Title	Demonstrate knowledge of Māori with connections to the workplace, and tikanga for communicating with Māori		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to demonstrate knowledge of Māori with connections to the workplace, and explain tikanga in relation to communicating with Māori.

Classification	Māori Business and Management > Māori Management - Generic

Available grade	Achieved

Guidance Information

1   Definitions
     Hui is a commonly used process for interacting with Māori groups. Effective hui
     depend on a range of factors which may include correct use of tikanga and kawa,
     understanding roles and responsibilities of key participants, reading the political
     situation and a general understanding of the background and purpose of the kaupapa
     at hand.
     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. A
     common example of manaakitanga is the practice of providing food for guests.
     Māori, in terms of the workplace, refers to both external clients and internal staff.
     Tikanga are cultural practices exercised by Māori in their daily lives. These practices
     reflect the concepts upon which they are based and provide guidelines for
     appropriate behaviour in Māori society. They also prescribe consequences for any
     breaches or when tikanga is not followed. They can be particular to a marae,
     whānau, hapū, or iwi.
     Whakatau/Mihimihi/Pōwhiri. Each of these practices relate to the appropriate
     protocols for interaction with Māori individuals and groups. If the correct protocols are
     not followed, embarrassment and insult can result. How each or a combination of
     these protocols is handled varies from situation to situation dependent on the group
     involved, the purpose of the encounter and the background which has led to the
     encounter.
     Workplace initiative in the context of this unit standard refers to any project or work
     programme in which are engaged in a consultative or advisory capacity in matters of
     policy or tikanga.

2   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.

3   Resource support includes:
        Barlow, Cleve, (1991). *Tikanga Whakaaro: Key Concepts in Māori Culture*.
        (Auckland, Oxford University Press).

4   Range
        For Māori, details of at least two of the following must be included – whānau, hapū,
        iwi, marae, mana whenua, tangata whenua, taura here, Māori organisations.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of Māori with connections to the workplace.

Performance criteria

1.1   Māori for own workplace are identified in terms of their connections to the
        workplace.

1.2   The involvement of Māori in one workplace initiative is explained in terms of
        their position of authority and specific relationship to the initiative.

Outcome 2

Explain tikanga in relation to communicating with Māori.

Performance criteria

2.1   Tikanga are explained in relation to interpersonal communication with Māori.

        Range   may include, but is not limited to – greetings in Māori, mihimihi,
                    whakawhanaunga, poroaki.

2.2   Tikanga are explained in relation to hui with Māori.

        Range   may include, but is not limited to – pōwhiri, whakatau, mihimihi,
                    karakia, whakawhanaungatanga, koha, manaakitanga;
                    evidence of three is required.

2.3   The relevance of tikanga is explained in terms of communicating with Māori.

        Range   may include, but is not limited to – mana atua, mana tangata, tapu,
                    noa, ārahi, aroha, āwhina, manaakitanga, rangatiratanga,
                    whanaungatanga, kotahitanga, wairuatanga, tūmanako,
                    whakapono, ūkaipōtanga;
                    evidence of three is required.

Planned review date	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

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