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| Title | Provide Māori culturally inclusive services in the workplace | | |
| Level | 3 | Credits | 3 |

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| Purpose | People credited with this unit standard are able to demonstrate knowledge of manaaki manuhiri, and the use of te reo Māori to engage with manuhiri, in the workplace. |
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| Classification | Māori Business and Management > Māori Office Systems |
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| Available grade | Achieved |
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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, as well as 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 policy 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**
Culturally inclusive services are services that ensure cultural participation, access, and the right to express and interpret culture. Respect, mutual trust and the establishment of good relationships are fundamental prerequisites for culturally inclusive services.
Manuhiri are visitors, either as an individual or as a group, and include people who telephone into a workplace.
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.
Manaaki manuhiri refers to the responsibility of taking care of ones' visitors to create an engagement based on mana, trust, respect, and tolerance.
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.
- 3 When dealing with manuhiri, personal presentation (including personal hygiene) will be of a standard that meets the organisation's requirements at all times.

- 4 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. *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*. 2nd ed. (Auckland: Oxford University Press).
- Williams, H. W., (2000). *A Dictionary of the Māori Language*. 7th ed. (Wellington: Legislation Direct).
- Williams Dictionary Online – <http://nzetc.victoria.ac.nz/tm/scholarly/tei-WillDict.html>.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of manaaki manuhiri in the workplace in accordance with the tikanga of the respective entity.

Performance criteria

- 1.1 The established processes for tikanga relating to manaaki manuhiri is explained.
- 1.2 Manuhiri needs are identified and manaakitanga is implemented.
- 1.3 A self-evaluation of the implementation of manaakitanga is undertaken to explain how the needs of manuhiri were met, or how improvements could be made where they weren't.

Outcome 2

Demonstrate the use of te reo Māori to engage with manuhiri in the workplace in accordance with the tikanga of the respective entity.

Performance criteria

- 2.1 Appropriate te reo Māori is used with manuhiri who engage with workplace activities on the phone and/or online.
- 2.2 Appropriate te reo Māori is used with manuhiri who engage with workplace activities in person.
- 2.3 Te reo Māori is pronounced correctly.

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| Replacement information | This unit standard replaced unit standard 2893. |
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| Planned review date | 31 December 2026 |
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Status information and last date for assessment for superseded versions

| Process | Version | Date | Last Date for Assessment |
|--------------|---------|---------------|--------------------------|
| Registration | 1 | 20 April 2017 | 31 December 2023 |
| Review | 2 | 25 March 2021 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0113 |
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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.