

QUALIFICATION DETAILS

Qualification number/Te nama o te tohu mātauranga	2877		
English title/Taitara Ingarihi	New Zealand Certificate in Whānau Ora		
Māori title/Taitara Māori	Te Pōkaitahi Whānau Ora (Kaupae 3)		
Version number/Te putanga	3	Qualification type/Te momo tohu	Certificate
Level/Te kaupae	3	Credits/Ngā whiwhinga	60
NZSCED/Whakaraupapa	090599 Society and Culture > Human Welfare Studies and Services > Human Welfare Studies and Services not elsewhere classified		
Qualification developer/Te kaihanga tohu	NZQA Māori Qualifications Services		
Review Date /Te rā arotake	December 2030		

OUTCOME STATEMENT/TE TAUĀKI Ā-HUA

Strategic Purpose statement/ Te rautaki o te tohu
<p>This qualification is for people who want to support whānau by developing their understanding of Whānau Ora.</p> <p>The purpose of this qualification is to provide graduates with a range of knowledge of te ao Māori that supports the holistic wellbeing of whānau.</p> <p>Graduates of this qualification will be able to demonstrate, under supervision, an understanding of te ao Māori philosophies and theories of Whānau Ora.</p>

Graduate Profile/Ngā hua o te tohu
<p>Graduates of this qualification will be able to:</p> <ol style="list-style-type: none"> 1. Build quality relationships to form a coordinated approach in the delivery of services to whānau, and key stakeholders, as an expression of whanaungatanga. 2. Apply a range of standard processes and systems, under supervision to assist whānau and key stakeholders to make well-informed decisions as an expression of kaitiakitanga and manaakitanga.

3. Apply operational and theoretical knowledge, under supervision to design a Whānau Ora plan as an expression of pūkengatanga.
4. Reflect on practice and performance to further develop personal attributes as an expression of rangatiratanga.

Guiding Principles/ Ngā Mātāpono

Whanaungatanga – “Mā te whakarongo, ka tupu te kākano” – “By listening, relationships can grow”.

Recognise the importance of reo, tikanga Māori and kawa in establishing, building, and maintaining quality relationships within and between whānau and key stakeholders.

Te Tika me Te Pono – “Mā te tika ka puta te pono” – “By doing what’s right, the truth shines”.

Applies tikanga Māori and kawa; legal obligations and compliance issues, systems and procedures, process and ethics, that is socially and culturally responsive.

Kaitiakitanga – “Tiakina te taiao, tiakina te whānau” – “Protect the environment, protect the whānau”.

Understands the skills and knowledge needed to support the protection, maintenance and strengthening of whānau through the delivery effective and timely health and/or social services.

Ngā Pūkenga – “Tū tangata, tū maia, tū pūkenga” – “Stand strong, stand brave, stand skilled”.

Keep up to date with professional practices, new knowledge and technologies that improve service outcomes through the ability to self-reflect on one’s own practice and collaborate with others.

Manaakitanga – “Kia puawai te orange o te whānau” – “Through nurturing, the whānau will thrive”.

Work with whānau and key stakeholders in a caring and mana-enhancing way, and where the focus is on strengths and abilities.

Rangatiratanga – “Kia rangatira te mana o te rangatira!” – “Show up and rise”.

Empower kaimahi to have the knowledge, skills and experience to deliver whānau-centred health and/or social services to whānau, role modelling of positive behaviours based on kaupapa Māori principles.

Education Pathway/ Ngā huarahi mātauranga

Graduates may undertake further study towards:

- New Zealand Certificate in Tiaki Kuia, Koroua (Level 4) [Ref: 2874].
- New Zealand Certificate in Whānau Ora (Level 4) [Ref: 2878].
- New Zealand Certificate in Kaupapa Māori Public Health (Level 4) [Ref: 2870].
- Te Tūāpapa he whai i Te Ao Marama – New Zealand Certificate in the Care and Enabling of Disabled Tangata Māori (Level 4) [Ref: 2880].
- Te Pou Tautoko i te Ora (Level 4) [Ref: 2875]
- New Zealand Certificate in Health and Wellbeing (Advanced Care and Support) (Level 4) [Ref: 4108]
- New Zealand Certificate in Youth work (Level 4) [Ref: 2449]
- New Zealand Certificate in Te Puāwaitanga o te Mokopuna (Level 4) [Ref: 2856]

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 transferable skills and knowledge to undertake kaimahi roles under supervision in:

- Whānau Ora Providers
- Public Health Organisations
- Health Organisations Iwi Social Services
- Social Services
- Education support services

Graduates will have the transferrable skills and knowledge to:

Work with and encourage whānau and key stakeholders to participate in Whānau Ora.

