

National Certificate in Tourism Māori (Level 3)

Level 3

Credits 60

Purpose

The National Certificate in Tourism Māori (Level 3) [Ref: 1076] is aimed particularly at those people wishing to work within Tourism Māori operations and enterprises. Unit standards from the *environmental tourism Māori* and *tourism Māori practices* domains have been included to recognise those skills unique to Tourism Māori, while selected unit standards in the *visitor services* domain have been included to enhance the candidate's ability to work effectively in all facets of the tourism industry. Concepts covered by the compulsory unit standards include whakawhanaungatanga, manaakitanga, kaitiakitanga and tikanga practices, all of which play an important role in the tourism industry in Aotearoa. The elective section in this qualification allows for the integration of unit standards from various areas including Computing, Communication Skills, General Education Māori, Māori Business and Management, Mathematics and Service Sector Skills.

It is intended to be the foundation to further study in the Tourism Māori area, and as a pathway to the National Certificate in Tourism Māori (Level 4) [Ref: 1077].

Credit Range

	Compulsory	Elective
Level 2 credits	3	0-11
Level 3 credits	46	0-11
Minimum totals	49	11

Requirements for Award of Qualification

This qualification will be awarded to people credited with a minimum of 60 credits and who have met the requirements of the compulsory and elective sections.

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in the Qualifications Authority *Rules and Procedures* publications available at www.nzqa.govt.nz/ncea/.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (Id). Any version of a standard with the same Id may be used to meet qualification requirements that list the Id and/or that specify the past or current classification of the standard.

Detailed Qualification Requirements

Compulsory

All the standards listed below are required.

Field Māori
Subfield Tourism Māori
Domain Environmental Tourism Māori

Id	Title	Level	Credit
17788	Explain the significance of natural attractions in a tourism Māori context	3	5
17791	Explain the relevance of kaitiaki practices in a tourism Māori context	3	5

Domain Tourism Māori Practices

Id	Title	Level	Credit
17383	Explain Māori place names in a cultural tourism context	3	3
17384	Utilise Māori greetings and farewells from a hosting perspective in a hospitality context	3	3
17391	Discuss the use of Māori language expression in a tourism context	3	5
17578	Explain the concept of whānau and how it relates to tourism	3	4
17786	Explain the importance of respecting Māori customs and practice in a tourism Māori context	3	5

Field Service Sector
Subfield Tourism
Domain Visitor Services

Id	Title	Level	Credit
18210	Demonstrate knowledge of communication and customer service skills in tourism and travel workplaces	3	3
18226	Demonstrate cross-cultural communication for the tourism and travel industry	3	3
18231	Identify work roles in tourism and their related personal requirements	2	3
18238	Demonstrate knowledge of the tourism industry in New Zealand	3	6
20489	Describe the legal responsibilities of employees in the tourism and travel industry	3	4

Elective

The balance of credits required to achieve a minimum of 60 credits, is required from the listed standards or from any of the following subfields at level 2 or above.

Field Service Sector
Subfield Tourism
Domain Visitor Services

Id	Title	Level	Credit
18224	Work in a team in a tourism and travel situation	2	2
18232	Read and write in English for the tourism and travel industry	2	3
18237	Perform calculations for the tourism and travel industry	2	2

Field	Subfield	Domain
Computing and Information Technology	Computing	Any
Humanities	Communication Skills	Any
Māori	General Education Māori	Any
	Māori Business and Management	Any
	Reo Māori	Any
	Tourism Māori	Any
Sciences	Mathematics	Any
Service Sector	Service Sector Skills	Any

Transition Arrangements

This qualification was revised and issued as version 2 following the review of unit standard 18229.

Changes to structure and content

- unit standard 20489 has replaced 18229
- the compulsory credits have decreased from 53 to 49
- the elective rule has been changed to require a balance of credits to meet a minimum of 60 credits.

People currently working towards version 1 of this qualification may either complete the requirements for that version or transfer their results to this version of the qualification.

For detailed information see [Review Summaries](#) on the Qualifications Authority website.

This qualification contains a unit standard that has been expired. For the purposes of this qualification people who have gained credit for the expiring standard are exempt from the requirement to gain credit for the replacement standard.

Credit for	Exempt from
18229	20489

NQF Registration Information

Process	Version	Date	Last Date for Award
Registration	1	January 2004	December 2005
Revision	2	September 2004	N/A

Standard Setting Body

NZQA Māori Qualifications Services
PO Box 160
WELLINGTON

Telephone 04 802 3133
Email mqs@nzqa.govt.nz

Any person or organisation may contribute to the review of this qualification by sending feedback to the standard setting body at the above address.

The review of this qualification is planned to take place in 2006.

Other standard setting bodies whose standards are included in the qualification

Aviation, Tourism and Travel Training Organisation
NZQA

Certification

The certificate will display the logos of the Qualifications Authority and the provider.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF Classification		NZSCED	
Code	Description	Code	Description
395	Māori/Tourism Māori	080701	Management and Commerce/Tourism/Tourism Studies

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.