

<b>Title</b>	<b>Demonstrate knowledge and skills of hosting museum visitors</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	People credited with this unit standard are able to: host museum visitors; identify and explain methods of hosting museum visitors; and demonstrate knowledge of the differences among and behaviours of museum visitors, and methods for dealing with these.
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<b>Classification</b>	Museum Services > Museum Customer Services
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 All learning and assessment in this standard must be carried out in accordance with museum tikanga, policy, process and practice. This includes documented policies and procedures and established practices for the operation of museums and may include but is not limited to: application of the articles of Te Tiriti o Waitangi, culture and/or legal requirements, standards, codes of ethics, and relevant industry best-practice documents.
- 2 For the purposes of this unit standard, evidence requirements may be limited to one museum.
- 3 For the purposes of this unit standard *distractions* are anything that has the potential to draw a museum visitor's attention away from the museum experience. Likewise an *incident* is any event, which may include an emergency, that has the potential to draw a museum visitor's attention away from the museum experience. Distraction and incidents should be minimised.
- 4 **Definitions**  
*Museum* includes museums, art galleries, whare taonga, tribal museums, cultural and community centres holding public collections, science centres, interpretive centres, exhibition centres, and historic places.  
*Visitors with specific needs* may include but are not limited to: visitors with specific language, cognitive, physical and age related requirements.
- 5 **Recommended skills and knowledge**  
Unit 20554, *Demonstrate knowledge of museums and responsibilities of the museum sector in Aotearoa New Zealand*, or demonstrate equivalent knowledge and skills.

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## Outcomes and performance criteria

### Outcome 1

Host museum visitors.

Range two different types of groups and one individual.

### Performance criteria

1.1 Visitor(s) are welcomed, their requirements are determined, and initial instructions are given.

1.2 Visitor requirements, interests and expectations are met.

Range courteous, positive, pro-active, appropriate behaviour.

1.3 Any incidents or distractions are managed calmly and safely.

### Outcome 2

Identify and explain methods of hosting museum visitors.

### Performance criteria

2.1 Methods for meeting visitor expectations are identified and described.

Range five examples.

2.2 Methods for identifying visitor types and their characteristics are described.

Range five different visitor types.

2.3 Methods of ensuring that visitors are made aware of current exhibitions, programmes, services and facilities are explained.

Range four methods.

2.4 Methods of gathering, recording and actioning feedback from visitors are identified and explained.

Range four methods.

### Outcome 3

Demonstrate knowledge of the differences among and behaviours of museum visitors, and methods for dealing with these.

## Performance criteria

3.1 Methods for dealing with differences among visitors are identified and explained.

Range differences may include but are not limited to – iwi, hapū, whānau, culture, visitors with specific needs, age range, occupation, language;  
methods include but are not limited to – observation, questioning, listening, explaining, being proactive.

3.2 Potentially distracting behaviours of visitors and responses to them are identified and explained.

Range may include but is not limited to – attention seeking, inattentive and/or inappropriate behaviour;  
evidence of three behaviours and one response for each is required.

<b>Planned review date</b>	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	24 May 2005	31 December 2018
Rollover and Revision	2	21 September 2007	31 December 2018
Review	3	21 January 2011	31 December 2025
Review	4	18 August 2016	31 December 2025
Review	5	26 October 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0099
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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 Toi Mai Workforce Development Council [info@toimai.nz](mailto:info@toimai.nz) if you wish to suggest changes to the content of this unit standard.