

40123**Perform as a storyteller for visitors**

Kaupae Level	3
Whiwhinga Credit	5
Whāinga Purpose	This skill standard is designed to equip learners with the knowledge and skills necessary to excel in the role of a storyteller, with a focus on the integration of culture, language and values, for visitors.

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Present stories to visitors.	a. Demonstrate the ability to adapt storytelling techniques to tell stories to different audiences, ensuring accuracy, clarity, coherence, credibility and cultural relevance.
	b. Prepare and structure oral presentations suitable for the purpose and context of delivery.
	c. Apply presentation techniques to deliver stories.
2. Provide manaakitanga to visitors.	a. Welcome visitors with appropriate culturally responsive and inclusive greeting.
	b. Visitors are cared for with behaviours that support their mana and that of the community.
3. Demonstrate cross cultural communication to connect with diverse audiences.	a. Present narratives in which stories, legends, and cultural elements are shared with the utmost respect for their significance and meaning.
	b. Respond to visitor questions and feedback with cultural awareness while maintaining cultural integrity.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria*Assessment specifications:*

Assessment against the learning outcomes will be in a workplace receiving visitors or in training facilities that realistically reproduce the conditions of a workplace.

Throughout the learning process, practical exercises, group discussions, and role-playing activities should be employed, as well as consideration of the specific needs of visitors, to help learners develop their storytelling skills and cultural knowledge.

Learners will have opportunities to practice their storytelling and receive constructive feedback to ensure their understanding and competence in the subject matter.

Definitions

Presentation techniques refer to any method that clarifies the delivery of a story to visitors, and may include voice modulation, appropriate sign language, waiata and anything else that is suitable for the needs of visitors to support their understanding.

Storytelling refers to the art of conveying a series of events or experiences to engage and entertain an audience. The delivery experience aims to contribute to a deeper understanding and appreciation of Aotearoa New Zealand's places, history, and culture.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

Storytelling fundamentals and techniques

- The art of storytelling for visitors.
- Understanding your audience and their expectations.
- Techniques for creating a captivating narrative.
- The importance of voice modulation and body language.
- Building rapport and actively mastering the art of storytelling.
- Authenticity and Accuracy - strategies for researching and verifying stories and terminology; and acknowledging sources.

Aotearoa New Zealand places and history relevant to the storytelling context:

- The effective and culturally enriched presentation of stories.
- Key landmarks, natural sites, and historical locations in Aotearoa New Zealand.
- Significant historical events and their impact on local communities.
- Local legends and myths (pūrākau) associated with specific places.
- Service delivery experience that aims to contribute to a deeper understanding and appreciation of Aotearoa New Zealand's places, history, and culture.

Engaging Visitors:

- Tailoring your storytelling to different groups, such as families, domestic and/or international visitors, cultural enthusiasts, and tāngata whaikaha.
- The use of props, visuals, and interactive elements to enhance storytelling.
- Demonstrating manaakitanga by welcoming visitors with culturally responsive greetings and caring behaviours that support their mana and that of the community.

Cultural Essentials:

- Introduction to culture, values, and customs.
- The significance of using Māori terminology in Aotearoa New Zealand.
- The importance of cultural respect in sharing stories and legends.
- Potential cultural misconceptions and stereotypes to avoid.

- The concept of whakapapa (genealogy) within a culture, and one's own whakapapa and its connection to storytelling.

Handling Questions and Feedback:

- Techniques for responding to visitor inquiries about content.
- Strategies for addressing visitor feedback with cultural awareness.

Rauemi | Resources

Legislation relevant to this skill standard includes but is not limited to:

- Copyright Act 1994
- Health and Safety at Work Act 2015
- Privacy Act 2020.

Any instructions, policies or standards, whether written or unwritten, that are standard and applied in the workplace.

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Ringa Hora Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Service Sector > Tourism > Visitor Interpretation
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0112

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	25 July 2024	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2029		

Please contact Ringa Hora Services Workforce Development Council at qualifications@ringahora.nz to suggest changes to the content of this skill standard.