

Qualification details

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| Qualification number/Te nama o te tohu mātauranga | 2878 | | |
| English title/Taitara Ingarihi | New Zealand Certificate in Whānau Ora | | |
| Māori title/Taitara Māori | Te Pōkaitahi Whānau Ora (Kaupae 4) | | |
| Version number/Te putanga | 2 | Qualification type/Te momo tohu | Certificate |
| Level/Te kaupae | 4 | 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 kaihanganga tohu | Māori Qualifications Services | | |
| Next review /Te rā arotake | December 2025 | | |

Outcome statement/Te tauāki ā-hua

Strategic Purpose statement/ Te rautaki o te tohu

This qualification is for people who wish to work with whānau in the development of a whanau-centred approach that supports whānau wellbeing.

The purpose of this qualification is to provide graduates with a range of knowledge, skills and experiences in mātauranga Māori wellbeing approaches.

Graduates of this qualification will be able to apply knowledge of Māori philosophies and theories of Māori wellbeing for a range of whānau ora contexts under limited supervision.

Graduate Profile/Ngā hua o te tohu

Graduates of this qualification will be able to:

1. Develop and implement communication and relationship strategies to form a coordinated approach in the delivery of services to whānau, hapū, iwi and or hapori and relevant stakeholders as an expression of whanaungatanga.
2. Apply a range of standard and non-standard systems and processes to develop and implement whānau-centred services that support best outcomes for whānau as expressions of kaitiakitanga and te pono me te tika.
3. Work collaboratively and effectively with whānau to develop and implement a whānau ora plan as an expression of manaakitanga and pukengatanga.
4. Review and evaluate own practice and performance to self-manage own strengths and weaknesses as an expression of rangatiratanga.

Guiding Principles

Whanaungatanga – Highlights the importance of reo, tikanga and kawa in establishing, building and maintaining quality relationships within and between tangata Māori with disability and their whānau, hapū, iwi and hapori, health and/or social services and other key stakeholders.

Te Pono me te tika – Encompasses important aspects of Tikanga Māori and kawa; legal obligations and compliance issues, systems and procedures, processes and ethics, and acting in a way that is socially and culturally responsible. It also looks into how these tools can be utilised to achieve the best outcomes for whānau, hapū, iwi and hapori.

Kaitiakitanga – Refers to the skills and knowledge needed to support the protection, maintenance and strengthening of the mauri, mana and tapu of whānau through the delivery of culturally appropriate, effective and timely health and/or social services. It also looks into how these tools can be utilised to achieve the best outcomes for whānau, hapū, iwi and hapori.

Pukengatanga – Highlights the importance of keeping engaged and up to date with new knowledge and technologies and models of whānau-centred practices and services; the ability to self-reflect on one's own model of practice as part of continuous self-improvement; and sharing lessons learnt with other kaimahi, providers, whānau and other key stakeholders.

Manaakitanga – Signifies as fundamental the ability of whānau-centred kaimahi to work together with whānau in a caring and mana-enhancing way underpinned by te reo, tikanga and kawa, and where the focus is on strengths and abilities.

Rangatiratanga – Emphasises the importance of kaimahi having the knowledge, skills, and experience to lead the delivery of whānau-centred health and/or social services to whānau, including: knowledge of local kawa and tikanga; use of te reo; role-modelling positive behaviours based on kaupapa Māori principles; and meeting legal and ethical requirements in a professional manner.

Education Pathway/ Ngā huarahi mātauranga

Graduates of this qualification may undertake further study towards:

- New Zealand Diploma in Whānau Ora (Level 5) [Ref:2879].
- Te Pou Tautoko i te Ora (Kaupae 5) – New Zealand Diploma in Social Services (Level 5) [Ref: 2876]
- New Zealand Diploma in Kaupapa Māori Public Health (Level 5) [Ref: 2871]
- New Zealand Diploma in Public Health and Health Promotion (Level 5) [Ref: 1865]
- Te Tipuranga o Te Mokopuna – New Zealand Diploma in a Māori World View of Early Learning (Level 5) [Ref: 2857]
- New Zealand Diploma in Early Childhood Education and Care (Level 5) [Ref: 2851]
- New Zealand Diploma in Health and Wellbeing (Practice/Applied practice) (Level 5) [Ref: 3244]

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 kaiāwhina roles under limited supervision in:

- Public Health Organisations
- Health Organisations
- Iwi Social Services
- Social Services
- Social Development Organisations
- Whānau Ora Providers
- Nursing support and Care
- Whānau Business – Tourism, sports, waka ama etc.
- Environmental care and management – in the care and development of te whenua, te moana, te ngahere etc.

Graduates will have the transferrable skills and knowledge to:

- Whakamana Maori and whānau to make decisions for their own oranga.
- Work with and encourage whānau, hapū, iwi and/or hapori to participate in the care and development of their own base assets such as the moana, whenua and ngahere.

Qualification Specifications/ Ngā tauwhāititanga o te tohu

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| 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 consistency:</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 • Other relevant and reliable evidence. |
| 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</p> |

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| | <p>accessed on the following page of the NZQA website: https://www.nzqa.govt.nz/maori-and-pasifika/field-maori-programme-development-support/whanau-ora-level-3/</p> <p>Te Reo me ōna 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, with regards to 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; • 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 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 |
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| 1. | Develop and implement communication and relationship strategies to form a coordinated approach in the delivery of services for whānau, hapū, iwi and/or hapori as an expression of whanaungatanga. | 10 Credits | Please refer to http://www.nzqa.govt.nz/maori/field-maori-programme-development-support/ for programme content guidance. |
| 2. | Apply a range of standard and non-standard systems and processes to develop and implement whānau-centred services that supports best outcomes for whānau as expressions of kaitiakitanga and te pono me tika. | 20 Credits | |

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| 3. | Work collaboratively and effectively with whānau, to develop and implement a whānau ora plan as an expression of manaakitanga and pukengatanga. | 20 Credits | |
| 4. | Review and evaluate own practice and performance to self-manage own strengths and weaknesses as an expression of rangatiratanga. | 10 Credits | |

Transition information/ He kōrero whakawhiti

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| Replacement information/ He kōrero mō te whakakapi | |
| Additional transition information/ Kō ētahi atu kōrero mō te whakakapi | <p>Version information</p> <p>Version 2 of this qualification was published in November 2020 following a scheduled review.</p> <p>The last date of assessment for version 1 of this qualification is 31 December 2021.</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 at:</p> <p>PO Box 160, Wellington 6140 Telephone: 04 463 3000 Email: mqs@nzqa.govt.nz Website: https://www.nzqa.govt.nz/.</p> <p>Please refer to Qualifications and Assessment Standards Approvals for further information.</p> |