



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Plan and deliver a guided interpretation				
TQF Level:	3	Credits:	15	Version:	1
National standard code:	NS005-3				
Associated qualification (and code):	National Certificate in Tour Guiding Level 3				
Approval date:	27 December 2018	Review date:	27 December 2023		
Purpose:	People credited with this unit standard are able to: review a prepared interpretation plan in preparation for a tour; plan the delivery of guided interpretation during a tour; prepare visitors for a tour; deliver guided interpretation during a tour; manage a tour in a professional manner; facilitate visitors' use of an attraction, service, and/or facility on a tour; conclude a tour; gather feedback from interpretive activities and use such feedback to review and improve interpretation plan.				
Learning Outcome 1 (LO1)	Review a prepared interpretation plan in preparation for a tour.				
Performance standards	1.1 Demonstrate adequate understanding of the aims of an interpretation plan 1.2 Interpretation plan is reviewed to ensure content meets the aims of the current tour.				

	1.3 Feedback is used to review an interpretation plan (Refer to LO 8)
Learning Outcome 2 (LO2)	Plan the delivery of guided interpretation during a tour.
Performance Standards	<p>2.1 Content is structured as an organised, logically flowing story which presents the interpretive topic and its associated messages in easily assimilated parts.</p> <p>2.2 Delivery is pilot tested for logistical performance, and performance against objectives stated in the interpretation plan.</p> <p>2.3 Content is reviewed to ensure it meets the objectives stated in the interpretation plan and, where necessary, is fine-tuned as a result of pilot testing.</p>
Learning Outcome 3 (LO3)	Prepare visitors for a tour.
Performance standards	<p>3.1 Visitors are greeted.</p> <p>3.2 Visitors are provided with pre-trip information about the tour (e.g. Safety, requirements concerning the community and/or environment, etc.)</p> <p>3.3 Clarification of visitor characteristics is carried out.</p> <p>3.4 Visitors are informed of the procedures related to gathering feedback.</p>
Learning Outcome 4 (LO4)	Deliver guided interpretation during a tour in accordance with the interpretation plan.
Performance standards	<p>4.1 Interpretation is introduced in a manner which creates interest in the interpretive topic, establishes rapport, and establishes the interpretive purpose of the tour.</p> <p>4.2 The interpretive themes are introduced in a manner that links the parts of the tour with the key interpretive messages.</p> <p>4.3 The interpretive messages are linked to the relevant sites and objects of interest throughout the guided tour.</p> <p>4.4 Interpretation is delivered drawn from any experience of the group to focus interest on key features.</p>

	<p>4.5 Transitions link an earlier experience or discussion with the next experience.</p> <p>4.6 Audience participation and interaction is encouraged in accordance with safety guidelines, cultural appropriateness, and visitor characteristics.</p> <p>4.7 Delivery of interpretive content is in accordance with visitor needs and characteristics.</p> <p>4.8 Where unexpected events occur, contingency plans are implemented.</p>
Learning Outcome 5 (LO5)	Manage a tour in a professional manner.
Performance standards	<p>5.1 Guiding and delivery of interpretation are carried out in a professional manner.</p> <p>5.2 Group management techniques are used to identify and maintain group interest and safety;</p> <p>5.3 Appropriate first aid procedures are applied in all emergency situations;</p> <p>5.4 Personal presentation standards are maintained.</p>
Learning Outcome 6 (LO6)	Facilitate visitors' use of an attraction, service, and/or facility on a tour.
Performance standards	<p>6.1 Opportunities for the use of attractions, services, and facilities are explained;</p> <p>6.2 Liaison with service providers is carried out to meet visitors needs.</p>
Learning Outcome 7 (LO7)	Conclude a tour.
Performance standards	<p>7.1 The main points made throughout the presentation are summarised, and the messages and concept ideas reinforced, in accordance with the interpretation plan.</p> <p>7.2 Measures to create a positive impression of the experience are taken.</p> <p>7.3 The visitors are farewelled consistent with the audience and situation.</p> <p>7.4 Post tour follow-up information is provided to visitors.</p>

Learning Outcome 8 (LO8)	Gather feedback from interpretive activities
Performance standards	<p>8.1 Feedback is gathered using multiple means:</p> <ul style="list-style-type: none"> • Making personal observation of customers; • Listening to what customers say at different times and stages of the activity; • Soliciting written feedback from customers using comments cards/forms, or online feedback on company website or through social media; • Surveys; • Other market techniques. <p>8.2 Feedback is gathered from multiple sources (360° feedback) such as tourists, tour bus driver, businesses at sites, colleagues, etc.)</p> <p>8.3 Feedback is gathered for key aspects of interpretive activities:</p> <ul style="list-style-type: none"> • Cost • Duration • Learning achieved by participant guests; • Timing of the activity; • Satisfaction level of participant guests; • Impact on the environment and/or community; • Safety. <p>8.4 Feedback is gathered for all interpretive activities.</p> <p>8.5 Feedback is used to review interpretation plan (See Learning Outcome 1).</p>
Pre-requisites	N/A
Co-requisites	N/A
Underpinning skill and knowledge	<ol style="list-style-type: none"> 1) Speak, read, and write English and Tongan; 2) Customer service skills and knowledge; 3) Knowledge of places, sites and attractions in Tonga 4) Use of modern communications devices and social media. 5) Planning and organization; 6) Evaluation; 7) Group management and leadership.

Suggested assessment methods	<ol style="list-style-type: none"> 1) Final Examination (40%) 2) Coursework (60%): <ol style="list-style-type: none"> a. Written assignments b. At least 2 x Practical tour scenarios c. Presentations
Resource requirements	<ul style="list-style-type: none"> • Computer with internet access; • Conventional classroom resources and facility • Relevant readings and other printed resources
Moderation arrangements	<p>Provider Moderation processes, OR TNQAB Moderation processes:</p> <ul style="list-style-type: none"> • Pre-marking • Intra-marking • Post-marking
Requirements to complete this unit	<p>Learners must achieve at least 50% in all coursework, and examinations.</p>
Public comments on unit	<p>Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.</p>