

Title	Demonstrate knowledge of visitor interpretation techniques		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to: describe the techniques of visitor interpretation; describe and compare personal and non-personal interpretation; describe the relationship between participants' learning styles and delivery of interpretive techniques.
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Classification	Tourism > Visitor Interpretation
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Available grade	Achieved
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Guidance Information

- 1 Evidence for this unit standard must be obtained in a workplace. All tasks are to be carried out in accordance with tourism workplace policies and procedures, the workplace being the enterprise carrying out the work.
- 2 Legislation relevant to this unit standard includes but is not limited to:
 - Conservation Act 1987
 - Consumer Guarantees Act 1993
 - Copyright Act 1994
 - Fair Trading Act 1986
 - Health and Safety at Work Act 2015
 - Historic Places Act 1993
 - Land Transport Act 1998
 - Local Government Act 2002
 - Marine Reserves Act 1971
 - National Parks Act 1980
 - Occupiers' Liability Act 1962
 - Privacy Act 2020
 - Reserves Act 1977
 - Resource Management Act 1991
 - Treaty of Waitangi Act 1975
 Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.
- 3 **Definitions**

Interpretation refers to a means of communicating ideas and feelings which helps people enrich their understanding and appreciation of their world and their place in it.

Interpretive feedback refers to the reaction of an audience or peers that have just undergone an interpretive experience, and self-feedback. The reaction is usually provided in verbal or written form, and typically covers feelings, levels of satisfaction, strengths and weaknesses, business performance, and suggested improvements.

Interpretive technique refers to a method of communicating ideas and messages about a topic in such a way as to engage an audience's feelings as well as intellect.

Outcomes and performance criteria

Outcome 1

Describe the techniques of visitor interpretation.

Performance criteria

1.1 The key techniques of visitor interpretation are described.

Range techniques of interpretation may include but are not limited to – relate to each participant's personality and experience, revelation based on information, provocation not instruction, a whole idea addressed to the whole person. evidence is required for at least four techniques.

1.2 The importance of, and interrelationships between, the essential components of visitor interpretation are explained.

Range may include but is not limited to – interpretive message, audience, setting and context, interpretive technique.

1.3 The relationship between the interpretive techniques and the media used for delivery of visitor interpretation is explained.

Range evidence is required for at least two techniques.

Outcome 2

Describe and compare personal and non-personal interpretation.

Performance criteria

2.1 Personal and non-personal interpretation are described in terms of the techniques available.

Range personal interpretation techniques may include but are not limited to – guided tour, point duty, roving interpretation, presentations, demonstration, living history, interactive interpretation, lecture or talk, drama;
non-personal interpretation techniques may include but are not limited to – print media, self-guided programmes, self-guiding signs, exhibits, visitor centres, museums, paintings, sculptures, buildings, audio-visual devices, participatory or interactive media, observation hides;
evidence is required for two each of personal and non-personal interpretation techniques.

- 2.2 Personal and non-personal interpretation techniques are compared in terms of their strengths and weaknesses in a given context.

Range evidence is required for two contexts, with three strengths and three weaknesses in each.

Outcome 3

Describe the relationship between participants' learning styles and delivery of interpretive techniques.

Performance criteria

- 3.1 Opportunities presented by participants' learning styles for delivering interpretive techniques are described.

Range may include but is not limited to – visual, auditory, kinaesthetic, cognitive, psychomotor, affective, right brain, left brain, whole brain.
evidence is required for three learning styles with two strengths and two weaknesses in each.

Planned review date	31 December 2028
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	23 May 2001	31 December 2019
Review	2	22 May 2009	31 December 2019
Review	3	20 April 2017	31 December 2025
Review	4	24 August 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.