Respond to loss and grief in an Iwi/Māori social services setting

Level 4  
Credits 3  

Purpose  People credited with this unit standard are able to demonstrate knowledge of responding to a situation of loss and grief in an Iwi/Māori social services setting, and respond to a situation of loss and grief in an Iwi/Māori social services setting.

Subfield Social Services  
Domain Iwi/Māori Social Services  
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Standard setting body (SSB) Community Support Services ITO Limited (Careerforce)  
Accreditation and Moderation Action Plan (AMAP) reference 0222  
This AMAP can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.  

Special notes

1 People awarded credit in this unit standard are able to demonstrate knowledge of Te Tiriti o Waitangi for social service purposes, and are able to apply this competence to the context of assessment for this unit standard (for further clarification, please refer to Unit 7926, Explain Te Tiriti o Waitangi for social service purposes).

2 Assessment notes:  
This unit standard may be assessed on the basis of evidence of demonstrated performance in the workplace, or through the use of a simulated workplace situation that closely approximates the performance required in workplace settings. Workplace settings can include field education placements.
People awarded credit in this unit standard demonstrate competence in working with service users in an holistic manner according to models of practice within te ao Māori. Service users are responded to in accordance with tikanga practices of te ao Māori and within the Iwi/Māori social services environment in which assessment for this unit standard is taking place.

Definitions of Māori words will be those relevant and in common usage in an Iwi/Māori social services context.

Local iwi or hapū aims and objectives underpin the national standard basis of this unit standard. The definitions of Māori words and concepts in the local dialect must be verified by the local iwi and/or hapū.

Performance of the elements must reflect the roles taken by male and female workers as applicable.

3 Glossary:
The term social service worker is used in this unit standard to refer to the person seeking credit. Social service workers include but are not limited to: community workers, counsellors, kaiāwhina, social workers, kaitautoko, youth workers, and others who deliver social services; whether paid or unpaid.

4 All communications with service users are dealt with according to tikanga practices of te ao Māori and the standards of the Iwi/Māori social services environment in which assessment for this unit standard is taking place. Confidentiality issues are defined through negotiation with service users and their informed consent, and criteria established by service provider guidelines. Other relevant criteria may include but are not limited to: Official Information Act 1982, Privacy Act 1993, service provider codes of conduct, codes of practice issued by the Privacy Commissioner, social service codes of ethics, and service provider staff manuals, strategic plans, kawa, and tikanga.

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**Elements and performance criteria**

**Element 1**

Demonstrate knowledge of responding to a situation of loss and grief in an Iwi/Māori social services setting.

Range evidence is required in relation to one Iwi/Māori social services setting, or a combination of Iwi/Māori social services settings.

**Performance criteria**

1.1 Loss and grief are distinguished in relation to situations in an Iwi/Māori social services setting.

Range minimum of four situations which may include but are not limited to – abuse, accident, attempted suicide, illness, death, whānau changes.
1.2 Kaupapa and tikanga related to situations of loss and grief are described.

Range evidence is required in relation to two of the four situations chosen for performance criterion 1.1.

1.3 Stages of the grief process are described.

1.4 Workplace ethics and procedures for responding to loss and grief are described in relation to one Iwi/Māori social services setting.

1.5 Personal and professional boundaries related to dealing with loss and grief are described.

1.6 Risks related to situations of loss and grief are described.

Range risks to – people experiencing loss and grief, tūoro, whānau of tūoro, safety of the social service worker, legal and other liability of the Iwi/Māori social service setting.

Element 2

Respond to a situation of loss and grief in an Iwi/Māori social services setting.

Range evidence is required in relation to one Iwi/Māori social services setting.

Performance criteria

2.1 The response is in accordance with the signs and symptoms of a loss and grief situation.

Range minimum of one situation of loss and grief which may be one of but is not limited to – abuse, accident, attempted suicide, illness, death, whānau changes.

2.2 The response is according to kaupapa and tikanga related to loss and grief.

2.3 The response is according to workplace ethics and procedures for responding to loss and grief.

2.4 The response is according to personal and professional boundaries related to dealing with loss and grief.

2.5 The response minimises risks in responding to loss and grief.

Range risks to – people experiencing loss and grief, safety of the social service worker, legal and other liability of the Iwi/Māori social service setting.
Please note

Providers must be accredited by NZQA, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by NZQA before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact Community Support Services ITO Limited (Careerforce) info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.