Title	Explain Māori methods of effective communication used by kaimahi in a hauora context
Level	3	Credits	4

Purpose	People credited with this unit standard are able to explain traditional and contemporary Māori methods of communication, and methods of effective communication used by kaimahi in a hauora context.

Classification	Te Ara Hou ki te Ora > Hauora

Available grade	Achieved

Guidance Information

1   For the purpose of this unit standard, hauora practices are determined by service providers or entities that operate within a hauora context.

2   Definition
    Contemporary refers to post-1945.
    Hauora refers to the appropriate practices associated with the holistic wellbeing of an individual as a member of a whānau, hapū, and iwi.
    Hauora context refers to a hauora service provider capacity and environment.
    Traditional refers to pre-1945.

3   For this unit standard *kaimahi* refers to community workers working with tūroro.
    Māori client group refers to people who share a specific set of hauora needs. Examples may include pregnant wāhine, people with disabilities, rangatahi, kaumātua, Māori women, Māori men, and Māori parents.

4   Descriptions and explanations can be presented in a number of ways that may include but are not limited to; oral presentations, visual presentations, written presentations, whakaari, waiata, and haka.

5   All sources of information must be referenced.

Outcomes and performance criteria

Outcome 1

Exzlain traditional Māori methods of communication.

Performance criteria

1.1 Traditional Māori methods of verbal communication within whānau, hapū, and iwi are explained.

Range may include but is not limited to – whaikōrero, waiata, whakapapa, kapa haka, karakia, pepeha, mihimihi, mōteatea;
evidence of two is required.

1.2 Traditional Māori methods of non-verbal communication within whānau, hapū, and iwi are explained.

Range may include but is not limited to – tā moko, whakairo, kōwhaiwhai, tokotoko, tāniko, tukutuku;
evidence of two is required.

Outcome 2

Explain contemporary Māori methods of communication.

Performance criteria

2.1 Communication media is explained in terms of its suitability for Māori.

Range may include but is not limited to – telephone, video, TV, radio, USB, mobile phone, e-mail, internet, computer, data show, social media;
evidence of two is required.

2.2 Contemporary and traditional (blended) methods of communication are explained in terms of their appropriate use in various setting.

Range settings may include but are not limited to – kōrero kanohi ki te kanohi, kōrero ki te whānau, kōrero ki te hapū, kōrero ki te iwi, waiata, kapa haka, korikori tinana (e.g. kopikopi, waewae takahia);
evidence of two is required.

Outcome 3

Explain methods of effective communication used by kaimahi in a hauora context.

Performance criteria

3.1 Methods of effective communication with Māori client groups are explained in terms of their appropriateness.

Range communication methods include – paraphrasing, summarising, reflecting, clarifying, verbal, non-verbal, open and closed questioning, te reo, touching;
evidence of two different communication methods for two Māori client groups is required.

3.2   Learning styles are explained in terms of their effectiveness in a hauora context.

           Range   learning styles may include but are not limited to – tactile,
                        kinaesthetic, auditory, visual, tuakana and teina;
                        evidence of two learning styles is required.

3.3   Feedback processes used by kaimahi are explained in terms of effective
           communication.

           Range   may include but is not limited to – pātai tuhituhi, pātai kōrero,
                        pūrongo tuhituhi, pūrongo kōrero, kanohi ki te kanohi, hui ā
                        whānau;
                        evidence of two is required.

Planned review date	31 December 2027

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 December 2002	31 December 2012
Review	2	20 August 2010	31 December 2017
Review	3	10 December 2015	31 December 2018
Review	4	18 August 2016	31 December 2022
Revision	5	28 September 2017	31 December 2022
Rollover and Revision	6	25 November 2021	31 December 2024
Review	7	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference	0226

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.

Comments on this unit standard

Please contact NZQA Māori Qualifications Services mqs@nzqa.govt.nz if you wish to
suggest changes to the content of this unit standard.