



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Plan and deliver a guided interpretation				
TQF Level:	3	Credits:	15	Release:	2
National standard code:	NS005-03				
Associated qualification (and code):	National Certificate in Tour Guiding Level 3 (QR-03-NQ-018-02-0903-24-02)				
Approval date:	29 February 2024		Review date:	27 December 2028	
Modification history	Release 1	Release 1 (R1) is now out-of-date and is only available for reference purposes.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>People credited with this unit standard are able to:</p> <ol style="list-style-type: none"> 1. review a prepared interpretation plan (itinerary) in preparation for a tour; 2. plan the delivery of guided interpretation during a tour; 3. prepare visitors for a tour; 4. deliver guided interpretation during a tour; 5. manage a tour in a professional manner; 6. facilitate visitors' use of an attraction, service, and/or facility on a tour; 7. conclude a tour; 8. gather feedback from interpretive activities and use such feedback to review and improve interpretation plan. 				

Learning Outcome 1 (LO1)	Review a prepared interpretation plan (itinerary) in preparation for a tour.
Performance standards	<p>1.1 Interpretation plan is reviewed to ensure content meets the aims of the current tour.</p> <p>1.2 Demonstrate adequate understanding of the aims of an interpretation plan</p> <p>1.3 Visitor characteristics are clarified;</p> <p>1.4 Feedback is used to review an interpretation plan (Refer to LO 8)</p>
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. <i>[Range of information include but not limited to: safety, requirements concerning the community and/or environment, etc.]</i></p> <p>3.3 Visitors are informed on the trip itinerary and destination on the tour using handouts and/or maps.</p> <p>3.4 Visitors are informed of the procedures related to gathering feedback.</p>
Learning Outcome 4 (LO4)	Deliver a 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 <i>interpretive themes</i> (important messages to be learned from tour) 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 Difficult customers are handled most professionally or referred to experienced staff or supervisor;</p> <p>5.5 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> <p>6.3 Continually and actively participate in supporting the whole tour group;</p> <p>6.4 The facility is adequately maintained during the tour in accordance with service provider's requirements and procedures.</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 farewell 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> <p><i>[Range include but not limited to:</i></p> <p><i>a) making personal observation of customers;</i></p> <p><i>b) listening to what customers say at different times and stages of the activity;</i></p>

	<p>c) <i>soliciting written feedback from customers using comments cards/forms, or online feedback on company website or through social media;</i></p> <p>d) <i>surveys;</i></p> <p>e) <i>other market techniques.</i>]</p> <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: <i>[Range aspects include but not limited to:</i></p> <p>a) <i>Cost</i></p> <p>b) <i>Duration</i></p> <p>c) <i>Learning achieved by participant guests;</i></p> <p>d) <i>Timing of the activity;</i></p> <p>e) <i>Satisfaction level of participant guests;</i></p> <p>f) <i>Impact on the environment and/or community;</i></p> <p>g) <i>Safety.</i></p> <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 skills 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.
Assessment requirements	<p><u>Suggested methods of assessment:</u></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"> 1) <i>Written assessments</i> such as reports, portfolios, and examinations. These can be conducted either face-to-face or online, and could include analysis of spreadsheet data, presenting information using relevant statistics, tables and graphs. 2) <i>Observation</i> – such as direct observation of students during a role-play, demonstration, and work placement. 3) <i>Oral assessment</i> – as in one-on-one interview, seminar presentation 4) A combination of the above methods – e.g. oral questions during observations or a written report submitted after a seminar presentation;

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 and travel 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: Review a prepared interpretation plan (itinerary) in preparation for a tour
 - b) LO2: Plan the delivery of guided interpretation during a tour
 - c) LO3: Prepare visitors for a tour.
 - d) LO4: Deliver guided interpretation during a tour in accordance with the interpretation plan.
 - e) LO5: Manage a tour in a professional manner.
 - f) LO6: Facilitate visitors' use of an attraction, service, and/or facility on a tour.
 - g) LO7: Conclude a tour.
 - h) LO8: Gather feedback from interpretive activities
- 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.
- 4) A candidate of assessment must provide evidence to demonstrate his/her achievement of the Learning outcomes and performance standards.

Re-assessment

- 1) Candidates of assessment are eligible to three (3) attempts to achieve the required competency within 14 days of their first attempt:
 - a) Feedback must be provided to the candidate and sufficient time provided to prepare for re-assessment.
 - b) The trainer/assessor has the discretion to vary the assessment tasks used in each assessment attempt as long as the:
 - (i) same competencies are being assessed;

	<p>(ii) quality principles of assessment are adhered to.</p> <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>Moderation arrangements</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> <p>a) Relevant internal moderation processes are documented;</p> <p>b) Assessment is planned for each unit, and moderation processes are integrated into such plan.</p> <p>2) External moderation is conducted by the National qualifications unit of TNQAB for all unit components of a national qualification.</p> <p>a) Samples of assessed activities are submitted for moderation;</p> <p>b) Moderation (external) forms are available on request from the National qualifications unit of TNQAB;</p> <p>3) Training providers are required to keep marked assessments in a safe place in case they are needed for moderation purposes.</p>
<p>Resource requirements</p>	<p>1) Computer with internet access;</p> <p>2) Conventional classroom resources and facility</p> <p>3) Relevant readings and other printed resources</p>
<p>Requirements to complete this unit</p>	<p>A person studying this unit is:</p> <p>1) Required to demonstrate all Learning outcomes to the expected standards of performance;</p> <p>2) Required to attain an Achieved grade (Competent) to fulfil the requirements of the Unit Standard;</p> <p>3) Eligible to three (3) attempts to achieve the required competency within 14 days of the first attempt;</p> <p>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</p>
<p>Public comments on unit</p>	<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>