

Title	Contribute to disputes resolution processes for Iwi/Māori social service purposes		
Level	5	Credits	6

Purpose	People credited with this unit standard are able to: assess a situation for its suitability for disputes resolution for Iwi/Māori social service purposes; make arrangements to convene a disputes resolution process; contribute to the opening of a disputes resolution hui; contribute to the hui process for disputes resolution; and contribute to the closure of a disputes resolution hui.
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Classification	Social Services > Iwi/Māori Social Services
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Available grade	Achieved
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Guidance Information

- 1 Legislation relevant to this unit standard includes but is not limited to:
 - Official Information Act 1982;
 - Privacy Act 2020;
 - Te Ture Whenua Māori Act 1993 (Māori Land Act 1993).

- 2 Reference:
 - Jones, Carwyn. (2011). Māori Dispute Resolution: Traditional Conceptual Regulators and Contemporary Processes. In Brigg and Bleiker (Eds.), *Meditating Across Differences: Oceanic and Asian Approaches to Conflict Resolution*. Honolulu: University of Hawaii Press. Retrieved July 20, 2020, from <https://ssrn.com/abstract=2401978>.

- 3 Definitions:
 - *Characteristics and needs* of individuals and whānau may be physical, spiritual, or mental. Characteristics and needs of individuals include their whakapapa, age and stage of development, beliefs, disabilities, gender, health status, language, sexual orientation, values, and needs for physical comfort, safety, and privacy. Characteristics and needs of whānau may include but are not limited to their kaupapa, tikanga, whakapapa, economic status, whenua, and needs for physical comfort, safety, and privacy.
 - *Disputes resolution* may include but is not limited to – formal processes of marae justice and less formal processes that may take place within whānau, hapū, and iwi in social service settings.
 - 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 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.
- 5 People awarded credit in this unit standard demonstrate competence in working with service users in a 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.
- 6 People awarded credit in this unit standard show that their actions are guided and supported by social service practice theories. Evidence is required of social service theories that are derived from authoritative sources. This may include but is not limited to – body of knowledge related to social service work; cultural theory; practice research.
- 7 The definitions of Māori words and concepts in the local dialect must be verified by the local iwi and/or hapū.
- 8 The context of the unit standard is limited to – local rohe or takiwā; where local rohe are also occupied by a number of other iwi or hapū, the tangata whenua or mana whenua view will take precedence. Other iwi or hapū views should be encouraged in order to enrich and enhance understanding of key Māori concepts and practices.
- 9 People awarded credit in this unit standard must be able to explain the application of Te Tiriti o Waitangi in the social services and are able to apply this competence to the context of assessment for this unit standard.
- 10 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 2020, 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.

Outcomes and performance criteria

Outcome 1

Assess a situation for its suitability for disputes resolution for Iwi/Māori social service purposes.

Performance criteria

- 1.1 Potential participants in a disputes resolution situation are identified.

Range	may include but is not limited to – parties to the dispute, members of the whānau of parties to the dispute, professional workers.
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- 1.2 The suitability of using a disputes resolution process for the situation is investigated.

Range willingness to participate in disputes resolution, availability of participants for disputes resolution, nature of the events or issues leading to the need for disputes resolution.

Outcome 2

Make arrangements to convene a disputes resolution process.

Performance criteria

- 2.1 A marae or other Iwi/Māori environment is identified according to its agreement to host and facilitate the disputes resolution process.

- 2.2 Requirements for the disputes resolution process are identified according to agreement with the host marae or other Iwi/Māori environment.

Range time, date, venue, necessary resources.

- 2.3 Kawa for the hui and responsibility for the different aspects of the mihimihi are established according to agreement with the host marae or other Iwi/Māori environment.

Range kawa – karanga, mihimihi, karakia, kai.

Outcome 3

Contribute to the opening of a disputes resolution hui.

Performance criteria

- 3.1 Opening process are undertaken according to established kawa and any responsibility on the social service worker for aspects of the mihimihi.

Range may include but is not limited to – karanga, mihimihi, karakia, kai.

- 3.2 Different roles and functions of participants are identified.

Range parties to the dispute, members of the whānau of parties to the dispute, professional workers.

- 3.3 The kaupapa of the hui, issues to be resolved, and set objectives, are identified and agreed upon.

- 3.4 Participants with information essential to the kaupapa of the hui are assisted to make information available in a manner that acknowledges the characteristics and needs of other participants.

3.5 Statutory provisions governing the hui or prescribing any requirements for task or process are addressed.

Outcome 4

Contribute to the hui process for disputes resolution.

Performance criteria

- 4.1 Processes are undertaken according to established kawa and the kaupapa of the hui.
- 4.2 Hui participants are assisted to maintain progress towards achieving agreed objectives, and development of any required plan.
- 4.3 The characteristics and needs of hui participants are recognised.
- 4.4 Information provided at the hui is addressed in accordance with statutory requirements on the facilitator, hui members, and the kaupapa of the hui.

Outcome 5

Contribute to the closure of a disputes resolution hui.

Performance criteria

- 5.1 Hui participants are assisted to work towards consensus on outcomes.
- 5.2 Plans and requirements or responsibilities of hui participants are recorded according to agreement with participants.

Range parties to the dispute, members of the whānau of parties to the dispute, professional workers, representatives of Iwi/Māori social services, representatives of other agencies and organisations.
- 5.3 Details of the time, date, and venue of any further hui are included in the records.
- 5.4 The hui is closed according to the established kawa and any responsibility on the social service worker for aspects of the closure.

Range karakia, poroporoaki.

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	17 August 1999	31 December 2022
Revision	2	20 March 2003	31 December 2022
Review	3	25 February 2008	31 December 2022
Review	4	25 February 2021	N/A

Consent and Moderation Requirements (CMR) reference

0024

This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.