

### Qualification details

Qualification number/Te nama o te tohu mātauranga	2875		
English title/Taitara Ingarihi	New Zealand Certificate in Social Services (Māori)		
Māori title/Taitara Māori	Te Pou Tautoko i te Ora		
Version number/Te putanga	2	Qualification type/Te momo tohu	Certificate
Level/Te kaupae	4	Credits/Ngā whiwhinga	120
NZSCED/Whakaraupapa	090511 Society and Culture > Human Welfare Studies and Services > Community Client Care		
Qualification developer/Te kaihanga tohu	New Zealand Qualifications Authority		
Review Date/Te rā arotake	December 2023		

### Outcome statement/Te tauāki ā-hua

<p><b>Strategic Purpose statement/Te rautaki o te tohu</b></p> <p>This qualification is intended for those seeking to increase their skills and knowledge to work with whānau, hapū, iwi and hapori in a social services context.</p> <p>Graduates will be able to deliver whanau-centred social services, explain legislative requirements and identify a resolution process under supervision.</p>
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<p><b>Graduate Profile/Ngā hua o te tohu</b></p> <p>Graduates of this qualification will be able to:</p> <ul style="list-style-type: none"> <li>- Deliver a range of communication, interpersonal skills and strategies effectively within whānau, hapū, iwi and hapori.</li> <li>- Apply appropriate cultural practices within whānau, hapū, iwi and hapori.</li> <li>- Identify and apply a range of practice management tools, processes and resources that are appropriate to support the delivery of whānau-centred social services to whānau, hapū, iwi and hapori</li> <li>- Integrate te reo and tikanga māori when engaging with whānau, hapū, iwi and hapori.</li> <li>- Apply culturally and ethically appropriate practices, values and beliefs, to support the social service needs and aspirations of whānau, hapū, iwi and hapori.</li> <li>- Identify and support a successful promotion initiative and/or activity, strengthening and enhancing health within whānau, hapū, iwi, hapori.</li> </ul>
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<p><b>Guiding Principles/Ngā kaupapa o te tohu</b></p>
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### **Whanaungatanga**

This principle highlights the importance of cultural values, te reo, tikanga and kawa in establishing, building and maintaining positive relationships, obligations and responsibilities within and between whānau, hapū, iwi, and hapori.

### **Kaitiakitanga**

This principle refers to the roles and responsibilities supporting the protection, maintenance and strengthening of the mauri, mana and tapu of whānau, hapū, iwi and hapori through the delivery of culturally appropriate, effective and timely social services. Also, to understand what supervision is and how this can assist with professional and personal self-care and responsibility in the contexts of social services.

### **Pūkengatanga**

This principle highlights the importance of: keeping abreast of new knowledge, technologies and models of whānau-centred social services provisions; and the ability to self-reflect using various models of practice as part of continuous self-improvement; and, sharing lessons learnt with, whānau, hapū, iwi and hapori.

### **Manaakitanga**

This principle signifies the fundamental ability of whānau-centred social services within whānau, hapū, iwi and hapori in a caring, mana-enhancing and culturally appropriate manner.

### **Rangatiratanga**

This principle emphasises the importance of having the knowledge, skills and experience to support the delivery of whānau-centred social services provisions to whānau, hapū, iwi and hapori. This will include : knowledge of local kawa and tikanga; use of te reo; role-modelling positive behaviours based on kaupapa Māori principles; meeting legal and ethical requirements from a mātauranga Māori world view perspective; and understanding the differences between Te Tiriti o Waitangi and the Treaty of Waitangi and how it is applicable to Aotearoa New Zealand today.

### **Mauriora**

This principle explores the mana and mauri of diverse cultural identities of either an individual, whānau, hapū, iwi, or hapori. To ensure the pursuit and interaction with mātauranga Māori and kaupapa Māori that embraces Mauriora, which includes life principles, legal obligations, systems, procedures, ethics and compliance.

### **Education Pathway/Ngā huarahi mātauranga**

Graduates may continue their study to a Level 5 qualification, including:

- New Zealand Diploma in Whanau Ora (Level 5) [Ref: 2879]
- Te Pou Tautoko i te Ora (Level 5) [Ref: 2876]
- New Zealand Certificate in Kaupapa Māori Public Health (Level 5) [Ref: 2871]

### **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 transferable skills and knowledge to undertake roles as:

- Community worker
- Advocate role
- Budget services support
- Community services support
- Youth services coach /facilitator
- Caregiver
- Support worker - mental health and/ or disability.

