



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Provide a safe and enjoyable marine experience to guests				
TQF Level:	3	Credits:	15	Release:	1
National standard code:	NS114-03				
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. It involves working in marine environments with facilities routinely used for whale watch and swimming tours. The unit is meant specifically for individuals who are interested in working in whale-watching and swimming with whales businesses, and other water leisure activities in general. Persons credited with this unit standard are able to demonstrate the following knowledge and skills in order to provide a safe and enjoyable marine experience to whale watching/swimming guests: 1. Relevant knowledge of the culture and geography of Tonga; 2. Relevant knowledge of marine biology; 3. Sufficient knowledge of marine first-aid and rescue 4. Relevant legislations regarding whale watching/swimming activities.				

Learning Outcome 1 (LO1)	Demonstrate knowledge of Tongan culture and geography relevant to leisure water activities involving whales.
Performance standards	1.1 A range of relevant knowledge and facts regarding the <i>physical geography</i> of Tonga are described; [Range include but not restricted to: Tonga's climate, seasons, and weather] 1.2 A range of relevant knowledge and facts regarding the <i>human geography</i> of Tonga is described; [Range include but not restricted to: land and sea areas, population size, economy, culture, environmental conservation] 1.3 Main island groups of Tonga are located on a map. 1.4 A range of Tongan sea and land areas are identified on a map; [Range statement: areas include but not limited to: Ana Pekepeka (Swallows cave), Port Maurelle (Fangakima), Hakau-fasi, Maninita, etc.] 1.5 A range of sea areas well known for sighting whales are identified; [Range statement: areas include but not limited to: Ana Pekepeka (Swallows cave), Port Maurelle (Fangakima), Hakau-fasi, Maninita, etc] 1.6 The history and background of different sea areas in Tonga are described. [Range statement: areas include but not limited to: Ana Pekepeka (Swallows cave), Port Maurelle (Fangakima), Hakau-fasi, Maninita, etc.] 1.7 Knowledge of the history of whaling in Tonga is described and related to the importance of whales and whale-watching industry today.
Learning Outcome 2 (LO2)	Demonstrate awareness of legislations relevant to water activities involving whales
Performance standards	2.1 Local legislations relevant to whale-watching or swimming with whales are identified; [Range statement: legislations must include <i>Tonga Whale Watching Act 2008</i> and <i>Tonga Whale Watching and Swimming Regulation 2013</i>, <i>Tonga Fisheries Management Act</i>, <i>Tonga Maritime zones Act etc.</i>] 2.2 A range of legal requirements for operators are identified; [Range statement: requirements include but not restricted to <i>appropriate licence</i>; <i>number of people in a boat at one time</i>, <i>behaviour while in the water</i>, <i>penalty for non-compliance</i>, etc.] 2.3 Key requirements (legal and workplace) for whale guides are identified and described; 2.4 Penalties for offences are described; 2.5 Workplace procedures for managing compliance with legal requirements are identified.
Learning Outcome 3 (LO3)	Demonstrate relevant knowledge of how to respond to a rescue situation
Performance	3.1 The context of an emergency situation is assessed in accordance with workplace requirements;

standards	[Range statement: range of contextual factors include but not restricted to: <i>type of emergency, time and location of an emergency, who is involved (gender, approx. age group)</i>] 3.2 Key information and data are communicated to appropriate individuals: [Range of appropriate individuals includes but not restricted to <i>skipper, guests with appropriate skills, etc.</i>] 3.3 Appropriate methods of distress call to make are identified; 3.4 A range of agencies and individuals to contact in distress situations are identified. [Range statement: agencies include but not restricted to <i>coastal radio (Meteorology), operator main office, ambulance, hospital, police,</i>] 3.5 Appropriate distress calls are made in accordance with requirements.
Learning Outcome 4 (LO4)	Demonstrate adequate marine biology knowledge relevant to Tonga as a whale-watching and whale-swimming destination
Performance Standards	4.1 A range of marine biology concepts relevant to whales are described; [Range of concepts include but not restricted to: <i>marine mammals, Cetaceans, baleen whales, toothed whales, planktons, krill, migration of whales, breeding and overwintering</i>] 4.2 Aggressive behaviours of whales are described; 4.3 The differences between <i>baleen whales</i> and <i>toothed whales</i> are described; 4.4 Different types of whales that frequent Tongan waters are identified; [Range of whales include but not restricted to: <i>Humpback whales, Sperm whales, Minke whales, Pilot whales, False killer whales, Dolphins</i>] 4.5 The migration routes of whales are identified on a map. 4.6 The unique behaviours of a range of whales are described; [Range of behaviours include but not restricted to: <i>songs, breaching, heat-run, tail-slapping</i>] 4.7 The basic life-cycle facts of humpback whales are described. [Range of facts restricted to: <i>average age, pod size, litter size, reproductive age, gestation period, weaning age of calf, migration</i>]
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) Current Tonga Whale Watching Act b) Current Tonga Whale Watching and Swimming Regulation c) Current Tonga Fisheries management Act d) Current Tonga Maritime zones Act.

