

Workplace Assessor Update – for those assessors who will be assessing against the new version of the National Certificate in Tourism (Core Skills) (Level 3)

If you assess the compulsory unit standards in the current National Certificate Tourism and Travel Core Skills L3 or unit standards in the National Customer Service Award this update applies to you.

As an assessor your current scope ((that is, authorisation to assess), will either give you the ability to assess all units in a Domain or just selected unit standards relevant to the qualification you are assessing.

If you are currently able to assess unit standards in the Visitor Services Domain, you will be able to assess the new unit standards in the new version National Certificate in Tourism Core Skills (Level 3) qualification as it contains units which sit in this Domain.

There are 3 new unit standards that do not sit in this domain, they are;

- 24871 Complete forms in a work-related context
- 24872 Produce documents for a workplace using a computer
- 24873 Demonstrate knowledge of team work and its importance within a workplace

ATTTO is confident that assessors who have been assessing the old unit standards similar to this will be able to assess these without applying to have their scope extended.

Where assessors have the scope for selected unit standards only, the following will apply:

If, as an assessor, you have the unit standards in Column A in your scope, you will **automatically be able to assess** the unit standards in Column B.

Column A: Currently assess these unit standards	Column B: Will be able to assess these unit standards
5070	23755, 23756
18210	23758
18223	23759
18224	23760
18238	23766
20489	23768
21 231	23763, 23769

Similarly, if you were able to assess unit standards in the old National Customer Service Award, you will be able to assess units within the new National Customer Experience Award.

ATTTO's Assessor Mentors will be checking all the scopes of any affected assessors and you will be receiving a letter by the end of November confirming your updated scope.

Please also ensure that you read all the special notes pertaining to this revised qualification and in particular to some of the new unit standards as there are references to controlled and closed book conditions.

If you are not sure what your scope is, or would like more information, contact your ITA or, Assessor Mentors Jeremy Busby or Christine Ferguson on 04 499 6570 or email thehub@atto.org.nz