

## Te Hono o te Kahurangi: Qualification details

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| <b>Title</b>                   | New Zealand Certificate in Tourism - Māori (Level 3) |   |             |
| <b>Version</b>                 | 2  | <b>Qualification type</b>                           | Certificate |
| <b>Level</b>                   | 3  | <b>Credits</b>                                      | 60          |
| <b>NZSCED</b>                  | 080701   | Business and Management > Tourism > Tourism Studies |             |
| <b>DAS classification</b>      | 395  | Māori > Tourism Māori                               |             |
| <b>Qualification developer</b> | NZQA Māori Qualifications Services                   |   |             |
| <b>Next review</b>             | December 2019  |   |             |
| <b>Approval date</b>           | February 2015  |   |             |

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| <b>Strategic purpose statement</b> | <p>This qualification is an introductory qualification for people intending to work in <b>Tourism</b>.</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 <b>local tikanga</b> in a tourism context.</p>  |
| <b>Guiding Principles</b>          | <p><b>Manaakitanga</b> - <i>Nau te rourou, nāku te rourou, ka ora te manuhiri.</i><br/>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><b>Kaitiakitanga</b> - <i>Whatu ngarongaro te tangata, toitū te whenua</i><br/>This kaupapa refers to the skills, knowledge and cultural practices to protect, sustain and enhance taonga and all resources of Te Taiao, <b>may include whenua, maunga, moana, awa and roto.</b></p> <p><b>Rangatiratanga</b> - <i>He uri whakaheke nō ngā kāwai rangatira</i><br/>This kaupapa refers to the knowledge, skills and expertise required to demonstrate leadership in a Tourism context. This includes knowledge of local kawa and tikanga and engagement with manuhiri.</p> <p><b>Whanaungatanga</b> - <i>Ehara taku toa i te toa takitahi, engari he toa takitini</i><br/>This kaupapa embraces the skills and strategies that relate to communications and being able to establish, maintain and enhance relationships, both internally and externally.</p> <p><b>Pukengatanga</b> - <i>Ka tipu te whaihanga e hika!</i><br/>Highlights the importance of: <b>keeping engaged with industry practices, new knowledge and technologies.</b></p> |
| <b>Graduate profile</b>            |  |

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|  | <p>Graduates of this qualification will be able to:</p> <ol style="list-style-type: none"> <li>1. <b>Apply work place</b> practices utilising appropriate expressions of manaakitanga when engaging with manuhiri across a range of tourism contexts.</li> <li>2. <b>Apply work place practices</b> utilising appropriate expressions of kaitiakitanga in relation to people, places and events in a tourism context.</li> <li>3. <b>Demonstrate rangatiratanga in accordance with local tikanga and kawa, in a Tourism context.</b></li> <li>4. <b>Apply work place practices utilising appropriate te reo during a tourism event.</b></li> </ol> |
| <b>Education pathway</b>                         | <p>Graduates who complete this qualification may undertake further study towards:</p> <ul style="list-style-type: none"> <li>• New Zealand Certificate in Tourism - Māori (Level 4) [Ref:2338].</li> <li>• New Zealand Certificate in Tour Guiding (Level 4) [Ref:2203].</li> <li>• New Zealand Certificate in Tourism (Level 4) [Ref:2202].</li> <li>• New Zealand Certificate in Tourism Conventions and Incentives (Level 4) [Ref:2208].</li> </ul>   |
| <b>Employment / Cultural / Community pathway</b> | <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. Roles that this qualification may lead to include:</p> <ul style="list-style-type: none"> <li>• <b>Tour guide</b></li> <li>• Customer Service <b>representative</b></li> <li>• Receptionist</li> <li>• i-Site role</li> <li>• Ringawera – marae based tourism role</li> <li>• <b>Visitor host</b></li> <li>• <b>Community and cultural roles</b></li> </ul>  |

