

Title	Demonstrate knowledge of kaupapa and tikanga Māori relevant to Māori clients in the public sector		
Level	5	Credits	6

Purpose	<p>This unit standard is intended for people who are employed in the public sector.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – explain kaupapa and tikanga Māori in relation to service delivery in a public sector organisation; – describe a service delivery situation for application of kaupapa and tikanga Māori in a public sector organisation.
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Classification	Public Sector Services > Public Sector Māori
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Available grade	Achieved
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Guidance Information

- 1 Recommended unit standards for entry:
Unit 14950, *Describe Te Tiriti o Waitangi/Treaty of Waitangi and its application in the public sector*.
- 2 References
A searchable list public sector organisations, of other names that organisations are commonly known by, or have previously been known by, see the Government A-Z at <https://www.govt.nz/organisations/>.
Barlow, Cleve, *Tikanga Whakaaro: Key Concepts in Māori Culture*. (Auckland; Oxford University Press, 2001).
- 3 Definitions
Kaupapa Māori relates to the knowledge, attitudes and values that are inherently Māori as held and followed by hapū and iwi. Kaupapa Māori is the foundation upon which tikanga and kawa is established and incorporates all of the teachings which have been passed down through generations of hapū and iwi. Examples include whakapapa, pūrākau, mōteatea, and karakia.
Māori clients refer to groups such as iwi and hapū, urban Māori authorities, pan-Māori organisations, national Māori organisations, professional and semi-professional bodies and individuals.
Public sector organisations comprise the state sector organisations plus those of local government. Within the state sector lies the state services, and within this lies the core public service.
Service delivery refers to activities carried out by organisations that are oriented towards meeting customer needs and expectations. Service delivery that strives to meet the needs of Māori is based on the acknowledgement of differences between

ethnic backgrounds, for example, social standing, belief structures, values base and past experiences. This acknowledgement resists any assumption that the rules familiar to the majority will be used when people of different ethnic backgrounds interact.

Tikanga Māori are the practices to be followed in conducting the affairs of a group or an individual. They are the rules or customs handed down within a hapū or iwi. There is iwi variation on tikanga Māori. The context of this unit standard should begin with the local rohe or takiwā. Where local rohe are also occupied by a number of other iwi, hapū, or whānau, the tangata whenua and/or mana whenua view will take precedence.

4 Assessment Range

The review of a service delivery situation may relate to service delivery in general or a particular service delivery situation that has occurred.

5 Performance of outcomes of this unit standard will require consideration of the underlying values and responsibilities of people working in the public sector including standards of integrity and conduct and the Te Tiriti o Waitangi/Treaty of Waitangi and its principles.

Outcomes and performance criteria

Outcome 1

Explain kaupapa and tikanga Māori in relation to service delivery in a public sector organisation.

Performance criteria

- 1.1 Explain kaupapa and tikanga Māori that relate to interpersonal communication with clients.
- 1.2 Explain kaupapa and tikanga Māori that relate to organising and conducting hui with Māori groups.
- 1.3 Explain what provision has been made in workplace policies and practices for manaakitanga.

Range provisions may include but are not limited to – protocols for greeting visitors, recognition and resourcing to accommodate Māori language speakers, providing workspace for hui, providing opportunities for Māori groups to attend hui, formal recognition of karakia in appropriate situations.
- 1.4 Explain the strategies that can be used to incorporate kaupapa and tikanga Māori into the service delivery of a public sector organisation.

Outcome 2

Describe a service delivery situation for application of kaupapa and tikanga Māori in a public sector organisation.

Performance criteria

- 2.1 Describe current policies and practices of a public sector organisation that have some bearing on the application of kaupapa and tikanga Māori.
- 2.2 Describe the intended outcomes and actual outcomes for Māori in relation to the organisation's policies and practices relating to the application of kaupapa and tikanga Māori.
- 2.3 Describe how kaupapa and tikanga Māori are currently utilised within a public sector organisation.
- 2.4 Describe possible changes to the organisation's policies and practices that could improve integration of kaupapa and tikanga Māori for interactions with Māori clients.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 March 1999	31 December 2012
Revision	2	21 August 2001	31 December 2012
Revision	3	13 June 2003	31 December 2012
Review	4	14 April 2011	31 December 2023
Rollover and Revision	5	17 August 2017	31 December 2023
Review	6	27 May 2021	N/A

Consent and Moderation Requirements (CMR) reference	0121
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact The Skills Organisation info@skills.org.nz if you wish to suggest changes to the content of this unit standard.