

41187**Use culturally responsive communication with Māori in education, health, or community settings**

Kaupae Level	2
Whiwhinga Credit	5
Whāinga Purpose	<p>This skill standard is intended for people working, or preparing to work, in education, health and community settings in Aotearoa New Zealand that involves communication with Māori.</p> <p>People credited with this skill standard are able to use culturally responsive communication with Māori informed by an understanding of cultural diversity and safety.</p> <p>This skill standard can be used for assessment across a range of programmes where culturally safe engagement with Māori is required.</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Use culturally responsive communication with Māori in education, health, and community settings.	a. Describe own cultural identity and how it may influence communication.
	b. Explain how cultural diversity, cultural safety, and cultural capability inform responsive communication with Māori.
	c. Describe key Māori concepts relevant to communication.
	d. Use culturally responsive communication with Māori within own role.
	e. Reflect on own communication practice and identify improvement.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria*Assessment specifications:*

- Evidence provided for assessment against this skill standard must be collected:
 - in accordance with workplace or organisational policies and procedures
 - within the boundaries of the learner's role and scope of responsibility
 - in an education, health, and community setting.

Education, health, and community settings include, allied health, complementary therapies, emergency and first response, social services, disability support, aged residential care, workplace health and safety, health, funeral services, education, corrections, cleaning, and addiction treatment, including non-clinical community mental health and addiction contexts.

Definitions:

- *Cultural capability* refers to the ability to interact with a person from a different cultural or ethnic background.
- *Cultural diversity* refers to the variety of diverse and different cultures that exist within a community.
- *Cultural safety* refers to the creation and maintenance of comfortable and secure environments in which a person feels their identity is respected. This is determined by Māori and services users, not the practitioner.
- *Manaakitanga* refers to a whānau-centred approach towards improving quality of life, developing respectful relationships, and enhancing the mana and health and wellbeing of others.
- *Noa* refers to something that is common and can be used without restriction. It is the opposite of tapu.
- *Tapu* refers to something – could be a person, object, or place – which is interpreted as being sacred.
- *Tikanga* refers to Māori values, processes, and practices exercised by Māori in their daily lives.
- *Whānau* refers in a wide sense to family and the concept of whakapapa – interaction and development of relationships.
- *Whanaungatanga* refers to the importance to Māori of quality relationships developed through shared experiences and working together, providing people with a sense of belonging.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Cultural identity and diversity

- Own cultural background and its influence on communication.
- Cultural diversity in education, health, and community settings.

Cultural safety and capability

- Differences between cultural awareness, cultural capability, and cultural safety.
- Why cultural safety is important when working with Māori.

Māori concepts in communication

- Tikanga, manaakitanga, and whanaungatanga in education, health, and community interaction.
- Tapu and noa and their relevance to culturally safe practice.

Communication practice

- Use of respectful language and tone.
- Use of te reo Māori greetings and farewells with correct pronunciation.
- Engagement with Māori and collective decision-making.
- Reflection and feedback to improve communication.

Rauemi | Resources

- Ministry of Health. (2024). *Te Tiriti o Waitangi framework*. Available at <https://www.health.govt.nz/maori-health/te-tiriti-o-waitangi-framework>.
- New Zealand Government. (2019). *Te Ara Encyclopaedia of New Zealand*. <https://teara.govt.nz/en>.

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Education, Health and Community Industry Skills Board
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Community and Social Services > Health, Disability, and Aged Support > Health and Disability Principles in Practice
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0024

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	30 April 2026	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2030		

Please contact Education, Health and Community Industry Skills Board at qualifications@ehcisb.nz to suggest changes to the content of this skill standard.