Title	Develop and maintain relationships with internal and external Māori stakeholders in the public sector
Level	5	Credits	6

Purpose	This unit standard is intended for people who are employed in the public sector. People credited with this unit standard are able to: – establish and develop relationships with internal and external Māori stakeholders in the public sector to benefit own work; – maintain working relationships with internal and external Māori stakeholders within the public sector.

Classification	Public Sector Services > Public Sector Māori

Available grade	Achieved

Guidance Information

1   Recommended unit standard for entry:
Unit 14950, *Describe Te Tiriti o Waitangi/Treaty of Waitangi and its application in the public sector*.

2   Reference
A searchable list 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/.

3   Definitions
Māori stakeholders refer to Māori individuals and groups which have some direct interest in the organisation and its products or services. Māori stakeholders typically include customers, providers, owners, shareholders, managers, employees, employee organisations, and regulatory bodies.
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.
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.
Tikanga Māori values and concepts include but are not limited to – hui, kaitiakitanga, manaakitanga, rangatiratanga, pōwhiri, kotahitanga, karakia.

4   Assessment Range
         Evidence of application of developing and maintaining relationships with Māori
         stakeholders should come from within the candidate's workplace. The candidate
         should demonstrate and apply understanding of tikanga Māori throughout the
         development and maintenance of working relationships with Māori stakeholders.

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 Treaty of Waitangi and its principles.

Outcomes and performance criteria

Outcome 1

Establish and develop relationships with internal and external Māori stakeholders in the
public sector to benefit own work.

Performance criteria

1.1   Demonstrate networking and relationship building skills in terms of identifying
         internal and external key Māori stakeholders, and establishing communication
         links with people who impact upon the functions and operations of the agency.

1.2   Develop consultation processes that incorporate communication methods that
         are appropriate to the circumstances and relevant for Māori stakeholders in a
         public sector context.

1.3   Identify and initiate networking and relationship building opportunities to
         improve understanding of situations and issues from a Māori stakeholder
         perspective.

         Range   evidence for three relationship building opportunities is required.

1.4   Identify and consider Māori stakeholder needs in relation to the business and
         values of own public sector agency.

         Range   evidence for two Māori stakeholder needs is required.

1.5   Develop relationships with Māori stakeholders in terms of how the relationships
         have benefited own work.

         Range   evidence for three separate relationships of which there is one
                    benefit for each is required.

Outcome 2

Maintain working relationships with internal and external Māori stakeholders within the
public sector.

Performance criteria

2.1   Maintain contact with Māori stakeholders within the public sector at agreed intervals to strengthen relationships in accordance with organisational requirements and tikanga Māori values and concepts.

2.2   Establish and maintain a rapport with Māori stakeholders within the public sector in all subsequent dealings to foster long term relationships and continuing mutual benefit.

2.3   Maintain relationships with Māori stakeholders within the public sector to identify and clarify any potential disputes and determine action required to resolve these.

2.4   Maintain policies, procedures and activities designed to promote trust, satisfaction and goodwill and that can be actioned promptly, accurately and willingly in accordance with organisational requirements for service to Māori stakeholders.

Planned review date	31 December 2025

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	14 April 2011	31 December 2023
Rollover	2	17 August 2017	31 December 2023
Review	3	27 May 2021	N/A

Consent and Moderation Requirements (CMR) reference	0121

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.