

Te Hono o te Kahurangi: Qualification details

Title	New Zealand Certificate in Tourism - Māori (Level 4)		
Version	2	Qualification type	Certificate
Level	4	Credits	60
NZSCED	080701	Business and Management > Tourism > Tourism Studies	
DAS classification	395	Māori > Tourism Maori	
Qualification developer	NZQA Māori Qualifications Services		
Next review	December 2019		
Approval date	February 2015		

Strategic purpose statement	<p>The purpose of this qualification is to provide the Tourism industry with individuals who have an understanding of te Ao Māori.</p> <p>The qualification may be suitable for people already working within a tourism context and/or are seeking to progress their career into Tourism - Māori as front-line operators.</p> <p>Graduates of this qualification will have the level of mātauranga Māori required to work independently in front-line positions within the Tourism industry to deliver authentic experiences to manuhiri within Aotearoa.</p> <p>Graduates of this qualification will also be able to acknowledge, reflect and practice local tikanga 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 all resources of Te Taiao may include whenua, maunga, moana, awa and roto. 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 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.</p>

	<p>Pukengatanga - Ka tipu te whaihanga e hika! Highlights the importance of: keeping engaged with industry practices, new knowledge and technologies.</p>
Graduate profile	<p>Graduates of this qualification will be able to:</p> <ol style="list-style-type: none"> 1. Lead and support manaakitanga in all processes within a Tourism environment. 2. Identify and respond appropriately with kaitiakitanga practices to effectively support a Tourism business. 3. Apply knowledge of rangatiratanga to support decision making for sustainability of Tourism businesses and operations. 4. Incorporate effective te reo and tikanga into professional practice in a Tourism context.
Education pathway	<p>Graduates who complete this qualification may undertake further study towards:</p> <ul style="list-style-type: none"> • New Zealand Diploma in Tourism - Māori (Level 5) [Ref:2339]. • New Zealand Diploma in Tourism and Travel (Level 5) [Ref:2206].
Employment / cultural / community pathway	<p>Graduates of this qualification will have the skills and knowledge to work in a wide variety of positions in the tourism industry. Roles that this qualification can lead to include:</p> <ul style="list-style-type: none"> • Visitor centre advisor • Kaiwhakahaere tourism role • Kaitiaki tourism role • Tour guide

Qualification specifications

Qualification award	<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>
Evidence requirements for assuring consistency	<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> <p>Evidence of the following may include:</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

	<p>feedback and must include feedback from - graduates, current students, tutors/assessors, and graduate destinations (such as employers, next programme provider, the community/other stakeholders).</p> <ul style="list-style-type: none"> • 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.
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General conditions for programme

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>
Conditions for programme context	<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> <p>Te Reo me ōna Tikanga Māori are inherent and embedded within the kaupapa and values of this qualification.</p> <p>The programme has 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, are 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
<p>Graduates of this qualification will be able to:</p> <p>1. Lead and support manaakitanga in all processes within a Tourism environment. (15 credits)</p> <p>2. Identify and respond appropriately with kaitiakitanga practices to effectively support a Tourism business. (15 credits)</p> <p>3. Apply knowledge of rangatiratanga to support decision making for sustainability of Tourism businesses and operations. (15 credits)</p> <p>4. Incorporate effective te reo and tikanga into professional practice in a Tourism context. (15 credits)</p>	<p>It is recommended the following topics may be included in programme development leading to this qualification.</p> <p>Understanding of:</p> <ul style="list-style-type: none"> – mihi, waiata, karakia – pūrākau and pakiwaitara – Te Tiriti o Waitangi – administrative systems – an introduction to research – Māori involvement in tourism – business concepts of marketing, financial management, human resources – essential aspects of marae tikanga – planning and conducting a tour on a marae – health and safety 	Optional

Transition information

Replacement information	This qualification replaced the National Certificate in Tourism Māori (Level 4) [Ref: 1077]
<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>	

Republishing 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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