

**Qualification Title:** New Zealand Certificate in Tourism Māori (Level 3)

**Qualification number:** 2337

**Date of review:** 8 May 2019

This report refers to graduates awarded this qualification prior to: **31 December 2018**

**Final decision on consistency of the qualification: National consistency is confirmed**

#### Threshold:

The threshold to determine sufficiency with the graduate profile was determined as evidence of graduates being able to engage with tourism in a Māori context, at an introductory level:

Graduates will be able to work at entry-level front-line positions with broad supervision across a range of roles within a tourism context, and/or be encouraged to seek further skills and knowledge to improve their employment, community or education prospects. Graduates will have a basic understanding of mātauranga Māori and be able to acknowledge relevant tikanga that will enhance manuhiri experiences in a range of tourism contexts. Graduates of this qualification will also be able to acknowledge, apply, reflect and practice local tikanga ā-whānau, ā-hapū, ā-iwi, a-marae, and a-hapori in a tourism context. Graduate will be able to:

- Utilise appropriate, basic expressions of manaakitanga when dealing with manuhiri across a range of tourism Māori contexts
- Utilise appropriate, basic expressions of kaitiakitanga in relation to people, places and events in a tourism Māori context
- Communicate relevant basic kōrero from iwi, hapū and whānau to reflect rangatiratanga when interacting with manuhiri
- Utilise appropriate mihimihi, korero, poroporoaki, and karakia at a basic level, in a tourism Māori context.

#### Education Organisations with sufficient evidence

The following education organisations have been found to have sufficient evidence.

Education Organisation	Final rating
Te Wānanga o Aotearoa	He Pounamu Kahurangi

#### Introduction

This is a 60-credit foundation qualification for people intending to work in Tourism Māori. Graduates will be able to work at entry-level front-line positions with limited supervision across a range of roles within a tourism context, and/or be encouraged to seek further skills and knowledge to improve their employment prospects.

The consistency review was held over one day. The providers had programmes approved under Te Hono o Te Kahurangi therefore, the review was conducted using the Te Hono o Te Kahurangi quality assurance framework and guiding kaupapa – te reo me ngā tikanga, rangatiratanga, kaitiakitanga, whanaungatanga; pūkengatanga; manaakitanga.

## Final Consistency Review Report

Across all providers, there were 62 graduates in 2017, and 45 graduates in 2018. In total, there were 117 graduates during the review period.

### Evidence

The education organisations who attended the review meeting provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

The criteria used to judge the evaluation question were:

- The nature, quality, integration of the guiding kaupapa and integrity of the evidence presented by the education organisation
- How well the organisation has analysed, interpreted and validated the evidence, and used the understanding gained to achieve actual or improved consistency
- The extent to which the education organisation can reasonably justify and validate claims and statements relating to the consistency of graduate outcomes, including in relation to other providers of programmes leading to the qualification.

**Mā te āta whakaputa i te kaupapa, me pēhea e tutuki pai ai te whakairinga korero me ngā taunaki a te whare ako e taurite anō ai te taumata tika o ngā whāinga putanga taurira, ki ōna anō putanga taurira?**

### Programme related evidence

Providers submitted evidence and presented data that showed alignment with the programme structure; learning outcomes; assessment activities and graduate profile outcomes.

Through the nature of establishment and delivery for each wānanga, it was evident that many expressions of kaupapa are embedded in the programme planning. In particular: Manaakitanga, Kaitiakitanga, Rangatiratanga and Whanaungatanga; as these four are the guiding principles to the graduate profile outcomes.

One provider has clear and programme appropriate training for the kaiako, with effective outcomes and participant feedback, indicating that teaching and learning is relevant and appropriate for graduates to achieve the graduate outcomes.

All providers submitted moderation plans. Evidence of internal moderation practice was submitted. The suggested alterations noted in the internal process have resulted in improved moderation results.

### Destination and stakeholder feedback evidence

Evidence of graduate destinations suggests that some graduates move into further study and employment, but not necessarily in the area of tourism or tourism Māori.

While there is variation in how graduate feedback has been matched against GPOs, overall the limited feedback obtained does indicate that skills and knowledge gained throughout the programme, matches the graduate profile outcomes of the qualification.

It is noted that engaging a sufficient number of graduates to gather destination data and to participate in feedback has been limited for providers. To this end, the limited feedback through destinations and graduate and next users survey instruments, does not provide convincing evidence of graduates displaying the skills, attributes and knowledge outlined in the graduate outcomes.

## **Final Consistency Review Report**

Overall, the self-reflection and evidence supplied by those organisations found sufficient demonstrate that their graduates match the graduate outcomes at the determined threshold.

### **Special Focus**

None

### **Examples of good practice**

None

### **Issues and concerns**

None

### **Recommendations to Qualification Developer**

None