

<b>Title</b>	<b>Communicate in the workplace using conversational te reo Māori and waiata</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit standard are able to: communicate in the workplace using a vocabulary of conversational words and phrases in te reo Māori; communicate in the workplace using greetings and sign-offs in te reo Māori; and demonstrate knowledge of, and use, waiata when communicating in the workplace.
----------------	--

<b>Classification</b>	Māori Business and Management > Māori Management - Generic
-----------------------	--

<b>Available grade</b>	Achieved
------------------------	----------

---

## Guidance Information

- 1 This unit standard is designed for people with little experience of Māori language or protocol, but who are working in an environment with Māori clients and/or staff. The focus of this standard is cultural and linguistic, as the challenge for candidates is to achieve communication with Māori in their workplace, while recognising the importance of te reo Māori to do this. Therefore, small errors in grammar and/or pronunciation are acceptable as long as communication is achieved, and workplace practice is adhered to and participated in. It is expected that for all elements of this unit standard candidates will be assessed on the appropriateness of their behaviour and use of te reo in the situation (for example recognising if the occasion calls for formality).
- 2 Definitions  
*Waiata* in the context of this unit standard refers to mōteatea, hīmene, and popular songs or waiata ā-ringa, both traditional and contemporary. The candidate will not be assessed for the quality of their delivery (so long as there is no whati or break), nor is it expected that they will give a solo performance.  
*Conversational words and phrases in te reo Māori* may include words that are used in the following areas:
  - waka, iwi, rohe, or takiwā
  - Te Tiriti o Waitangi
  - Māori kinship terms and roles within whānau, hapū, and iwi
  - marae hui, marae protocol, marae complex
  - Māori concepts, principles, and values
  - mihimihi, pōwhiri, poroaki – greetings and sign-offs
  - kupu specific to candidate's own workplace.

- 3 Candidates should adhere to and comprehend the rhythm, intonation, pronunciation, concepts, words, and structure of the language. These form part of the dialect of the language and can vary between, and be particular to, whānau, hapū, or iwi.
- 4 Candidates are encouraged to follow the best practice guidelines for spelling and writing Māori, prepared by Te Taura Whiri i te Reo Māori. The guidelines are available from <https://www.tetaurawhiri.govt.nz/assets/Uploads/Corporate-docs/Orthographic-conventions/58e52e80e9/Guidelines-for-Maori-Language-Orthography.pdf>.
- 5 Resource support includes:
  - Māori Dictionary Online – <http://maoridictionary.co.nz/>.
  - Ngata, H. M., (1994). *English-Māori Dictionary*. (Wellington: Learning Media Ltd).
  - Te Taura Whiri i te Reo Māori – New Zealand Māori Language Commission, (2012). *Māori Orthographic Conventions*. (Te Taura Whiri i te Reo Māori, Te Whanganui ā-Tara).
  - Te Taura Whiri i te Reo Māori – New Zealand Māori Language Commission. *Ako* (te reo Māori learning resources) – <https://www.tetaurawhiri.govt.nz/en/learn/>.
  - Te Taura Whiri i te Reo Māori – New Zealand Māori Language Commission, (1996). *Te Matatiki: Contemporary Māori Words*. Auckland: Oxford University Press.
  - Te Taura Whiri i te Reo Māori – New Zealand Māori Language Commission, (1997). *Māori for the Office: Te Reo Māori mō Te Tari*. 2<sup>nd</sup> ed. (Auckland: Oxford University Press).
  - Williams, H. W., (2000). *A Dictionary of the Māori Language*. 7<sup>th</sup> ed. (Wellington: Legislation Direct).
  - Williams Dictionary Online – <http://nzetc.victoria.ac.nz/tm/scholarly/tei-WillDict.html>.
  - Te Kete Ipurangi (*Reo Māori Resources*) – <http://tereomaori.tki.org.nz/Reo-Maori-resources>.
  - Tōku Reo – <http://tokureo.maori.nz/>.

---

## Outcomes and performance criteria

### Outcome 1

Communicate in the workplace using a vocabulary of conversational words and phrases in te reo Māori.

Range 50 words and 10 phrases.

### Performance criteria

- 1.1 Conversational words and phrases are identified and defined in accordance with te reo Māori.
- 1.2 The relevance to the workplace of words and phrases is explained in accordance with tikanga and te reo Māori.

1.3 Communication in the workplace is appropriate to the situation and is in accordance with workplace practice.

Range one situation requiring oral communication (kanohi ki te kanohi) and one situation requiring written communication (which may include e-mail, letter, memorandum).

1.4 Words and phrases are pronounced correctly.

## Outcome 2

Communicate in the workplace using greetings and sign-offs in te reo Māori.

Range three formal and informal greetings and three formal and informal sign-offs.

### Performance criteria

2.1 Greetings and sign-offs in te reo Māori are made in accordance with te reo Māori and workplace practice.

Range one situation requiring oral communication (kanohi ki te kanohi) and one situation requiring written communication (which may include e-mail, letter, memorandum).

2.2 Greetings and sign-offs made are appropriate to the workplace, people, and situation.

2.3 Greetings and sign-offs are pronounced correctly.

## Outcome 3

Demonstrate knowledge of, and use, waiata when communicating in the workplace.

Range two waiata.

### Performance criteria

3.1 Waiata appropriate to the workplace and occasion is selected and used.

Range two different occasions.

3.2 The appropriateness of the waiata is explained in terms of type, content, and relevance for communicating in the workplace.

3.3 Words of the waiata are pronounced correctly.

<b>Planned review date</b>	31 December 2026
----------------------------	------------------

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	25 October 2007	31 December 2019
Rollover	2	27 April 2012	31 December 2019
Rollover	3	18 June 2015	31 December 2019
Rollover and Revision	4	18 August 2016	31 December 2019
Review	5	20 April 2017	31 December 2023
Review	6	25 March 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0113
--	------

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

**Comments on this unit standard**

Please contact the NZQA Māori Qualifications Services [mqs@nzqa.govt.nz](mailto:mqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.