Graduates of this qualification will also be able to contribute to meeting the needs and achieving the aspirations of whānau, hapū, iwi, and hāpori by undertaking roles in:

- Call centre
- Kaiāwhina for District Health Board
- Kaiāwhina for Government and Non-Government Organisations.

## Qualification Specifications/ Ngā tauwhāititanga o te tohu

<b>Qualification Award/Te whakawhiwhinga o te tohu</b>	This qualification may be awarded by any organisation that has an approved programme of study leading to the qualification.
<b>Evidence requirements for assuring consistency/Ngā taunaki hei whakaū i te tauritenga</b>	<p>All tertiary education organisations (TEOs) accredited to deliver a programme leading to the award of this qualification are required to participate in consistency reviews. Programme providers for Pou Tautoko i te Ora consistency reviews must provide relevant evidence of their graduates meeting the graduate outcomes. Programme providers should also be able to justify the nature, quality and integrity of the supporting evidence.</p> <p>Evidence may include:</p> <ul style="list-style-type: none"> <li>• internal and external moderation reports</li> <li>• graduate feedback</li> <li>• employer feedback</li> <li>• whānau, hapū, iwi and/or hāpori feedback</li> <li>• end-user or destination data (including feedback from the providers of the graduates next level of study)</li> <li>• programme completion data and course results</li> <li>• external benchmarking activities and/or benchmarking across common programmes</li> <li>• actions taken by the education organisation in response to feedback</li> <li>• relevant external evaluation and review data where applicable</li> <li>• programme evaluation reports or capstone event reports</li> <li>• portfolios of learner work</li> <li>• site visit reports, and</li> <li>• any other relevant and reliable evidence.</li> </ul>
<b>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</b>	Achieved.
<b>Other requirements for the qualification (including regulatory body or legislative requirements)/ Ko ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumarū, ki ngā here ā-ture rānei)</b>	None.

<p><b>General conditions for programme/ Ngā tikanga whānui o te hōtaka</b></p>	<p>Programme delivery and all assessments must actively support ways of teaching, learning, learning support, and pastoral care preferred by Māori.</p> <p>Programmes should include mechanisms and protocols to engage, involve and consult tangata whenua and/or mana whenua with regard to local tikanga and kawa pertaining to the outcomes of the qualification.</p> <p>All programmes leading to a qualification approved under Te Hono o Te Kahurangi and listed on the NZQF, will be evaluated under Te Hono o Te Kahurangi Quality Assurance.</p>
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**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. Deliver a range of communication, interpersonal skills and strategies effectively within whānau, hapū, iwi and hapori.	20	Please refer to <a href="http://www.nzqa.govt.nz/maori/">http://www.nzqa.govt.nz/maori/</a> for programme content guidance.
2. Apply appropriate cultural practices within whānau, hapū, iwi and hapori.	20	
3. Identify and apply a range of practice management tools, processes and resources that are appropriate in support the delivery of whānau-centred social services to whānau, hapū, iwi and hapori.	20	
4. Integrate te reo and tikanga when engaging with whānau, hapū, iwi and hapori.	20	
5. Apply culturally and ethically appropriate practices, values and beliefs, to support the social service needs and aspirations of whānau, hapū, iwi and hapori.	20	
6. Identify and support a successful promotion initiative and/or activity, strengthening and enhancing health within whānau, hapū, iwi, hapori.	20	

**Transition information/ He kōrero whakawhiti**

<p><b>Additional transition information/ Ko ētahi atu kōrero mō te whakakapi</b></p>	<p><b>Version Information</b></p> <p>Version 2 of this qualification was published in November 2020 following a scheduled review. Please refer to <a href="#">Qualifications and Assessment Standards Approvals</a> for further information.</p>
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The last date of assessment for version 1 is 31 December 2023.

It is not intended that anyone be disadvantaged by this review. Anyone who feels they have been disadvantaged can appeal to NZQA Māori Qualification Services at:

PO Box 160, Wellington 6140

Telephone: 04 463 3000

Email: [mqs@nzqa.govt.nz](mailto:mqs@nzqa.govt.nz)

Website: <https://www.nzqa.govt.nz/>.