



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Manage guests in a whale watch and swimming tour				
TQF Level:	4	Credits:	10	Release:	1
National standard code:	NS113-04				
Associated qualification (and code):	National certificate in whale watching and swimming guide Level 3 (QR-03-NQ-005-01-0903-24-01)				
Approval date:	13 June 2024	Review date:	13 June 2029		
Purpose:	This unit standard comprises competencies expected of entry-level whale-watch/swimming guides and skippers. It involves working in marine environments with facilities routinely used for whale watch/swimming tours. The unit is meant specifically for individuals who are interested in guiding and managing whale-watching/swimming tours. Persons credited with this unit standard are able to demonstrate the following knowledge and skills in order to provide direction for an enjoyable marine experience to whale watching/swimming guests: 1. Tools and equipment required for a whale watching/swimming tour 2. Providing directions to ensure safety of guests in a whale watching/swimming tour; 3. Dealing with the needs of different social groups of guests 4. Support guests understanding of safety in accordance with law 5. How to safely get guests into and out of the water.				

Learning Outcome 1 (LO1)	Provide direction to guests in a whale watch/swimming tour
Performance standards	1.1 Equipment required for tour are prepared in accordance with workplace requirements; 1.2 Safety checking of vessel is conducted in accordance with workplace requirements; [Range statement: <i>Guide- first aid, life rings, life jackets, fins, masks, water, food, etc., Skipper: flare, beacon (EPIRB), water, VHF, fuel</i>] 1.3 A variety of required documentation is prepared in advance in preparation for a tour; [Range statement: <i>must include daily log, checklists for fuel-level, oil-level, guests, safety equipment, waiver document, passenger manifest</i>]. 1.4 Guests are greeted appropriately in accordance with workplace requirements; 1.5 Guests are advised of important specific requirements [Range statement: <i>requirements include but not restricted to waiver document, culturally appropriate gear to wear; risks and what 'not to do', etc.</i>] 1.6 Guests are safely boarded onto vessel in accordance with workplace requirements; 1.7 Safety briefing is conducted in accordance with workplace requirements.
Learning outcome 2 (LO2)	Provide for the guide needs of people from different social groups and levels of society [Range include but not restricted to: <i>different age groups, male/females, non-Tongan/English speakers, etc.</i>]
Performance standards	2.1 Different social groups and ethnicities who are usual guests are identified; 2.2 The characteristics of the experience sought for by different social groups or ethnicities are described; 2.3 Guests are invited to share relevant experiences, thoughts, or specific expectations with others in the group; 2.4 Constructive feedback is provided to guests, regardless of their social grouping, focusing on their experiences, expectations or skills; 2.5 Patience is demonstrated in difficult situations; 2.6 Safety of an area is assessed prior to inviting guests into the water.
Learning Outcome 3 (LO3)	Facilitate guests' understanding of safety requirements
Performance standards	3.1 Procedures and policies relevant to safety of guests on whale watch/swimming tours are identified; 3.2 Procedures and policies relevant to safety of guests on whale watch/swimming tour are explained;

