

Qualification details

Qualification number/Te nama o te tohu mātauranga	2338		
English title/Taitara Ingarihi	New Zealand Certificate in Tourism Māori (Level 4)		
Māori title/Taitara Māori			
Version number/Te putanga	3	Qualification type/Te momo tohu	Certificate
Level/Te kaupae	4	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

<p>Strategic Purpose statement/ Te rautaki o te tohu</p> <p>The purpose of this qualification is to provide the Tourism industry with individuals who have an understanding of Te Ao Māori.</p> <p>The qualification maybe suitable for people already working within a tourism context and/or are seeking to progress their career into Tourism - Māori as front-line operators.</p> <p>Graduates of this qualification will have the level of mātauranga Māori required to work independently in front-line positions within the Tourism industry to deliver authentic experiences to manuhiri within Aotearoa. Graduates of this qualification will also be able to acknowledge, reflect and practice local tikanga in a tourism context.</p>

<p>Graduate Profile/Ngā hua o te tohu</p> <p>Graduates of this qualification will be able to:</p> <ul style="list-style-type: none"> - Lead and support manaakitanga in all processes within a Tourism environment. - Identify and respond appropriately with katiakitanga practices to effectively support Tourism business. - Apply knowledge of rangatiratanga to support decision making for sustainability of Tourism businesses and operations. - Incorporate effective te reo and tikanga Māori into professional practices in a Tourism context.

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 all resources of Te Taiao may include whenua, maunga, moana, awa and roto. For the purpose of this qualification, the term Te Taiao. May include but is not limited to - marae, pā sites, wāhi tapu, taonga tuku iho, taonga tūturu, cultural sites, flora, fauna and mātauranga.</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! This kaupapa 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 the:</p> <ul style="list-style-type: none"> - New Zealand Diploma in Tourism Māori (Level 5) [Ref: 2339] - New Zealand Diploma in Tourism and Travel (Level 5) [Ref: 2206]

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 a wide variety of positions in the tourism industry with an emphasis on Tourism Māori.</p> <p>Roles that this qualification can lead to include: * Visitor centre advisor * Kaiwhakahaere tourism role * Kaitiaki tourism role * Tour guide.</p>

Qualification Specifications/ Ngā tauwhāititanga o te tohu

<p>Qualification Award/ Te whakawhiwhinga o te tohu</p>	<p>This qualification may be awarded by an organisation with an approved programme of study or industry training</p>
<p>Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga</p>	<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.</p>

	<p>Evidence of the following may include:</p> <ul style="list-style-type: none"> • Effective internal and external moderation processes, including internal moderation results relating to graduate outcomes. • 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. 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 has in place appropriate 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.</p> <p>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"> • mihi, waiata, karakia • pūrākau and pakiwaitara • Te Tiriti o Waitangi • administrative systems • an introduction to research • Māori involvement in tourism • business concepts of marketing, financial management, human resources • essential aspects of marae tikanga • planning and conducting a tour on a marae • 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.	Lead and support manaakitanga in all processes within a Tourism environment.	15 credits	

2.	Identify and respond appropriately with katiakitanga practices to effectively support Tourism business.	15 credits	
3.	Apply knowledge of rangatiratanga to support decision making for sustainability of Tourism businesses and operations.	15 credits	
4.	Incorporate effective te reo and tikanga Māori into professional practices in a Tourism context.	15 credits	

Transition information/ He kōrero whakawhiti

Replacement information/ He kōrero mō te whakakapi	
Additional transition information/ Kō ētahi atu kōrero mō te whakakapi	<p>Version information</p> <p>This qualification was published in August 2020 following a revision to the general conditions.</p> <p>Version 2 of this qualification was published in December 2019 following a scheduled review.</p> <p>Transition information</p> <p>The last date of assessment for version 1 of this qualification is 31 December 2023.</p>