



## REGISTERED NATIONAL STANDARD

### UNIT OF COMPETENCY

<b>Title:</b>	Demonstrate knowledge of Tonga as a tourist destination				
<b>TQF Level:</b>	3	<b>Credits:</b>	10	<b>Release:</b>	2
<b>National standard code:</b>	NS002-03				
<b>Associated qualification (and code):</b>	1. National Certificate in Customer Service Level 3 (QR-03-NQ-018-01-0903-24-02) 2. National Certificate in Tour Guiding Level 3 (QR-03-NQ-018-02-0903-24-02)				
<b>Approval date:</b>	29 Feb 2024	<b>Review date:</b>	27 Dec 2028		
<b>Modification history</b>	<b>Release 1</b>	Release 1 (R1) is now out-of-date and is only available for reference purposes.			
	<b>Release 2</b>	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			
<b>Purpose:</b>	Individuals who are credited with this unit are able to: <ol style="list-style-type: none"> <li>1. describe Tonga as a tourist destination and</li> <li>2. identify and describe Tongan man-made and natural tourism attractions and products.</li> </ol>				

<b>Learning Outcome 1 (LO1)</b>	<p>Significant tourist attractions, activities, services and facilities are described and located on a map of:</p> <ol style="list-style-type: none"> <li>1) Tongatapu;</li> <li>2) 'Eua;</li> <li>3) Ha'apai;</li> <li>4) Vava'u;</li> <li>5) Niuatoputapu; and</li> <li>6) Niufo'ou.</li> </ol>
<b>Performance standards</b>	<p>1.1 The main island groups of Tonga are located on the world map and in relation to the rest of the Pacific Islands including Australia and New Zealand as well the contents of Europe, Asia, Americas, and Africa.</p> <p>1.2 Significant tourist attractions are located on a map and described in detail.</p> <p>1.3 Significant tourist activities are located on a map and described in detail.</p> <p>1.4 Key tourism and hospitality services and facilities are located on a map and described in detail.</p>
<b>Learning Outcome 2 (LO2)</b>	<p>Man-made Tongan tourism attractions and products are identified and described</p>
<b>Performance Standards</b>	<p>2.1 Tourism attractions are described as either <i>manmade</i> or <i>natural</i>.</p> <p>2.2 Manmade <i>tourism attractions</i> in Tonga are identified and described in terms of their significance to Tongan culture and history.</p> <p>2.3 Manmade <i>tourism products</i> in Tonga are identified and described in terms of their potential for the tourism and hospitality industry.</p> <p>2.4 Manmade tourism attractions are compared and contrasted to man-made tourism products.</p>
<b>Learning Outcome 3 (LO3)</b>	<p>Natural Tongan tourism attractions and products are identified and described</p>
<b>Performance standards</b>	<p>3.1 Natural tourism attractions in Tonga are identified and described in terms of their significance to Tongan culture and history.</p> <p>3.2 Natural tourism products in Tonga are identified and described in terms of their potential for the tourism and hospitality industry.</p> <p>3.3 Natural tourism attractions are compared and contrasted to natural tourism products.</p> <p>3.4 Sustainable methods for maintaining and preserving our natural attractions and products are identified and described;</p>

<b>Learning Outcome 4 (LO4)</b>	Tourism in Tonga is compared and contrasted to those in other Pacific Islands
<b>Performance standards</b>	<p>4.1 Similarities between tourism in Tonga and those in other are described using specific examples;</p> <p>4.2 Differences between tourism in Tonga and those in other are described using specific examples;</p> <p>4.3 The uniqueness of Tonga as a tourist destination is identified and described;</p> <p>4.4 The uniqueness of Tonga is used to promote Tonga as a tourist destination.</p>
<b>Learning Outcome 5 (LO5)</b>	Significant members of Tonga government are identified and the important role they play in the social fabric of Tongan society are described
<b>Performance standards</b>	<p>5.1 Members of Tonga royal family are identified;</p> <p>5.2 Key members of the Tonga Legislative assembly are identified; <i>[Range members includes but not limited to the Chair of Legislative assembly, Prime Minister, Cabinet ministers, People’s representatives,]</i></p> <p>5.3 Foreign diplomatic representatives to Tonga are identified;</p> <p>5.4 A range of key stakeholders of Tonga tourism are identified and their roles described <i>[Range of stakeholders includes but not limited to: Ministry of Tourism, Tourism Authority, Airlines and travel agents, Hotels and accommodation, Restaurants and Bars, Whale-watching, Marine leisure activities, Handicrafts and entertainment,]</i></p>
<b>Pre-requisites</b>	N/A
<b>Co-requisites</b>	N/A
<b>Underpinning skills and knowledge</b>	<ol style="list-style-type: none"> <li>1) Communication in English and Tongan (speak, read and write);</li> <li>2) Map reading and basic geography of Tonga;</li> <li>3) Use of a mobile devices, computer for word processing; Internet and using tools such as Google Maps.</li> <li>4) Providing clear instruction.</li> </ol>
<b>Assessment requirements</b>	<p><b>Suggested methods of assessment:</b></p> <p>A range of assessment methods should be used to assess students’ knowledge and application of skills. These include but not restricted to the following:</p> <ol style="list-style-type: none"> <li>1) Written assessments such as reports, portfolios, and examinations. These can be conducted either face-to-face or online. Examples include but not restricted to: written pen-and-paper tests and assignments, map creation on charts or canvas or online on Google maps, etc.</li> </ol>

- 2) Observation – such as direct observation of students during a role-play, demonstrations, seminars, and work placement.
- 3) Oral assessment – as in one-on-one interview, seminar presentation
- 4) A combination of the above methods – e.g. oral questions during observations to verify evidences of assessment.

