of world geography, including the Pacific Islands and Australia, relevant to the travel industry
		26461	3	8	Demonstrate knowledge of Asian countries as tourist destinations
		26462	3	8	Demonstrate knowledge of Central American or South American countries as tourist destinations

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		26463 3 8 Demonstrate knowledge of European countries as tourist destinations 26464 3 8 Demonstrate knowledge of Middle Eastern or African countries as tourist destinations 31071 (MQS) 3 6 Identify and explain the cultural significance of natural and man-made attractions in tourism Māori																									
Graduate Outcome 3 (10 credits) Apply knowledge of the basic components and structure of the tourism industry and visitor economy, to identify the range of job roles, career pathways and opportunities in the sector	Learning Outcome 3 The student experience provides knowledge of the business of tourism and viable work roles, for the student to plan a career pathway.	<table> <tr> <th>Unit Standard</th><th>Level</th><th>Credits</th><th>Title</th></tr> <tr> <td>24728</td><td>2</td><td>3</td><td>Demonstrate knowledge of work roles in tourism</td></tr> <tr> <td>24730</td><td>2</td><td>4</td><td>Demonstrate knowledge of the business of tourism</td></tr> <tr> <td>24732</td><td>2</td><td>3</td><td>Demonstrate knowledge of tourist characteristics and needs</td></tr> <tr> <td>33211</td><td>2</td><td>3</td><td>Demonstrate knowledge of the history of Aotearoa New Zealand tourism</td></tr> <tr> <td>23766</td><td>3</td><td>5</td><td>Demonstrate knowledge of the tourism industry</td></tr> </table>	Unit Standard	Level	Credits	Title	24728	2	3	Demonstrate knowledge of work roles in tourism	24730	2	4	Demonstrate knowledge of the business of tourism	24732	2	3	Demonstrate knowledge of tourist characteristics and needs	33211	2	3	Demonstrate knowledge of the history of Aotearoa New Zealand tourism	23766	3	5	Demonstrate knowledge of the tourism industry	
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Graduate Outcome 4 (10 credits) Apply knowledge of the importance of sustainable and regenerative practices for tourism and travel in Aotearoa New Zealand	Learning outcome 4 The country experience recognises the impacts of tourism on the country, and the application of sustainable and regenerative practices	<table> <tr> <th>Unit Standard</th><th>Level</th><th>Credits</th><th>Title</th></tr> <tr> <td>33212</td><td>3</td><td>5</td><td>Describe and analyse the economic, socio-cultural, and environmental impacts of tourism</td></tr> <tr> <td>33213</td><td>3</td><td>5</td><td>Demonstrate knowledge of sustainable practice in a tourism workplace</td></tr> <tr> <td>24726</td><td>2</td><td>2</td><td>Describe and compare social and cultural impacts of tourism</td></tr> <tr> <td>24727</td><td>2</td><td>3</td><td>Describe and compare impacts of tourism on the environment</td></tr> </table>	Unit Standard	Level	Credits	Title	33212	3	5	Describe and analyse the economic, socio-cultural, and environmental impacts of tourism	33213	3	5	Demonstrate knowledge of sustainable practice in a tourism workplace	24726	2	2	Describe and compare social and cultural impacts of tourism	24727	2	3	Describe and compare impacts of tourism on the environment					
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Training arrangements and support

Programme Delivery

This 40-credit programme can be delivered over 2 academic years by secondary schools throughout New Zealand who hold consent to assess Tourism unit standards. The programme has been designed to allow flexibility to fit within individual school guidelines for delivery.

Delivery timetables will be set by individual schools. The programme delivery is designed to be classroom-based, however schools will be encouraged to build links with local industry wherever possible and to invite industry speakers and/or include field trips as part of the programme.

Programme delivery will be modelled to suit student needs based on delivery of 350 teaching hours and up to 50 self-directed learning hours.

Teaching and Learning Materials

ServiceIQ will provide Training Packages for all units included in the programme. The Training Packages will consist of Tutor Delivery Guides, digital files of maps and/or templates (as required), and Assessment Material (Student Assessment Portfolios and Tutor Assessment Guides).

Secondary schools also have the option of using teaching and learning materials sourced from other providers.

Assessment methods

This programme is made up entirely of unit and skill standards and therefore assessment is all competency based.

Assessment activities will be designed to allow a range of evidence types to be produced as per the requirements of the unit and skill standards. Schools will use their assessment guidelines and processes to ensure that assessment is fair, meets learners' needs, and maintains consistency through regular review and moderation. They need consent to assess learners for any standards in this programme they plan to deliver, which shows they have met the requirements for assessment for these content areas. Schools will use pre-moderated assessment materials that will be marked by trained staff.

Moderation

All secondary schools who hold consent to assess Tourism unit standards are required to participate in moderation as follows:

- ensure that all assessment material is pre-moderated and approved prior to use (if not using ServiceIQ assessments)
- retain originals or copies of completed and marked assessments for a minimum of 18 months for moderation purposes
- provide assessment material as requested for post moderation.

Consistency of graduate outcomes

All schools with graduates of this programme are required to participate in the consistency review process scheduled by NZQA.

Evidence requirements for managing consistency will include evidence that graduates are able to:

- Use basic customer service skills and a knowledge of geography that are relevant to the needs of tourists
- Demonstrate knowledge of the roles in, and the business of, the tourism industry and the different impacts of tourism on the country

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<ul style="list-style-type: none"> Plan a realistic career pathway. Be prepared for higher level training in the tourism or related industries. Able to work in a range of entry level positions in the tourism or related industries under supervision. Understand the Indigenous values of manaakitanga and whanaungatanga in relation to travel and tourism. 	
Indicative duration of Programme of Study	
Number of months	16
Total learning hours	400 (350 teaching hours/class-based + 50 self-directed)
Total weeks/total teaching weeks	70
Total learning hours per week	5.7 (5.0 class-based + 0.7 self-directed)