## Qualification specifications

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| <b>Qualification award</b>                            | <p>This qualification may be awarded by an organisation with an approved programme of study or industry training.</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>  |
| <b>Evidence requirements for assuring consistency</b> | <p>The process for ensuring consistency of the Tourism - Maori graduate profiles will be evidence-based, outcomes-focussed, and grounded in the guiding principles 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> |

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|  | <p>Evidence of the following may include:</p> <ul style="list-style-type: none"> <li>• Effective internal and external moderation processes, including internal moderation results relating to graduate outcomes</li> <li>• 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).</li> <li>• Portfolios of work.</li> <li>• Samples of assessment materials.</li> <li>• Samples of learner work.</li> <li>• Programme completion data and course results.</li> <li>• Moderation outcomes which may include moderation/benchmarking across common programmes.</li> <li>• Relevant MMEQA external evaluation and review data where applicable.</li> <li>• Employer surveys.</li> <li>• Graduate surveys.</li> <li>• Whānau, hapū, iwi, hapori surveys.</li> </ul> <p>Evidence of the following <b>may</b> be provided for the consistency reviews:</p> <ul style="list-style-type: none"> <li>• Tourism Māori programme evaluation reports.</li> <li>• Benchmarking with other providers.</li> <li>• Site visit reports.</li> <li>• Other relevant and reliable evidence.</li> </ul> |
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## General conditions for programme

Overarching conditions relating to the qualification

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| <b>Conditions for programme structure</b> | <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><b>Optional Assessment Standards</b> 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:<br/> <a href="http://www.nzqa.govt.nz/framework/explore/sub-field.do?frameworkId=76364">http://www.nzqa.govt.nz/framework/explore/sub-field.do?frameworkId=76364</a><br/>         Te Reo me ōna Tikanga Māori are inherent and embedded within the kaupapa and values of this qualification.</p>   |
| <b>Other conditions</b>                   | <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"> <li>• Memorandum of Partnership;</li> <li>• Relationship strategy and supporting operational policies and requirements in place;</li> <li>• Designated Māori relationship role/position;</li> <li>• Provisions for kaumātua or whānau, hapū or iwi knowledge holders acting in an advisory capacity.</li> </ul> <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> |

## Qualification outcomes

Specific conditions relating to the Graduate profile

| Qualification outcomes  | Programme guidance  | Mandatory or Optional |
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| <p><b>Apply work place practices</b> utilising appropriate expressions of manaakitanga when engaging with manuhiri across a range of tourism contexts.<br/>(15 credits)</p> | <p>It is recommended the following topics may be included in programme development leading to this qualification. Understanding of:</p> <ul style="list-style-type: none"> <li>- tikanga Māori</li> <li>- te kawa o te marae</li> <li>- correct te reo Māori pronunciation</li> <li>- the history of Māori tourism</li> <li>- ngā waka</li> <li>- ngā huihuinga (including events management)</li> <li>- ngā Ātua Māori</li> <li>- whakapapa</li> <li>- ngā pepeha</li> <li>- history of natural and significant sites</li> <li>- kaitiaki practices (governance)</li> <li>- Māori place names</li> <li>- greeting and farewells</li> <li>- hospitality management</li> <li>- tourism services</li> <li>- customer service skills</li> <li>- health and safety</li> </ul> | Optional              |
| <p><b>Apply work place practices</b> utilising appropriate expressions of kaitiakitanga in relation to people, places and events in a tourism context.<br/>(15 credits)</p> |   |                       |
| <p><b>Demonstrate rangatiratanga in accordance with local tikanga, kawa, and in a Tourism context</b><br/>(15 credits)</p>  |   |                       |
| <p><b>Apply work place practices</b> utilising appropriate te reo during a tourism event.<br/>(15 credits)</p>  |   |                       |

## Transition information

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| <b>Replacement information</b>   | 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<br/>PO Box 160<br/>Wellington 6140<br/>Telephone 04 463 3000<br/>Email: <a href="mailto:mqs@nzqa.govt.nz">mqs@nzqa.govt.nz</a></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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