

<b>Title</b>	<b>Explain traditional and contemporary methods of communication used by whānau</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>8</b>

<b>Purpose</b>	People credited with this unit standard are able to: explain traditional and contemporary methods of verbal and non-verbal communication used within whānau; explain communication processes used by whānau; demonstrate traditional and contemporary communication processes used by whānau.
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<b>Classification</b>	Te Ara Hou ki te Ora > Whānau Ora
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 **Definition**  
*Whānau Ora* is about empowering whānau to take control of their future: to be self-determining (cohesive, resilient and nurturing); confidently participating in te ao Māori; to be living healthy lifestyles; to be participating fully in society; and to be economically secure; with initiatives that add value, build upon the strengths and capabilities that lead to better outcomes for whānau, hapū, iwi and hapori.
- 2 *Communication skills* may include but are not limited to – listening, non-verbal, friendliness, clarity, succinctness, confidence, empathy, open mindedness, respect, feedback, and selecting the right medium.
- 3 *Communication processes* with whānau may include but are not limited to – paraphrasing, summarising, reflecting, clarifying, verbal, non-verbal, open and closed questioning, te reo, sensory.
- 4 It is important when working with whānau, knowledge of te reo, whakapapa, tikanga, and kawa enhance effective communication skills and processes.
- 5 Legislation relevant to this unit standard may include but is not limited to – Health and Safety at Work Act 2015; Treaty of Waitangi Act 1975. Legislation accessed at [www.legislation.govt.nz](http://www.legislation.govt.nz)
- 6 Resource support may include but is not limited to:  
He Whakaputanga o te Rangatiratanga o Nu Tirenī (1835). Accessed at <https://www.archives.govt.nz/discover-our-stories/the-declaration-of-independence-of-new-zealand>.  
Te Puni Kōkiri (2016). *Whānau Ora Outcomes Framework*. Wellington: Te Puni Kōkiri. Accessed at <https://www.tpk.govt.nz/docs/tpk-wo-outcomesframework-aug2016.pdf>.

Te Tiriti o Waitangi (1840). Accessed at <https://www.archives.govt.nz/discover-our-stories/the-treaty-of-waitangi>.

Waitangi Tribunal (2011). *Ko Aotearoa tēnei: a report into claims concerning New Zealand law and policy affecting Māori culture and identity. Te taumata tuatahi.*

Wellington: Waitangi Tribunal. Accessed at

<https://waitangitribunal.govt.nz/publications-and-resources/waitangi-tribunal-reports/>.

7 All sources of information must be acknowledged.

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## Outcomes and performance criteria

### Outcome 1

Explain traditional and contemporary methods of verbal and non-verbal communication used within whānau.

#### Performance criteria

1.1 Traditional and contemporary Māori methods of verbal communication within whānau are explained.

Range traditional and contemporary methods of verbal communication refer to – kanohi ki te kanohi, hui, whaikōrero, waiata, whakapapa, kapa haka, karakia, pepeha, mihimihi, mōteatea; evidence of two traditional and two contemporary Māori methods of communication are required.

1.2 Traditional and contemporary Māori methods of non-verbal communication within whānau are explained.

Range traditional Māori methods of non-verbal communication refers to – tā moko, whakairo, kōwhaiwhai, tokotoko, tāniko, tukutuku; evidence of two traditional and two contemporary Māori methods of non-verbal communication are required.

### Outcome 2

Explain communication processes used by whānau.

#### Performance criteria

2.1 Communication media are explained in terms of their effectiveness.

Range communication media refer to – telephone, video, TV, radio, DVD, USB, mobile phone, e-mail, Wi-Fi, computer, data show, social media; evidence of communication with one whānau is required.

2.2 Blended communication processes are explained in terms of their effectiveness.

Range traditional and contemporary blended methods of communication 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 communication processes with one whānau is required.

2.3 Feedback processes are explained in terms of their effectiveness.

Range feedback processes refer to – pātai tuhituhi, pātai kōrero, pūrongo tuhituhi, pūrongo kōrero, kanohi ki te kanohi, hui ā whānau; evidence of feedback processes with two whānau is required.

### Outcome 3

Demonstrate traditional and contemporary communication processes used by whānau.

#### Performance criteria

3.1 Traditional and contemporary Māori methods of communication used by whānau are demonstrated.

Range may include but is not limited to – visual, social, logical, physical, verbal, aural, solitary, tuakana/teina; evidence of two traditional and two contemporary communication processes with whānau are required.

<b>Planned review date</b>	31 December 2027
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 September 2017	31 December 2024
Review	2	26 January 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0226
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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 NZQA Māori Qualifications Services [mqs@nzqa.govt.nz](mailto:mqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.