

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

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 to create an environment of trust, respect, and tolerance.
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Classification	Māori Business and Management > Māori Office Systems
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Available grade	Achieved
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Explanatory notes

- 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 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
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.
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.
- 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 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.

- 5 Resource support includes:
- Māori Dictionary Online – <http://maoridictionary.co.nz/>.
- Ngata, H. M., (1994). *English-Māori Dictionary*. (Wellington: Learning Media Ltd).
- Ngata Dictionary Online – <http://www.learningmedia.co.nz/ngata>.
- Te Taura Whiri i te Reo Māori – New Zealand Māori Language Commission.
Learning te reo Māori resources – <http://www.tetaurawhiri.govt.nz/te-ako-i-te-reo-maori/learning-te-reo-maori-resources/>.
- 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 evidence requirements

Outcome 1

Demonstrate knowledge of manaaki manuhiri in the workplace to create an environment of trust, respect, and tolerance.

Evidence requirements

- 1.1 The established processes for tikanga relating to manaaki manuhiri is explained in accordance with workplace practice.
- 1.2 Manuhiri needs are identified and manaakitanga is implemented in accordance with tikanga and workplace practice.
- 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 to create an environment of trust, respect, and tolerance.

Evidence requirements

- 2.1 Appropriate te reo Māori is used on the telephone when greeting and farewelling callers in accordance with workplace practice.
- 2.2 Appropriate te reo Māori is used when greeting and farewelling manuhiri who come into the workplace in accordance with workplace practice.
- 2.3 Greetings and farewells are pronounced correctly in accordance with te reo Māori and workplace practice.

Replacement information	This unit standard replaced unit standard 2893.
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Planned review date	31 December 2021
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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	N/A

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>.

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 mqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.