

Title	Explain Māori methods of effective communication used by kaimahi in a hauora context		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to explain traditional and contemporary Māori methods of communication, and methods of effective communication used by kaimahi in a hauora context.
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Classification	Te Ara Hou ki te Ora > Hauora
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Available grade	Achieved
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Guidance Information

Glossary

Hauora means the appropriate practices associated with the holistic wellbeing of an individual as a member of a whānau, hapū, and iwi. For the purpose of this unit standard, these practices are determined by service providers or entities that operate within a hauora context.

Hauora context refers to a hauora service provider capacity and environment.

Traditional means pre-1945.

Contemporary means post-1945.

For this unit standard *kaimahi* refers to community workers working with tūrora.

Māori client group refers to people who share a specific set of hauora needs. Examples may include pregnant wāhine, people with disabilities, rangatahi, kaumātua, Māori women, Māori men, and Māori parents.

Outcomes and performance criteria

Outcome 1

Explain traditional Māori methods of communication.

Performance criteria

- 1.1 Traditional Māori methods of verbal communication within whānau, hapū, and iwi are explained in a hauora context.

Range may include but is not limited to – whaikōrero, waiata, whakapapa, kapa haka, karakia, pepeha, mihimihi, mōteatea; evidence of two is required.

- 1.2 Traditional Māori methods of non-verbal communication within whānau, hapū, and iwi are explained in a hauora context.

Range may include but is not limited to – tā moko, whakairo, kōwhaiwhai, tokotoko, tāniko, tukutuku;
evidence of two is required.

Outcome 2

Explain contemporary Māori methods of communication.

Performance criteria

- 2.1 Communication media is explained in terms of its suitability for Māori.

Range may include but is not limited to – telephone, video, TV, radio, CD, DVD, USB, mobile phone, e-mail, internet, computer, data show, social media;
evidence of two is required.

- 2.2 Contemporary and traditional (blended) methods of communication are explained in terms of their appropriate use in various setting.

Range settings may 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 two is required.

Outcome 3

Explain methods of effective communication used by kaimahi in a hauora context.

Performance criteria

- 3.1 Methods of effective communication with Māori client groups are explained in terms of their appropriateness.

Range communication methods include – paraphrasing, summarising, reflecting, clarifying, verbal, non-verbal, open and closed questioning, te reo, touching;
evidence of two different communication methods for two Māori client groups is required.

- 3.2 Learning styles are explained in terms of their effectiveness in a hauora context.

Range learning styles may include but are not limited to – tactile, kinaesthetic, auditory, visual, tuakana and teina;
evidence of two learning styles is required.

3.3 Feedback processes used by kaimahi are explained in terms of effective communication.

Range may include but is not limited to – pātai tuhituhi, pātai kōrero, pūrongo tuhituhi, pūrongo kōrero, kanohi ki te kanohi, hui ā whānau; evidence of two is required.

Planned review date	31 December 2022
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 December 2002	31 December 2012
Review	2	20 August 2010	31 December 2017
Review	3	10 December 2015	31 December 2018
Review	4	18 August 2016	31 December 2022
Revision	5	28 September 2017	31 December 2022
Rollover and Revision	6	25 November 2021	N/A

Consent and Moderation Requirements (CMR) reference	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 if you wish to suggest changes to the content of this unit standard.