



REGISTERED NATIONAL QUALIFICATION

Title:	National Certificate in Tour Guiding Level 3				
Release:	2	Qualification type:	Certificate	TQF level:	3
Credits :	50	TQF Registration code:	QR-03-NQ-018-02-0903-24-02		
Approval date:	29 February 2024		Next review:	27 December 2028	
Qualification developer:	Ministry of Tourism, Tonga				
Modification history	Release 1	Release 1 (R1), TQF code QR-03-NQ-018-02-0903-18-01, is now out-of-date and is only available for reference purposes.			
	Release 2	Release 2 (R2) is the current release of this unit, and is the product of a review exercise conducted in Dec 2023 – Feb 2024. R2 replaces R1			
Purpose:	<p>The National Certificate in Tour Guiding Level 3 is for both land and water activity tour guides, and for people who are interested in becoming tour guides, to help prepare and deliver guided tours and interpretation of the unique Tongan culture and the physical environment to enhance the overall visitor experience and contribute to business sustainability.</p> <p>Tourism is a rapidly developing industry in Tonga¹²³, with a growing number of tourists visiting the friendly isles annually. Further, Tonga’s tourism industry also relies heavily on visitors being highly satisfied from their experiences whereby tour guides play a key role with providing information and direction.</p>				

¹ Ministry of Tourism. (2006). Strategy for Tourism in Tonga: Part One Strategy for Effective Tourism Development. Nuku’alofa: Tonga: Ministry of Tourism.

² Ministry of Finance. (2015). Tonga Strategic Development Framework 2015-2025. Ministry of Finance: Nukualofa, Tonga

³ Ministry of Commerce, Tourism and Labour (2013). Tonga Tourism Road Map. Ministry of Commerce, Tourism and Labour: Nukualofa, Tonga

Rationale	<p>Graduates of this qualification will be able to prepare and deliver guided land and water activity tours and interpretation of the unique aspects of the Tongan physical environment. A unique feature of the National Certificate in Tour Guiding Level 3 is that graduates will have an appreciable understanding, to tourism and hospitality, of the importance of Tongan culture, heritage, traditions and practices.</p> <p>The tourism industry is projected to grow considerably over the next 10 years. Therefore, Tonga needs this national qualification to equip our guides with the skills and competencies that such an increase would demand. This qualification, as well as the others which are being developed together with it, provide vital employment opportunities for Tongans, especially school leavers and existing industry employees.</p>																		
Outcomes Statement	<p>Graduates of this qualification will be able to:</p> <ol style="list-style-type: none"> 1. Prepare for a guided interpretation applying knowledge of cultural, factual characteristics and attributes relevant to visitors; 2. Deliver guided interpretation to meet specific needs of visitor groups for both land and water activity tours; and 3. Plan for and manage the health and safety of a group during a tour including compliance with relevant Acts and health and safety legislations. 																		
Qualification Components	<p>This qualification consists of the following units of competency:</p> <table border="1" data-bbox="312 846 1409 1294"> <thead> <tr> <th><i>Unit Code</i></th> <th><i>Unit Title</i></th> <th><i>Credit value</i></th> </tr> </thead> <tbody> <tr> <td>NS002-03</td> <td>Demonstrate knowledge of Tonga as a tourist destination</td> <td>10</td> </tr> <tr> <td>NS005-03</td> <td>Plan and deliver a guided interpretation</td> <td>15</td> </tr> <tr> <td>NS006-03</td> <td>Apply knowledge of Tongan culture and heritage</td> <td>15</td> </tr> <tr> <td>NS007-03</td> <td>Implement workplace health and safety skills and knowledge in tourism and hospitality</td> <td>10</td> </tr> <tr> <td colspan="2" style="text-align: right;">Total credits</td> <td>50</td> </tr> </tbody> </table>	<i>Unit Code</i>	<i>Unit Title</i>	<i>Credit value</i>	NS002-03	Demonstrate knowledge of Tonga as a tourist destination	10	NS005-03	Plan and deliver a guided interpretation	15	NS006-03	Apply knowledge of Tongan culture and heritage	15	NS007-03	Implement workplace health and safety skills and knowledge in tourism and hospitality	10	Total credits		50
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Entry Requirements	<p>All of the criteria below:</p> <ol style="list-style-type: none"> 1. <u>Age</u>: must be age 16 or older, and: 2. <u>Communication skills (English)</u>: Either a pass grade in Year 11 English or minimum of 4.5 IELTS (or equivalent); 3. <u>Relevant previous experience</u>: Either completion of a TNQAB-accredited Level 2 qualification in a field relevant to Tour guide, or minimum of 3 years relevant work experience in travel, tourism or hospitality. 																		
Learning Assumed to be in Place	<p>Students are assumed to have acquired the following knowledge and skills:</p> <ul style="list-style-type: none"> • Basic geographical knowledge of Tonga at TQF Level 1; • Tongan cultural awareness at TQF Level ; • Communication literacy (Tongan and English) at TQF Level 1 • ICT literacy at TQF Level 1 																		
International Comparability	<p>Some of the skills and competencies in this unit are comparable to those in the following NZ qualifications:</p>																		

	<ol style="list-style-type: none"> 1. New Zealand Certificate in Tourism (Tourism and Travel) Level 3; 2. New Zealand Certificate in Tour Guiding Level 4
Recognition of Prior Learning	<p>This qualification may be achieved in part or in whole through <i>Recognition of Prior Learning (RPL)</i>, and in accordance with relevant national and institutional policies and processes. Evidence of skills and knowledge acquired must be shown before recognition can be given.</p>
Learning Pathways	<p>Pathways into:</p> <ol style="list-style-type: none"> 1. School leavers who meet entry requirements 2. Existing workers in tourism, travel, and hospitality industries with relevant work experience. 3. Students who have successfully completed relevant TNQAB accredited Level 2 courses <p>Pathways out:</p> <ol style="list-style-type: none"> 1. Existing Diploma programmes: Level 5 - Tourism Management - Tonga Institute of Higher Education (TIHE) 2. Enrol into Tonga Certificate in Whale Guiding Level 4; 3. Overseas (New Zealand): Level 5 - Tourism Management - Auckland Institute of Studies. 4. Employment – in tourism, travel, and hospitality businesses, in both Tonga and abroad.
Support for Qualification	<p>This qualification have been informally endorsed by the relevant authorities in Tonga, such as:</p> <ul style="list-style-type: none"> • Tonga Ministry of Tourism; • Tourism Industry Training Advisory Committee as the Level 3 industry standards for tour guiding. • Tonga Ministry of Education and Training (CEO), TIHE Management)
Accreditation Requirements	<p>Important accreditation requirements include:</p> <ol style="list-style-type: none"> 1. Teaching staff must have at least a Level 4 certificate in Tour Guiding (or related field) plus relevant industry experience; and 2. Physical resources (equipped with relevant resources such as maps (of Tonga), and other standard classroom resources of computers, writing boards, etc.) 3. General course outline is provided to students with details of Purpose, Learning outcomes, Qualification components, Credit values, Entry requirements, Learning assumed to be in place, and Name(s) of teaching team; 4. Unit outlines are provided to students with details of Learning outcomes, assessment (including model answers and marking rubrics), moderation plan, recommended readings for students, and Names and contact details of teaching staff.