**QUALIFICATION DETAILS**

|  |  |
| --- | --- |
| **Qualification number/Te nama o te tohu mātauranga** | 2337 |
| **English title/Taitara Ingarihi** | New Zealand Certificate in Tourism Māori (Level 3) |
| **Māori title/Taitara Māori** |  |
| **Version number/Te putanga** | 4 | **Qualification type/Te momo tohu** | Certificate |
| **Level/Te kaupae** | 3 | **Credits/Ngā whiwhinga** | 60 |
| **NZSCED/Whakaraupapa** | 080701 Management and Commerce>Tourism>Tourism Studies |
| **Qualification developer/Te kaihanga tohu** | New Zealand Qualifications Authority  |
| **Review Date /Te rā arotake**  | 31 December 2029 |

**OUTCOME STATEMENT/TE TAUĀKI Ā-HUA**

|  |
| --- |
| **Strategic Purpose statement/ Te rautaki o te tohu** |
| This qualification is an introductory qualification for people intending to work in tourism Māori. Graduates will be able to work at entry-level front-line positions with limited supervision across a range of roles within a tourism context. Graduates will have a foundational understanding of mātauranga Māori and relevant tikanga that will enhance manuhiri experiences in a range of tourism contexts. Graduates of this qualification will also be able to acknowledge, apply, reflect and practice tikanga in a tourism context. |

|  |
| --- |
| **Graduate Profile/Ngā hua o te tohu** |
| Graduates of this qualification will be able to: * Demonstrate appropriate practices of manaakitanga and whanaungatanga when engaging with manuhiri across a range of tourism contexts.
* Demonstrate appropriate practices of kaitiakitanga in relation to people, places and events in a tourism context.
* Demonstrate rangatiratanga and pūkengatanga in accordance with tikanga and kawa in a tourism context.
* Demonstrate foundational reo Māori during a tourism event.
 |

|  |
| --- |
| **Guiding Principles / Ngā Mātāpono**  |
| Manaakitanga – ‘Nāu te rourou, nāku te rourou ka ora te manuhiri’ This mātāpono acknowledges the responsibilities for hosting and the implications around guardianship of whenua, taonga, and tangata/ manuhiri. It requires excellence and quality of delivery as an expression of manaakitanga. Kaitiakitanga – ‘Toitū te marae a Tāne, toitū te marae a Tangaroa, toitū te iwi’’ This mātāpono refers to the skills, knowledge, and cultural practices to protect, sustain and enhance taonga and resources of Te Taiao. It embodies guardianship, protection, responsibility and care for people, land, water and other natural resources for future generations. Rangatiratanga – ‘He uri whakaheke nō ngā kāwai rangatira' This mātāpono refers to knowledge, skills and expertise to display leadership in a tourism context and to empower, engage and provide for the collective benefit of others. This includes knowledge of local tikanga, kawa and engagement with manuhiri. Whanaungatanga – ‘Ehara taku toa i te toa takitahi, engari he toa takitini’ This mātāpono embraces the skills and strategies that relate to communications and being able to establish, create, maintain and enhance relationships. Pūkengatanga – ‘Ka tipu te whaihanga e hika‘ This mātāpono highlights the importance of keeping engaged and up to date with evolving industry practices, knowledge and technologies, to ensure proficiency and innovation in one’s field of study, practice, or pathway. |

|  |
| --- |
| **Education Pathway/ Ngā huarahi mātauranga** |
| Graduates who complete this qualification may undertake further study towards: \* 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]  |

|  |
| --- |
| **Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki**  |
| 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: \* Tour guide \* Customer Service representative \* Receptionist \* Visitor centre advisor \* Visitor host \* Community and cultural roles. |

**QUALIFICATION SPECIFICATIONS/ NGĀ TAUWHĀITITANGA O TE TOHU**

|  |  |
| --- | --- |
| Qualification Award/ Te whakawhiwhinga o te tohu | This qualification may be awarded by an organisation with an approved programme of study or industry training. |
| Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga  | 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 principles of Te Hono o Te Kahurangi. 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. Evidence of the following may be provided for the Tourism Māori consistency reviews: * 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 external evaluation and review data where applicable.
* Employer surveys.
* Graduate surveys.
* Whānau, hapū, iwi, hapori surveys.

Evidence of the following may be provided for the consistency reviews: * Tourism Māori programme evaluation reports.
* Benchmarking with other providers.
* Site visit reports.
 |
| Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga | The minimum standard of achievement required for award of the qualification will be the achievement of all the outcomes in the graduate profile through successful completion of an NZQA approved programme. |
| Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumaru, ki ngā here ā-ture rānei) |  |
| General conditions for programme/ Ngā tikanga whānui o te hōtaka  | 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. **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: [www.nzqa.govt.nz/framework/explore](http://www.nzqa.govt.nz/framework/explore/sub-field.do?frameworkId=76364 )Te reo me ngā tikanga Māori are inherent and embedded within the kaupapa and values of this qualification. 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. Mechanisms/protocols may include, but are not limited to: * 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.

All programmes leading to this qualification must be evaluated and approved under the Te Hono o Te Kahurangi quality assurance framework.The following topics may be included in programmes: * tikanga Māori
* te kawa o te marae
* correct te reo Māori pronunciation
* the history of Māori tourism
* ngā waka
* ngā huihuinga (including events management)
* ngā atua Māori
* whakapapa
* ngā pepeha
* history of natural and significant sites
* kaitiaki practices (governance)
* Māori place names
* greeting and farewells
* hospitality management
* tourism services
* customer service skills
* health and safety
 |

**CONDITIONS RELATING TO THE GRADUATE PROFILE /NGĀ TIKANGA E HĀNGAI ANA KI NGA HUA O TE TOHU**

|  |  |  |
| --- | --- | --- |
| **Qualification outcomes/ Ngā hua** | **Credits/Ngā whiwhinga** | **Conditions/Ngā tikanga** |
| 1 | Demonstrate appropriate practices of manaakitanga and whanaungatanga when engaging with manuhiri across a range of tourism contexts. | 20 credits |  |
| 2 | Demonstrate appropriate practices of kaitiakitanga in relation to people, places and events in a tourism context. | 20 credits |  |
| 3 | Demonstrate rangatiratanga and pūkengatanga in accordance with tikanga and kawa in a tourism context. | 15 credits |  |
| 4 | Demonstrate foundational reo Māori during a tourism event. | 5 credits |  |

**TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI**

|  |  |
| --- | --- |
| Replacement information/ He kōrero mō te whakakapi  | N/A |
| Additional transition information/ Kō ētahi atu kōrero mō te whakakapi | Version 4 of this qualification was published in December 2024 following a scheduled review.Please refer to [Qualifications and Assessment Standards Approvals](https://www.nzqa.govt.nz/framework/updates/summaries.do) for further information.The last date of assessment for version 3 is 31 December 2026.It is not intended that anyone be disadvantaged by this review. Anyone who feels they have been disadvantaged can appeal to Māori Qualification Services at: mqs@nzqa.govt.nz further information. |