	3.3 A range of situations which could put the lives of both whales and guests in danger, are emphasized; [Range statement: conditions include but not limited to: <i>safe distance from a whale, orientation of swimmer to whale, splashing of fins, noise, and signs of whale distress or aggression</i>] 3.4 Effective examples and scenarios are used to facilitate understanding of safety requirements; 3.5 Consequences of non-compliance are explained; 3.6 Difficult situations are handled in accordance with workplace requirements; 3.7 Difficult cases and situations are identified and referred to appropriate individuals.
Learning Outcome 4 (LO4)	Assist guests to safely get into and out of the water
Performance standards	4.1 The safety of an area, in relation to a range of conditions and requirements, is thoroughly briefed to guests; [Range statement: range of conditions and requirements include but not restricted to: <i>water depth and currents, how to enter the water, excessive noise, presence of predator fish, etc.</i>] 4.2 A range of gear conditions are checked prior to entering the water; [Range of gear conditions must include: <i>mask fits snugly and comfortably on face, fins are secure and comfortable, wet suit must fit comfortably, life jacket/ring are available and in good condition, etc.</i>] 4.3 Guests are assisted to enter the water in accordance with standard industry procedures; 4.4 A range of gear conditions are checked immediately after entering the water; [Range must include: <i>mask is not leaking, fins remain submerged, life jacket/ring is not faulty, wet-suit is comfortable etc.</i>] 4.5 Guests are helped out of the water in accordance with standard industry procedures; 4.6 Appropriately reports on difficult situations are completed and handed/or referred to skipper.
Pre-requisites	NS024-04
Co-requisites	N/A
Underpinning skills and knowledge	The following knowledge and skills underpin this unit standard: <u>KNOWLEDGE:</u> a) Tongan and English (and other languages) b) Requirements for a whale watch/swimming tour;

	c) Equipment, resources, and documentation required for a whale watch/swimming tour; d) Frequent guests – by ethnicities, social groups e) Appropriate greeting of guests f) Sea areas for whale watch/swimming tour; g) Safety requirements – laws, policies, and procedures relevant to whale watching and swimming with whales; h) Consequences of noncompliance with safety requirements <u>SKILLS:</u> a) Preparing a whale watch/swimming tour; b) Checking, and operation of equipment required for a whale watch/swimming tour; c) Guiding guests in whale watch/swimming tour; d) Managing guests in a water leisure tour; e) Communication skills (spoken, body gestures, etc.) f) Entering deep water in a whale watch/swimming tour; g) Dealing with difficult individuals; h) Documentation required for a whale watch/swimming tour;
Assessment requirements	<u>Methods of assessment:</u> A range of assessment methods should be used to assess students' knowledge and application of skills. These shall include but not restricted to the following: 1) Direct observation of students performing certain tasks as described below in the <i>context of assessment</i>. 2) Written assessments such as: (i) Poster or chart making – demonstrating procedures (e.g. maintenance and repair) (ii) Written tests (iii) Student portfolios; (iv) Review of workplace attachment reports (e.g. Supervisor/third party reports) 3) Oral assessment as in seminar presentations and one-on-one interview 4) A combination of all of the above methods. Examples: (i) During an observation assessment, and depending on the skills and knowledge that are being assessed, a student may

also be required to give oral responses to questions asked by the assessor to clarify or ascertain assessed skills and knowledge;

- (ii) Students may be required to also submit written answers or report after an observation assessment (or seminar presentation)

Context of assessment:

To support student assessment and to ensure they are valid, reliable, flexible, and fair, a training provider is encouraged to make the necessary arrangements to involve the relevant key industry organizations and experts in the planning and delivery of training. Industry organizations and individuals can be engaged in a variety of capacities:

- a) To contribute to the design and implementation of the curriculum and assessment activities;
- b) As trainers, assessors, or assessment moderators;
- c) As hosts for students on workplace attachment;
- d) As supervisors of students on workplace attachment;
- e) Etc.

To show that learners have attained the required competency they will need to **demonstrate** and **apply** their knowledge in the workplace or in an environment that closely resembles the workplace) in relation to:

- a) LO1: Provide direction to guests in a whale watch tour
- b) LO2: Provide for the guide needs of people from different social groups and levels of society
- c) LO3: Facilitating guests understanding of workplace safety requirements
- d) LO4: Assist guests safely get into and out of the water

Evidence of competence

- 1) The assessment of competence and the collection of evidence must be in accordance with local industry and regulatory requirements;
- 2) Evidence must clearly show that knowledge and skills have been acquired to the expected standards of performance
- 3) All knowledge and skills should be contextualised to current industry practices and technologies;
- 4) Each LO must be demonstrated on at least TWO occasions.
- 5) Sources of evidence need to be rich in nature to minimise error in judgment.