	e) Brief history of whaling in Tonga; f) Physical and human geography of Tonga; g) Seasons, climate and weather h) Map of Tonga i) Maps of main island groups of Tonga j) Names of sea areas in Tonga k) Marine first-aid, and emergency and rescue l) Marine biology of whales m) Other Acts, <u>SKILLS:</u> a) Marine first aid for a range of emergency situations b) Responding to emergency situations; c) Locating positions and areas on a map (global map, local maps)
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) <u>Context of assessment:</u> 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: Demonstrate knowledge of Tongan culture and geography relevant to leisure water activities involving whales.
- b) LO2: Demonstrate awareness of legislations relevant to water activities involving whales.
- c) LO3: Plan for an emergency rescue situation
- d) LO4: Demonstrating adequate marine biology knowledge relevant to Tonga as a whale-watching and whale-swimming destination

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 the:
 - a) same competencies are being assessed;
 - b) 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: - Relevant internal moderation processes are documented; - 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; - Samples of assessed activities are submitted for moderation; - Moderation (external) forms are available on request from the National qualifications unit of TNQAB.
Resource requirements	1) Human resources: - Trainer – meeting established requirements by TNQAB; - Skipper (licensed) or arrangement made with a qualified skipper 2) Documents: - Compilation of printed (or electronic, on/offline) resources relevant to marine first aid or emergency and rescue at the discretion of the course/unit coordinator or trainer; - Current <i>Tonga Whale Watching Act</i> - Current <i>Tonga Whale Watching and Swimming Regulation</i> - Current <i>Tonga Maritime zones Act</i> (and Regulations) - Waiver document template - Safety briefing procedures - Checklists: - Equipment preparation checklist - Vessel safety checklist - Charts pictorial of whales - World map - Map of Tonga - Maps of main inland groups of Tonga 3) Equipment and tools: - Boat (at least 7m) to safely hold 10 people per boat (including skipper/crew) - Outboard 2 or 4-stroke engine (60 hp) - Fire-extinguisher

	d) Mooring robes, size 12mm – 20mm (x10) e) VHF radio; f) Beacon (EPIRB) g) First-aid kit (marine) h) Life jackets (one per person including skipper/crew), a) Life-rings b) Anchor with warp and chain 4) Free-diving or swimming gear (for 5 people) consisting of: a) Wetsuit 3mm (x 5) b) Mask (x5) c) Snorkel (x5) d) Fins (adjustable) (x5 pairs)
Requirements to complete this unit	There are four (4) Learning outcomes and twenty-three (23) 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. In the event that local legislations and/or regulatory requirements are not available, relevant legislations/regulatory requirements from New Zealand and/or Australian should be used for training; 2. Assessors must comply with Tonga national assessment and moderation requirements. <u>Definitions:</u> 1. <i>ABC</i> of first-aid stands for the essential steps used by both medical professionals and first aiders when dealing with a patient or someone who is in need of first-aid. It stands for Airway, Breathing, and Circulation. 2. <i>Baleen whales</i> - There are two types of whale: baleen whales and toothed whales. Baleen whales is a <i>filter feeder</i> and feed using a major filter system in their mouths. This filter system or sieve is known as a <i>baleen</i>. Toothed whales have teeth and actively hunt fish, squid and other sea creatures. They include the largest whales such as: Blue whale, Humpback whale, Gray whale, Minke whale, Bowhead whale, Northern right whale,

	Southern right 3. <i>Breaching</i> – when a whale rises and breaks through the surface of the water; 4. <i>Cetaceans</i> refers to a group of aquatic mammals comprising the whales, dolphins, and porpoises. 5. <i>Diatom</i> – are microscopic algae found in aquatic environment and soils. 6. <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. 7. <i>Krill</i> – small crustaceans that live in the planktons. 8. <i>Mammals</i> – refer to members of the animal kingdom which have the following characteristics; a. Have hairs b. Give birth to live young c. Have mammary glands d. Their young nourish from milk (released from mammary glands). 9. <i>Mollusc</i> (also spelled <i>Mollusk</i>) - Mollusk is a major group of soft-bodied animals such as snails, slugs, clams and bivalves, octopuses and squids. 10. <i>Pelagic</i> – relating to open sea 11. <i>Plankton</i> – refers to a collection of immature and very small animals and plants live in aquatic environments and float and drift with the currents and tides. There are two major groups of planktons: (i) <i>Zooplanktons</i> which are mainly the larvae of crustaceans and molluscs, and krills; and (ii) <i>Phytoplanktons</i> which are mainly algae and <i>diatoms</i>. In the ocean, the planktons is an important part of the food chain - providing a crucial source of food to many small and large aquatic organisms, such as bivalves, fish, as well as the baleen whales 12. <i>Toothed whales</i> – are whales that eat their food using teeth. These whales hunt other marine creatures such s fish, squids. They include dolphins, porpoises, as well as the large sperm whales and killer whales 13. <i>Whale songs</i> are unique sounds which are created by large baleen whales such as the humpback whale and blue whale.
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.