

Te Hono o te Kahurangi: Qualification details

Title	New Zealand Certificate in Tourism Māori (Level 3)		
Version	1	Qualification type	Certificate
Level	3	Credits	60
NZSCED	080701	Business and Management > Tourism > Tourism Studies	
DAS classification	395	Māori > Tourism Māori	
Qualification developer	NZQA Māori Qualifications Services		
Next review	December 2019		
Approval date	February 2015		

Strategic purpose statement	<p>This qualification is an introductory qualification for people intending to work in Tourism Māori.</p> <p>Graduates will be able to work at entry-level front line positions with limited supervision across a range of roles within a tourism context, and/or be encouraged to seek further skills and knowledge to improve their employment prospects.</p> <p>Graduates will have a basic understanding of mātauranga Māori and relevant tikanga that will enhance manuhiri experiences in a range of tourism contexts.</p> <p>Graduates of this qualification will also be able to acknowledge, apply, reflect and practice local tikanga ā-whānau, ā-hapū, ā-iwi, a-marae, and a-hapori in a tourism context.</p>
Guiding Principles	<p>Manaakitanga - <i>Nau te rourou, nāku te rourou, ka ora te manuhiri.</i> This kaupapa acknowledges the responsibilities for hosting and the implications around guardianship of whenua, taonga, and tangata/ manuhiri. It requires tangata whenua, to deliver the very best - it demands excellence.</p> <p>Kaitiakitanga - <i>Whatu ngarongaro te tangata, toitū te whenua</i> This kaupapa refers to the skills, knowledge and cultural practices to protect, sustain and enhance taonga and other resources of te Taiao. For the purpose of this qualification, the term Te Taiao may include but is not limited to - marae, pā sites, wahi tapu, taonga tuku iho, taonga tūturu, cultural sites, flora, fauna and mātauranga.</p> <p>Rangatiratanga - <i>He uri whakaheke nō ngā kāwai rangatira</i> This kaupapa refers to the knowledge, skills and expertise required to demonstrate leadership in a Tourism Māori context. This includes knowledge of local kawa and tikanga and engagement with manuhiri.</p> <p>Whanaungatanga - <i>Ehara taku toa i te toa takitahi, engari he toa takitini</i> This kaupapa embraces the skills and strategies that relate to communications and being able to establish, maintain and enhance relationships, both internally and externally. Whanaungatanga empowers people at the whanau and hapū level to support tribal development.</p>
Graduate profile	<p>Graduates of this qualification will be able to:</p> <ol style="list-style-type: none"> 1. Utilise appropriate, basic expressions of manaakitanga when dealing with manuhiri across a range of tourism Māori contexts.

	<ol style="list-style-type: none"> 2. Utilise appropriate, basic expressions of kaitiakitanga in relation to people, places and events in a tourism Māori context 3. Communicate relevant basic kōrero from iwi, hapū and whānau to reflect rangatiratanga when interacting with manuhiri. 4. Utilise appropriate and basic mihi, korero, poroporoaki, and karakia during a tourism Māori event.
Education pathway	<p>Graduates who complete this qualification may undertake further study towards:</p> <ul style="list-style-type: none"> • New Zealand Certificate in Tourism Māori (Level 4) [Ref:2338]. • New Zealand Certificate in Tour Guiding (Level 4) [Ref:2203]. • New Zealand Certificate in Tourism (Level 4) [Ref:2202]. • New Zealand Certificate in Tourism Conventions and Incentives (Level 4) [Ref:2208].
Employment / Cultural / Community pathway	<p>Graduates of this qualification will have the skills and knowledge to work in entry level positions in any tourism business in Aotearoa New Zealand with an emphasis on Tourism Māori. Roles that this qualification may lead to include:</p> <ul style="list-style-type: none"> • Office administrator. • Customer Service skills • Receptionist. • i-Site role. • Ringawera – marae based tourism role. • Tour guide. <p>This qualification provides a pathway for graduates to support the development of whānau, hapū, iwi to preserve, nurture and enrich mātauranga for current and future generations.</p> <p>Contribution to community, hāpori Māori and cultural roles may include:</p> <ul style="list-style-type: none"> • Work within community/hāpori Māori in a tourism role.

Qualification specifications

Qualification award	<p>This qualification will be awarded to people who have met the requirements of the graduate outcomes.</p> <p>Awarding bodies for this qualification will be any education organisation accredited under section 38 of the Education Amendment Act 2011 to deliver a programme leading to the qualification.</p> <p>The certificate will display the NZQF logo and the name and logo of the tertiary education organisation (TEO) offering the training leading to the award of the qualification, the full qualification title, NZQA reference number, and the date of award of the qualification.</p> <p>If the TEO has been awarded the Mātauranga Māori Evaluative Quality Assurance (MMEQA) Qual Mark for a programme of study leading to this qualification, the certificate will also display the MMEQA Quality Mark.</p>
Evidence requirements for	<p>The process for ensuring consistency of the Tourism Maori graduate profiles will be evidence-based, outcomes-focussed, and grounded in the guiding principles</p>

