

Title	Identify and explain traditional and contemporary methods of effective communication used by whānau		
Level	3	Credits	8

Purpose	People credited with this unit standard are able to explain traditional and contemporary methods of verbal and non-verbal communication used within whānau; explain effective communication processes with whānau, and iwi; demonstrate traditional and contemporary communication processes with whānau.
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Classification	Te Ara Hou ki te Ora > Whānau Ora
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Available grade	Achieved
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Guidance Information

- 1 **Definition**
Whānau Ora is about empowering whānau to take control of their future: to be self-determining (cohesive, resilient and nurturing); confidently participating in Te Ao Māori; to be living healthy lifestyles; to be participating fully in society; and to be economically secure; with initiatives that add value, build upon the strengths and capabilities already present in the whānau, and lead to better outcomes for whānau.
- 2 **Communication skills** include listening, non-verbal, friendliness, clarity, succinctness, confidence, empathy, open mindedness, respect, feedback, and selecting the right medium. It is important when working with whānau to include: knowledge of te reo, whakapapa, tikanga, and kawa.
- 3 **Communication processes** with whānau refer to - paraphrasing, summarising, reflecting, clarifying, verbal, non-verbal, open and closed questioning, te reo, touching.
- 4 Legislation relevant to this unit standard may include but is not limited to the Treaty of Waitangi Act 1975; Health and Safety at Work Act 2015; and any subsequent changes.

Outcomes and performance criteria

Outcome 1

Explain traditional and contemporary methods of verbal and non-verbal communication used within whānau.

Performance criteria

- 1.1 Traditional and contemporary Māori methods of verbal communication within whānau is explained.
- Range traditional and contemporary methods of verbal communication refer to – kanohi ki te kanohi, hui, whaikōrero, waiata, whakapapa, kapa haka, karakia, pepeha, mihimihi, mōteatea; evidence of two traditional and two contemporary Māori methods of communication is required.
- 1.2 Two traditional and two contemporary Māori methods of non-verbal communication within whānau, and iwi is explained.
- Range traditional Māori methods of non-verbal communication refers to – tā moko, whakairo, kōwhaiwhai, tokotoko, tātiko, tukutuku; evidence of two traditional and two contemporary Māori methods of non-verbal communication is required.

Outcome 2

Explain effective communication processes with whānau, and iwi.

Performance criteria

- 2.1 Communication media are explained in terms of their effectiveness.
- Range communication media refer to – telephone, video, TV, radio, DVD, USB, mobile phone, e-mail, Wi-Fi, computer, data show, social media; evidence of communication with one whānau and one iwi is required.
- 2.2 Blended communication processes are explained in terms of their effectiveness.
- Range traditional and contemporary blended methods of communication include but is 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 communication processes with one whānau and one iwi is required.
- 2.3 Feedback processes is explained in terms of their effectiveness.
- Range feedback processes refer to – pātai tuhituhi, pātai kōrero, pūrongo tuhituhi, pūrongo kōrero, kanohi ki te kanohi, hui ā whānau; evidence of feedback processes with two whānau and two iwi is required.
- 2.4 Explain tuakana and teina roles within whānau and iwi.

Outcome 3

Demonstrate traditional and contemporary communication processes with whānau.

Performance criteria

3.1 Two traditional and two contemporary Māori methods of communication within whānau are demonstrated.

Range learning styles may include but are not limited to – visual, social, logical, physical, verbal, aural, solitary, tuakana/teina; evidence of two traditional and two contemporary communication processes with whānau 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	28 September 2017	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.