Title | Explain the use of tikanga in Māori incorporated entities
--- | ---
Level | 4
Credits | 10

**Purpose**
People credited with this unit standard are able to explain: the use of tikanga in relation to Māori incorporated entities; key Māori roles and functions in Māori incorporated entities, and the tikanga required; and how tikanga can be used in interpersonal communication situations.

**Classification**
Māori Business and Management > Māori Management - Generic

**Available grade**
Achieved

**Explanatory notes**

1. **Definitions**
   *Tikanga* are cultural practices or protocols exercised by Māori in their daily lives. These practices or protocols reflect the concepts upon which they are based and provide guidelines for appropriate behaviour in Māori society. For the purpose of this unit standard, tikanga are the identified practices or protocols of any Māori incorporated entity.
   *Karakia* are prayers or ritual prose, which are recited in most situations where kawa or tikanga are used. Karakia are integral to most formal proceedings as they provide the spiritual basis.
   *Manaakitanga* or providing hospitality is a fundamental practice which has a range of applications. An associated aspect is the concept of tiaki or caring for others. *Mana*, and the particular aspects referred to are respect and status of individuals. Respect for others, and therefore their mana, is very important.

2. **Māori incorporated entities (MIE)** are organisations whose kaupapa are whānau, hapū, iwi, and/or hapori Māori-based. What distinguishes an MIE from a non-Māori incorporated entity is that the MIE will be Māori owned and fully or substantially controlled by Māori, and predominantly staffed by Māori. There will be an emphasis on Māori wanting to preserve and sustain (and, in some cases, adapt) uniquely Māori concepts, values and priorities to their business structures. Part of its kaupapa may be to support particular outcomes for Māori. Therefore, the definition of what is an MIE is not limited to just Māori ownership. It extends to include Māori leadership, management and employees. Modern-day examples include, but are not limited to: Ahu Whenua Trusts, Crown Forest Rental Trust, Asset Holding Companies, Post-settlement Governance Entities, Iwi Authorities, Māori Council, Māori Wardens, Māori Women’s Welfare League, Marae Trusts, NZ Māori Council, Rūnanga, Tribal committees, Trust Boards, Urban Māori Authorities, Whānau Trusts, incorporated partnerships.
Māori management situations refer to management situations involving Māori staff or clients. Situations may occur around the management of – personnel issues, staff issues, policy and/or procedure issues, management and board relationships, internal and external relationships, stakeholder relationships.

3 A range of communication skills may be brought to bear when interacting with Māori. These include – reading and using non-verbal communication, appropriate use of te reo Māori, appropriate use of tikanga and kawa, appropriate use of humour, understanding of group dynamics.

4 Resource support includes:

Outcomes and evidence requirements

Outcome 1

Explain the use of tikanga and kawa in relation to Māori incorporated entities.

Evidence requirements

1.1 Recognition of tikanga and kawa is explained in terms of the local iwi and/or hapū.

1.2 The provisions for tikanga and kawa are explained in terms of their influence on management situations.

Range includes – formal and informal management situations.

1.3 The use of tikanga and kawa are explained within a range of management situations.

Range includes – formal and informal management situations; management situations may include but are not limited to – pōwhiri to new staff, poroaki to outgoing staff, internal communications, external communications, attendance by staff at hui Māori, staff training and development.

Outcome 2

Explain key Māori roles and functions in Māori incorporated entities, and the tikanga and kawa required.

Range includes – formal and informal Māori roles and functions.
Evidence requirements

2.1 Key roles and functions are explained in terms of people designated to fulfil those key roles and functions within the organisation.

Range key roles and functions may include but are not limited to – designated speakers, female role in greeting, designated spiritual leader, organiser, coordinator, manager, support staff, staff; evidence of four is required.

2.2 Key roles and functions are explained in terms of required practise of tikanga and kawa.

Outcome 3

Explain how tikanga and kawa can be used in interpersonal communication situations.

Range situations may include but are not limited to – greeting staff; formal staff interactions; informal staff interactions; staff interactions; interactions with clients, customers, shareholders; evidence of three situations is required.

Evidence requirements

3.1 Tikanga and kawa are explained in terms of how they are practised in relation to each situation.

3.2 Specific practices and their use in relation to each situation are identified.

Range practice may include, but are not limited to – hongi, recognition of an individual’s whakapapa, whakawhanaunga, appropriate use of humour.

Planned review date 31 December 2021

Status information and last date for assessment for superseded versions

<table>
<thead>
<tr>
<th>Process</th>
<th>Version</th>
<th>Date</th>
<th>Last Date for Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration</td>
<td>1</td>
<td>21 May 1997</td>
<td>31 December 2012</td>
</tr>
<tr>
<td>Revision</td>
<td>2</td>
<td>16 January 2001</td>
<td>31 December 2012</td>
</tr>
<tr>
<td>Review</td>
<td>4</td>
<td>9 December 2010</td>
<td>31 December 2017</td>
</tr>
<tr>
<td>Rollover and Revision</td>
<td>5</td>
<td>20 August 2015</td>
<td>31 December 2019</td>
</tr>
<tr>
<td>Review</td>
<td>6</td>
<td>20 April 2017</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Consent and Moderation Requirements (CMR) reference

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

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

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