Re-assessment

Candidates of assessment are eligible to **three (3)** attempts to achieve the

	required competency within 14 days of their first attempt: 1. Feedback must be provided to the candidate and sufficient time provided to prepare for re-assessment. 2. The trainer/assessor has the discretion to vary the assessment tasks used in each assessment attempt as long as: a) the same competencies are being assessed; b) quality principles of assessment are adhered to. Failure to achieve the required competency after three (3) attempts on the exam or specific part of the assessment will require the person studying this Unit to re-enrol for the same Unit.
Moderation arrangements	1) Training providers must have their own moderation system approved by TNQAB before accreditation is granted: a. Relevant internal moderation processes are documented; b. Assessment is planned for each unit, and moderation processes are integrated into such plan 2) External moderation is conducted by the national qualifications unit of TNQAB for all unit components of national qualifications; a. Samples of assessed activities are submitted for moderation; b. Moderation (external) forms are available on request from the National qualifications unit of TNQAB.
Resource requirements	1) <u>Human resources:</u> 1) Trainer – meeting established requirements by TNQAB 2) Skipper (licensed) or arrangement made with a qualified skipper. 2) <u>Documents:</u> 1) Compilation of printed resources relevant to managing a whale-watching or whale swimming tour at the discretion of the course/unit coordinator or trainer; 2) Current <i>Tonga Whale Watching Act</i> 3) Current <i>Tonga Whale Watching and Swimming Regulation</i>; 4) Current <i>Tonga Fisheries and management Act and Regulations</i> 5) Current <i>Tonga maritime zones Act</i> 6) Waiver document template 7) Safety briefing procedures 8) Checklists:

	(i) Equipment preparation checklist (ii) Vessel safety checklist 3) <u>Equipment and tools:</u> 1) Boat (at least 7m) to safely hold 10 people per boat (including skipper/crew) 2) Life raft – at least 10 person; 3) Outboard 2 or 4-stroke engine (60 hp.) 4) VHF radio 5) Beacon (EPIRB) 6) First-aid kit 7) Fire-extinguisher 8) Life jackets (one per person including skipper/crew) 9) Life-rings, 10) Anchor with warp and chain 11) Mooring robes, size 12mm – 20mm (x10) 4) <u>Free-diving</u> or <u>swimming gear</u> (for 5 people) consisting of: 1) Wetsuit 3mm x 5 2) Mask x5 3) Snorkel x5 4) Fins (adjustable) x5 pairs
Requirements to complete this unit	There are four (4) Learning outcomes and nineteen (19) Performance standards to measure competence. To demonstrate competence, the person studying this unit is: 1. Required to attain an <i>Achieved</i> Grade (Competent) to fulfil the requirements of the Unit standard; 2. Eligible to three (3) attempts to achieve the required competency within 14 days of the first attempt.
Important notes and definitions	<u>Notes:</u> 1. Due to safety issues inherent in working in marine environments, all training and assessment activities must be carried out in accordance with local industry and regulatory requirements; 2. In the event that local legislations and/or regulatory requirements are not available or adequately sufficient, relevant legislations/regulatory requirements from New Zealand and/or Australian should be used for training; 3. Assessors must comply with Tonga national assessment and moderation requirements.

	<u>Definitions:</u> 1. <i>Waiver document</i> – this is a legal document that serves as an agreement between two parties to prevent them from being sued in case of an accident. It is also known as a Release of Liability or Hold Harmless Agreement. 2. <i>Emergency position indicating radio beacon (EPIRB)</i> is a safety device designed to alert rescue authorities and indicating the location of someone in distress. In the event of an emergency, a transmitter is activated and begins transmitting a distress radio signal, which is used by search-and-rescue teams to quickly locate the emergency and provide assistance and rescue. 3. <i>Passenger manifest</i> refers to the passenger list
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.