QUALIFICATION SPECIFICATIONS/ NGĀ TAUWHĀITITANGA O TE TOHU

Qualification Award/ Te whakawhiwhinga o te tohu	This qualification may be awarded by any education organisation accredited to deliver a programme leading to the qualification.
Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga	<p>The process for ensuring consistency of the Whānau Ora graduate profiles will be evidence-based, outcomes-focussed, and grounded in the guiding principles of this qualification and Te Hono o Te Kahurangi guidelines and quality assurance processes.</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 be provided for the consistency reviews:</p> <ul style="list-style-type: none"> • Internal and external moderation reports • Actions taken by the education organisation in response to feedback from graduates, current students, tutors/assessors • Graduate destination data • Programme completion data and course results • Benchmarking across common programmes • Relevant THoTK external evaluation and review data where applicable • Programme evaluation reports • Portfolios of learner work • Site visit reports <p>Other relevant and reliable evidence.</p>

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	Achieved.
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 whakamarumarū, ki ngā here ā-ture rānei)	None.
General conditions for programme/ Ngā tikanga whānui o te hōtaka	<p>The context for the delivery of programmes leading to the award of the Whānau Ora qualification, actively supports Māori preferred ways of teaching, learning, learning support, and pastoral care.</p> <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: Domain - Whānau Ora</p> <p>Te reo me ngā tikanga Māori are inherent and embedded within the kaupapa and values of this qualification.</p> <p>For the purposes of this qualification the term Whānau Ora places whānau/families at the centre of the provision of services, and is built on distinctively Māori cultural foundations; Whānau Ora endorses a whānau-centred approach to meeting the identified health and social needs of whānau; recognises whānau capacity for self-determination; is intergenerational and dynamic; focuses on the inherent ability of every whānau to make positive changes; and ensures access to a wide range of health and social services.</p> <p>The programme must have in place appropriate mechanisms/protocols, to ensure whānau are engaged, involved and consulted, regarding 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 partnerships; • Relationships strategy and supporting operational policies and requirements in place;

	<ul style="list-style-type: none"> • Designated Māori relationship role/position; • Provisions for kaumātua, or whānau, hapū or iwi knowledge holders acting in an advisory capacity. <p>All programmes leading to a qualification approved under Te Hono o Te Kahurangi and listed on the NZQCF, will be evaluated under Te Hono o Te Kahurangi Quality Assurance.</p>
--	---

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.	Build quality relationships to form a coordinated approach in the delivery of services to whānau, and key stakeholders, as an expression of whanaungatanga.	10 Credits	Please refer to Field Māori programme development support :: NZQA for programme content guidance.
2.	Apply a range of standard processes and systems, under supervision to assist whānau and key stakeholders to make well-informed decisions as an expression of kaitiakitanga and manaakitanga	20 Credits	
3.	Apply operational and theoretical knowledge, under supervision to design a Whānau Ora plan as an expression of pūkengatanga.	20 Credits	
4.	Reflect on practice and performance to further develop personal attributes as an expression of rangatiratanga.	10 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	<p>Version Information</p> <p>Version 3 of this qualification was published in May 2025 following a review.</p> <p>Please refer to Qualifications and Assessment Standards Approvals for further information.</p>

	<p>The last date of assessment for version 2 of this qualification is 31 December 2026.</p> <p>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 PO Box 160, Wellington 6140 Telephone: 04 463 3000</p> <p>Email: mqs@nzqa.govt.nz Website: https://www2.nzqa.govt.nz/ Telephone: 04 463 3000</p>
--	---