**Context of assessment:**

- 1) To support student assessment, training providers are encouraged to make the necessary arrangements to involve key industry organisations such as the Ministry of Tourism, airlines and travel agents, hotels and guest houses, and other trusted licensed private hospitality, travel, and tourism businesses in the assessment of the required skills and knowledge. Such collaboration between provider institutions and the industry may include but not restricted to the following:
  - a) Experts from the industry contributing to the design and implementation of the curriculum and assessment activities;
  - b) Experts from the industry are engaged as trainers, assessors, or assessment moderators;
  - c) Students are placed in relevant industry organizations for workplace attachment;
  - d) Industry experts act as supervisors of students on workplace attachment.
- 2) To demonstrate the required competencies, candidates of assessment will need to demonstrate and apply their knowledge EITHER in the workplace OR in an environment that closely resembles the workplace, in relation to:
  - a) LO1: Describing and locating on a map of Tonga, significant tourist attractions, activities, services and facilities;
  - b) LO2: Identifying and describing man-made tourism attractions and products in Tonga
  - c) LO3: Identifying and describing natural tourism attractions and products in Tonga;
  - d) LO4: Comparing and contrasting Tonga tourism to those in other Pacific Islands
  - e) LO5: Identifying significant members of Tonga government and describing the important roles they play in the social fabric of Tongan society.
- 3) Each Learning outcome and associated performance standards must be demonstrated on at least TWO occasions. Sources of evidence need to be rich in nature to minimize error in judgment.

	<p>4) A candidate of assessment must provide evidence to demonstrate his/her achievement of the Learning outcomes and performance standards.</p> <p><b><u>Re-assessment</u></b></p> <p>1) Candidates of assessment are eligible to three (3) attempts to achieve the required competency within 14 days of their first attempt:</p> <ol style="list-style-type: none"> <li>a) Feedback must be provided to the candidate and sufficient time provided to prepare for re-assessment.</li> <li>b) The trainer/assessor has the discretion to vary the assessment tasks used in each assessment attempt as long as the: <ol style="list-style-type: none"> <li>(i) same competencies are being assessed;</li> <li>(ii) quality principles of assessment are adhered to.</li> </ol> </li> </ol> <p>2) Failure to achieve the required competency after three (3) attempts on the assessment or specific part of the assessment will require the person studying this Unit to re-enrol for the same unit.</p>
<p><b>Moderation arrangements</b></p>	<p>Best practice in assessment involves both internal and external moderation processes.</p> <p>1) Training providers must have their own moderation system approved by TNQAB before accreditation is granted:</p> <ol style="list-style-type: none"> <li>a) Relevant internal moderation processes are documented;</li> <li>b) Assessment is planned for each unit, and moderation processes are integrated into such plan</li> </ol> <p>2) External moderation is conducted by the National qualifications unit of TNQAB for all unit components of a national qualification.</p> <ol style="list-style-type: none"> <li>a) Samples of assessed activities are submitted for moderation;</li> <li>b) Moderation (external) forms are available on request from the National qualifications unit of TNQAB;</li> </ol> <p>3) Training providers are required to keep marked assessments in a safe place in case they are needed for moderation purposes.</p>
<p><b>Resource requirements</b></p>	<ol style="list-style-type: none"> <li>1) Computer with Internet access</li> <li>2) Calculator</li> <li>3) Conventional classroom resources</li> <li>4) World map</li> <li>5) Maps of Tonga and places in Tonga,</li> <li>6) Relevant readings and other printed resources.</li> </ol>
<p><b>Requirements to complete this unit</b></p>	<p>A person studying this unit is:</p> <ol style="list-style-type: none"> <li>1) Required to demonstrate all Learning outcomes to the expected standards of performance;</li> </ol>

	<ol style="list-style-type: none"> <li>2) Required to attain an <i>Achieved</i> grade (Competent) to fulfil the requirements of the Unit Standard;</li> <li>3) Eligible to three (3) attempts to achieve the required competency within 14 days of the first attempt;</li> <li>4) Failure to achieve the required competency level after three (3) attempts will require the person studying this unit to re-enrol for the same unit.</li> </ol>
<p><b>Public comments on unit</b></p>	<p>Please contact TNQAB National Qualifications Unit (email <a href="mailto:EnquireNQ@tnqab.to">EnquireNQ@tnqab.to</a> or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.</p>