

Qualification details

Qualification number/Te nama o te tohu mātauranga	2337		
English title/Taitara Ingarihi	New Zealand Certificate in Tourism Māori (Level 3)		
Māori title/Taitara Māori			
Version number/Te putanga	3	Qualification type/Te momo tohu	Certificate
Level/Te kaupae	3	Credits/Ngā whiwhinga	60
NZSCED/Whakaraupapa	080701 Management and Commerce>Tourism>Tourism Studies		
Qualification developer/Te kaihanga tohu	New Zealand Qualifications Authority		
Review Date /Te rā arotake	31 December 2024		

Outcome statement/Te tauāki ā-hua

Strategic Purpose statement/ Te rautaki o te tohu
<p>This qualification is an introductory 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.</p> <p>Graduates will have a basic understanding of mātauranga Māori and 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 in a tourism context.</p>

Graduate Profile/Ngā hua o te tohu
<p>Graduates of this qualification will be able to:</p> <ul style="list-style-type: none"> - Apply work-place practices utilising appropriate expressions of manaakitanga when engaging with manuhiri across a range of tourism contexts. - Apply work-place practices utilising appropriate expressions of kaitiakitanga in relation to people, places and events in a tourism context. - Demonstrate rangatiratanga in accordance with local tikanga and kawa in a Tourism context. - Apply work-place practices utilising appropriate te reo during a tourism event.

Guiding Principles
<p>Manaakitanga - Nāu te rourou, nāku te rourou ka ora te manuhiri. This kaupapa acknowledges the responsibilities for hosting and the implications around guardianship of whenua, taonga, and tangata/ manuhiri. It requires tangata whenua to deliver the very best - it demands excellence.</p> <p>Kaitiakitanga - Whatu ngarongaro te tangata, toitū te whenua. this kaupapa refers to the skills, knowledge, and cultural practices to protect, sustain and enhance taonga and resources of Te Taiao. May include whenua, maunga, moana, awa, roto.</p> <p>Rangatiratanga - He uri whakaheke nō ngā kāwai rangatira. This kaupapa refers to the knowledge, skills and expertise required to demonstrate leadership in a tourism context. This includes knowledge of local kawa and tikanga and engagement with manuhiri.</p> <p>Whanaungatanga - Ehara taku toa i te toa takitahi, ēngari he toa takitini. This kaupapa embraces the skills and strategies that relate to communications and being able to establish, maintain and enhance relationships, both internally and externally.</p> <p>Pukengatanga - Ka tipu te whaihanga e hika. Highlights the importance of keeping engaged and up to date with industry practices, new knowledge and technologies.</p>

Education Pathway/ Ngā huarahi mātauranga
<p>Graduates who complete this qualification may undertake further study towards:</p> <ul style="list-style-type: none"> * New Zealand Certificate in Tourism Māori (Level 4) [Ref: 2338] * New Zealand Certificate in Tour Guiding (Level 4) [Ref: 2203] * New Zealand Certificate in Tourism (Level 4) [Ref: 2202] * New Zealand Certificate in Tourism Conventions and Incentives (Level 4) [Ref: 2208]

Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki
<p>Graduates of this qualification will have the skills and knowledge to work in entry level positions in any tourism business in Aotearoa New Zealand.</p> <p>Roles that this qualification may lead to include:</p> <ul style="list-style-type: none"> * Tour guide * Customer Service representative * Receptionist * i-Site role * Ringawera - marae based tourism role * Visitor host * Community and cultural roles.