<p>assuring consistency</p>	<p>of this qualification and the MMEQA kaupapa Maori principles.</p> <p><i>Evidence for consistency</i></p> <p>Each education organisation is responsible for preparing a summary self-assessment report which uses evidence to demonstrate how well its graduates meet the graduate profile outcomes at the appropriate threshold. Each education organisation decides what specific evidence it will provide.</p> <p>Evidence of the following must be provided for the Tourism Māori consistency reviews:</p> <ul style="list-style-type: none"> • Effective internal and external moderation processes, including internal moderation results relating to graduate outcomes • Feedback and actions taken by the education organisation in response to feedback and must include feedback from -graduates, current students, tutors/assessors, and graduate destinations (such as employers, next programme provider, the community/other stakeholders). • Portfolios of work. • Samples of assessment materials. • Samples of learner work. • Programme completion data and course results. • Moderation outcomes which may include moderation/benchmarking across common programmes. • Relevant MMEQA external evaluation and review data where applicable. • Employer surveys. • Graduate surveys. • Whānau, hapū, iwi, hapori surveys. <p>Evidence of the following may be provided for the consistency reviews:</p> <ul style="list-style-type: none"> • Tourism Māori programme evaluation reports. • Benchmarking with other providers. • Site visit reports. • Other relevant and reliable evidence.
<p>Credit transfer and recognition of prior learning arrangements</p>	<p>To facilitate credit transfer, education organisations must clearly demonstrate the equivalency or comparability between each of the outcomes in the graduate profile, and the assessment components of their programmes.</p> <p>Education organisations must have policies and procedures in place for managing credit transfer, and assessing recognition of prior learning and recognition of current competency. These policies and procedures, and associated fees must be available to candidates prior to enrolment.</p> <p>Assessment standards already achieved by the candidate, may be credited to the qualification.</p>
<p>Minimum standard of achievement and standards for grade endorsements</p>	<p>The minimum standard of achievement required for award of the qualification will be the achievement of all of the outcomes in the graduate profile through successful completion of an NZQA approved programme.</p>
<p>Entry requirements (including prerequisites to meet regulatory</p>	<p>There are no mandatory prerequisites to meet regulatory body, or legislative requirements for this qualification.</p>

body or legislative requirements)	
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Qualification conditions

Overarching conditions relating to the qualification

Conditions for programme structure	<p>The context for the delivery of programmes leading to the award of the Tourism Māori qualification, actively supports Māori preferred ways of teaching, learning, learning support, and pastoral care.</p> <p>Optional Assessment Standards which are available to support the development of Programmes and used to assess against the outcomes of this qualification can be accessed on the following page of the NZQA website: http://www.nzqa.govt.nz/framework/explore/sub-field.do?frameworkId=76364</p>
Conditions for programme context	<p>Te Reo me ōna Tikanga Māori are inherent and embedded within the kaupapa and values of this qualification.</p> <p>The programme must have in place appropriate mechanisms/protocols, to ensure tangata whenua and/or mana whenua are engaged, involved and consulted, with regard to local tikanga and kawa as it pertains to the outcomes of the qualification.</p> <p>Mechanisms/protocols may include, but are not limited to:</p> <ul style="list-style-type: none"> • Memorandum of Partnership; • Relationship strategy and supporting operational policies and requirements in place; • Designated Māori relationship role/position; • Provisions for kaumātua or whānau, hapū or iwi knowledge holders acting in an advisory capacity.
Other conditions	<p>All programmes leading to a qualification approved under <i>Te Hono o te Kahurangi</i> and listed on the NZQF, will be assessed under <i>Mātauranga Māori Evaluative Quality Assurance</i> (Programmes of Study).</p> <p>For the purposes of this qualification the term <i>Tourism Māori context</i> may include, but is not limited to: Māori tourism business; hiking trail; Marae; Māori media; Marae village visits; Arts and Crafts; Ancient pa sites; local business visitor centres of Māori heritage; whare taonga.</p>

Qualification outcomes

Specific conditions relating to the Graduate profile

Qualification outcomes	Programme guidance	Mandatory or Optional
<p>1. Utilise appropriate, basic expressions of manaakitanga when dealing with manuhiri across a range of tourism Māori contexts. (15 credits)</p>	<p>It is recommended the following topics be included in programme development leading to this qualification. Understanding of:</p> <ul style="list-style-type: none"> – tikanga Māori 	Optional

<p>2. Utilise appropriate, basic expressions of kaitiakitanga in relation to people, places and events in a tourism Māori context. (15 credits)</p>	<ul style="list-style-type: none"> – te kawa o te marae – correct te reo Māori pronunciation – the history of Māori tourism – ngā waka – ngā huihuinga – ngā Ātua Māori 	
<p>3. Communicate relevant basic kōrero from iwi, hapū and whānau to reflect rangatiratanga when interacting with manuhiri. (15 credits)</p>	<ul style="list-style-type: none"> – whakapapa – ngā pepeha – history of natural and significant sites – kaitiaki practices – Māori place names 	
<p>4. Utilise appropriate and basic mihimihi, korero, poroporoaki, and karakia within a classroom setting, employment setting and/or during a tourism Māori event. (15 credits)</p>	<ul style="list-style-type: none"> – greeting and farewells – office administration – customer service skills 	

Transition information

Replacement information	This qualification replaced the National Certificate in Tourism Māori (Level 3 [Ref: 1076])
<p>The last date for entry into programmes leading to the replaced qualification is 31 December 2016.</p> <p>Learners currently working towards the replaced qualification must complete the requirements by 31 December 2018 when the qualification will be discontinued. From that date no results can be reported against the qualification.</p> <p>It is the intention of NZQA Māori Qualifications Services that no existing learner should be disadvantaged by these transition arrangements. However any person who considers they have been disadvantaged may appeal to:</p> <p>Māori Qualifications Services PO Box 160 Wellington 6140 Telephone 04 463 3000 Email: mqs@nzqa.govt.nz</p>	

Republication information

Version 1 of this qualification was republished in May 2015 to extend the last date for entry into programmes leading to the replaced qualification to 31 December 2016.
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