



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Apply knowledge of Tongan culture and heritage				
TQF Level:	3	Credits:	15	Release:	2
National standard code:	NS006-03				
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Modification history	Release 1	Release 1 (R1) is now out-of-date and is only available for reference purposes.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:	Persons who are credited with this unit are able to prepare for a guided interpretation applying knowledge of cultural, factual characteristics and attributes relevant to visitors.				

Learning Outcome 1 (LO1)	Demonstrate knowledge of the history of natural and cultural attractions and sites in Tonga tourism.
Performance standards	<p>1.1 Identify Tongan natural attractions, resources and significant sites;</p> <p>1.2 Explain the history of Tongan natural attractions and significant sites;</p> <p>1.3 Identify Tongan cultural attractions;</p> <p>1.4 Explain the significance of Tongan attractions.</p>
Learning Outcome 2 (LO2)	Demonstrate knowledge of the cultural significance of cultural and natural sites.
Performance Standards	<p>2.1 Explain the meaning of the names of cultural and natural sites which are tourist attractions in Tonga.</p> <p><i>[Range tourist attraction may include but not limited to:</i></p> <p style="padding-left: 40px;">a) <i>Cultural sites:</i></p> <p style="padding-left: 80px;">i. <i>Royal palace</i></p> <p style="padding-left: 80px;">ii. <i>Royal tombs</i></p> <p style="padding-left: 80px;">iii. <i>Ha'amonga 'a Maui</i></p> <p style="padding-left: 80px;">iv. <i>Pouono (in Vava'u)</i></p> <p style="padding-left: 80px;">v. <i>Velata (in Pangai, Ha'apai)</i></p> <p style="padding-left: 80px;">vi. <i>Etc.</i></p> <p style="padding-left: 40px;">b) <i>Natural sites:</i></p> <p style="padding-left: 80px;">i. <i>Blow holes</i></p> <p style="padding-left: 80px;">ii. <i>Tsunami rock (at Kala'au)</i></p> <p style="padding-left: 80px;">iii. <i>Ana-pekepeka (in Otea, Vava'u)</i></p> <p style="padding-left: 80px;">iv. <i>Lakufa'anga ('Eua)</i></p> <p style="padding-left: 80px;">v. <i>Etc.</i></p> <p>2.2 Explain the cultural significance of the tourist attractions and sites in 2.1 above;</p> <p>2.3 Demonstrate correct pronunciation of cultural and natural sites.</p>
Learning Outcome 3 (LO3)	Use proper Tongan greetings and farewells in tourism
Performance standards	<p>3.1 Explain why proper greetings and farewell is important in tourism.</p> <p>3.2 Identify and use a range of Tongan greetings in tourism, utilizing the correct forms of the Tongan language for the three lexical levels <i>Tu'i, Hou'eiki, Kakai</i>;</p> <p>3.3 Identify and use appropriate Tongan farewells in tourism, utilizing the correct forms of the Tongan language for the three lexical levels <i>Tu'i, Hou'eiki, Kakai</i>.</p> <p>3.4 Identify and use appropriate Tongan greetings and farewells in tourism for a range of demographics</p> <p><i>[Range demographics includes but is not limited to: younger vs older generations]</i></p>

Learning Outcome 4 (LO4)	Demonstrate knowledge of the importance of respecting a range of Tongan customs and practices in tourism <i>[Range customs and practices may include but not restricted to:</i> <i>a) Values</i> <i>b) Taboos]</i>
Performance standards	4.1 Specific Tongan customs, values, taboos, and practices are described; 4.2 Respecting of a Tongan customs, values and taboos, and practices is explained; 4.3 Respecting of Tongan customs, values, taboos, and practices relevant to a specific tour is explained; 4.4 Respecting of Tongan customs, values, taboos, and practices relevant to a site is explained.
Pre-requisites	N/A
Co-requisites	N/A
Underpinning skills and knowledge	1) Communication - Ability to speak, read and write Tongan and English with high school level fluency; 2) Cultural awareness - Knowledge of Tongan culture and history 3) Planning
Assessment requirements	<p><u>Context of assessment:</u></p> 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: <ol style="list-style-type: none"> 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.

	<p>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:</p> <ul style="list-style-type: none"> a) LO1: Demonstrate knowledge of the history of natural and cultural attractions and sites in Tonga tourism. b) LO2: Demonstrate knowledge of the cultural significance of cultural and natural sites c) LO3: Use proper Tongan greetings and farewells in tourism d) LO4: Demonstrate knowledge of the importance of respecting a range of Tongan customs and practices in tourism <p>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> <p>4) A candidate of assessment must provide evidence to demonstrate his/her achievement of the Learning outcomes and performance standards.</p> <p><u>Re-assessment</u></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> <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> (i) same competencies are being assessed; (ii) quality principles of assessment are adhered to. <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> <ul style="list-style-type: none"> a) Relevant internal moderation processes are documented; b) Assessment is planned for each unit, and moderation processes are integrated into such plan. <p>2) External moderation is conducted by the National qualifications unit of TNQAB for all unit components of a national qualification.</p> <ul style="list-style-type: none"> a) Samples of assessed activities are submitted for moderation;

	<p>b) Moderation (external) forms are available on request from the National qualifications unit of TNQAB;</p> <p>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>	<ol style="list-style-type: none"> 1) Computer with internet access 2) Conventional classroom resources 3) Projector and screen 4) Relevant readings 5) Other relevant printed materials such as photographs and maps
<p>Requirements to complete this unit</p>	<p>A person studying this unit is:</p> <ol style="list-style-type: none"> 1) Required to demonstrate all Learning outcomes to the expected standards of performance; 2) Required to attain an Achieved grade (Competent) to fulfil the requirements of the Unit Standard; 3) Eligible to three (3) attempts to achieve the required competency within 14 days of the first attempt; <p>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>