Qualification Specifications/ Ngā tauwhāititanga o te tohu

Qualification Award/ Te whakawhiwhinga o te tohu	This qualification may be awarded by an organisation with an approved programme of study or industry training
Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga	<p>The process for ensuring consistency of the Tourism Maori graduate profiles will be evidence-based, outcomes-focussed, and grounded in the guiding principles of this qualification and the principles of Te Hono o Te Kahurangi.</p> <p>Each education organisation is responsible for preparing a summary self-assessment report which uses evidence to demonstrate how well its graduates meet the graduate profile outcomes at the appropriate threshold. Each education organisation decides what specific evidence it will provide. Evidence of the following may be provided for the Tourism Māori consistency reviews:</p> <ul style="list-style-type: none"> • Effective internal and external moderation

	<p>processes, including internal moderation results relating to graduate outcomes.</p> <ul style="list-style-type: none"> • Feedback and actions taken by the education organisation in response to feedback and must include feedback from graduates, current students, tutors/assessors, and graduate destinations (such as employers, next programme provider, the community/other stakeholders). • Portfolios of work. • Samples of assessment materials. • Samples of learner work. • Programme completion data and course results. • Moderation outcomes which may include moderation/benchmarking across common programmes. • Relevant external evaluation and review data where applicable. • Employer surveys. • Graduate surveys. • Whānau, hapū, iwi, hapori surveys. <p>Evidence of the following may be provided for the consistency reviews:</p> <ul style="list-style-type: none"> • Tourism Māori programme evaluation reports. • Benchmarking with other providers. • Site visit reports.
<p>Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga</p>	<p>The minimum standard of achievement required for award of the qualification will be the achievement of all of the outcomes in the graduate profile through successful completion of an NZQA approved programme.</p>
<p>Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumarū, ki ngā here ā-ture rānei)</p>	
<p>General conditions for programme/ Ngā tikanga whānui o te hōtaka</p>	<p>The context for the delivery of programmes leading to the award of the Tourism Māori qualification, actively supports Māori preferred ways of teaching, learning, learning support, and pastoral care.</p> <p>Optional Assessment Standards which are available to support the development of Programmes and used to assess against the outcomes of this qualification can be accessed on the following page of the NZQA website: www.nzqa.govt.nz/framework/explore</p> <p>Te Reo me ōna Tikanga Māori are inherent and embedded within the kaupapa and values of this qualification.</p> <p>The programme must have in place appropriate</p>

	<p>mechanisms/protocols, to ensure tangata whenua and/or mana whenua are engaged, involved and consulted, with regard to local tikanga and kawa as it pertains to the outcomes of the qualification. Mechanisms/protocols may include, but are not limited to:</p> <ul style="list-style-type: none"> • Memorandum of Partnership; • Relationship strategy and supporting operational policies and requirements in place; • Designated Māori relationship role/position; • Provisions for kaumātua or whānau, hapū or iwi knowledge holders acting in an advisory capacity. <p>All programmes leading to this qualification must be evaluated and approved under the Te Hono o Te Kahurangi quality assurance framework.</p> <p>The following topics may be included in programmes:</p> <ul style="list-style-type: none"> • tikanga Māori • te kawa o te marae • correct te reo Māori pronunciation • the history of Māori tourism • ngā waka • ngā huihuinga (including events management) • ngā Ātua Māori • whakapapa • ngā pepeha • history of natural and significant sites • kaitiaki practices (governance) • Māori place names • greeting and farewells • hospitality management • tourism services • customer service skills • health and safety
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Conditions relating to the Graduate Profile /Ngā tikanga e hāngai ana ki nga hua o te tohu

Qualification outcomes/ Ngā hua		Credits/Ngā whiwhinga	Conditions/Ngā tikanga
1.	Apply work-place practices utilising appropriate expressions of manaakitanga when engaging with manuhiri across a range of tourism contexts.	15 credits	
2.	Apply work-place practices utilising appropriate expressions of kaitiakitanga in relation to people, places and events in a tourism context.	15 credits	
3.	Demonstrate rangatiratanga in accordance with local tikanga and kawa in a Tourism	15 credits	

	context.		
4.	Apply work-place practices utilising appropriate te reo during a tourism event.	15 credits	

Transition information/ He kōrero whakawhiti

Replacement information/ He kōrero mō te whakakapi	N/A
Additional transition information/ Kō ētahi atu kōrero mō te whakakapi	Version 3 of this qualification was published in August 2020 following a revision to the general conditions.