



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Guide clients through a whale watch tour [Note: A 'client' is a customer of a whale-watching business]		
TQF Level:	4	Credits:	10
Version:	1		
National standard code:	NS022-04		
Associated qualification (and code):	National Certificate in Whale Guiding Level (QR-04-NQ-018-04-0903-19-01)		
Approval date:	11 June 2019	Review date:	11 June 2024
Purpose:	Successful students in this unit will be able to guide clients through a whale watch tour and maintain client safety during the activity.		
Learning Outcome 1 (LO1)	Guide customers through a whale watch tour		
Performance standards	1.1 Skills and techniques are applied to maximise client comfort and enjoyment. 1.2 Clients are informed about the features of the natural environment in accordance with tourism workplace policies and procedures. 1.3 Clients are guided through the activity at a pace commensurate with their enjoyment and comfort. 1.4 Environmental care practices are explained and practised		

	<p>in accordance with tourism workplace policies and procedures.</p> <p>1.5 Timeframes and deadlines are met in accordance with tourism workplace policies and procedures.</p>
Learning Outcome 2 (LO2)	Maintain client safety during a whale watch tour
Performance Standards	<p>2.1 The safety and emergency procedures are described in accordance with tourism workplace policies and procedures.</p> <p>2.2 Factors affecting client safety are monitored and dealt with in accordance with tourism workplace policies and procedures.</p> <p>2.3 Contingency planning demonstrates preparedness for unscheduled incidents are in place and in accordance with tourism workplace policies and procedures;</p> <p>2.4 Contingency planning in 2.3 are described to clients in accordance to establishment requirements; and</p> <p>2.5 Waiver requirements are explained to clients in accordance with establishment policies and procedures.</p>
Pre-requisites	NS005-03 (was tentatively coded as TG301) or equivalent
Co-requisites	N/A
Underpinning skill and knowledge	Research skills, General Science knowledge, Communication skills (Tongan and English), Map reading skills, Knowledge of location of countries on the world map, Names and location of main seas and oceans, Tongan culture and traditions.
Suggested assessment methods	<p>1) Written theory examination (40%).</p> <p>2) Practical coursework (60%):</p> <p>Examples:</p> <ul style="list-style-type: none"> • Field observation of guiding activities; • Work-place attachment • Seminar presentation <p>PLEASE NOTE: This unit is competency-based. Refer to the section on Requirements to complete this unit for more information. Please consider this this in your design and plan of assessment.</p>

Resource requirements	<ol style="list-style-type: none"> 1. Conventional physical resources such as classroom, student desks, etc.; 2. Computers plus internet access for students and staff; 3. Training boat installed with engine/outboard motor and with safety equipment/gear (or necessary arrangements made); 4. Marine first aid resources; 5. Relevant reading resources; and 6. Unit outline.
Moderation arrangements	Provider approved moderation processes, OR TNQAB Moderation processes.
Requirements to complete this unit	Competency requirement for this unit is 90% (i.e. students must attain 90% or more of the performance standards to complete this unit). Those who fail to be competent after three (3) attempts will be required to re-enrol in the unit.
Public comments on unit	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.