

<b>Title</b>	<b>Analyse public sector and Māori engagement</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<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"> <li>– explain the reasons and benefits for the public sector to engage with Māori;</li> <li>– analyse and explain a public sector organisation’s work in terms of engaging with Māori;</li> <li>– explain the mechanisms and processes used by a public sector organisation to engage with Māori;</li> <li>– analyse the effectiveness of an organisation’s engagement with Māori and identify opportunities for this to be strengthened.</li> </ul>
----------------	---

<b>Classification</b>	Public Sector Services > Public Sector Māori
-----------------------	--

<b>Available grade</b>	Achieved
------------------------	----------

### Guidance Information

- 1 Recommended unit standard 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  
*Engagement* refers to the range of activities that the public sector may undertake in order to interact and communicate with Māori. Engagement involves a number of activities and occurs across a spectrum from low to high involvement, including, for example: information sharing, consultation, joint action, shared decision-making and co-management.  
*Outcomes* refer to the specific characterisations of what an agency or sector is working to achieve for New Zealanders. Outcomes are the end result and describe why an agency or sector is delivering certain interventions on behalf of New Zealanders.

*Outputs* refer to the final goods and services that are produced by one organisation for use by another organisation or individual. Outputs define the major products or services, the timeframe in which they are delivered and the cost to deliver them. Outputs are the building blocks used to achieve and measure impacts and outcomes. *Organisational requirements* refer to instructions to staff on policies, procedures, and methodologies which are documented and are available in the workplace.

*Public sector* (in the context of this standard) refers to government in the widest sense. It includes central government and local authorities (local government).

*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.

- 4 Assessment Range  
Evidence should come from within the candidate's workplace.
- 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

Explain the reasons and benefits for the public sector to engage with Māori.

#### Performance criteria

- 1.1 Explain reasons for the public sector to engage with Māori in relation to its responsibilities and nature of business.
 

Range	reasons may include but are not limited to – as residents, rate payers, taxpayers, New Zealanders, Treaty of Waitangi partners, best practice, minority group, indigenous people; evidence for three reasons is required.
-------	---
- 1.2 Explain reasons for Māori choosing to engage with the public sector in relation to the intended outcomes and outputs for Māori.
 

Range	reasons may include but are not limited to – services that public sector agencies are responsible for that impact on Māori; tangata whenua interests; rights and responsibilities in their rohe, local iwi and hapū; varying interests in local government activities, for example, interests in land and natural resources; evidence of three reasons is required.
-------	---

- 1.3 Analyse and explain benefits of building long term relationships between Māori and the public sector.

Range benefits may include but are not limited to – greater understanding of issues, opportunities to establish shared projects and joint ventures, improved access, efficient use of resources, supporting Māori aspirations;  
evidence for two benefits is required from both the Māori and the public sector perspectives.

## Outcome 2

Analyse and explain a public sector organisation's work in terms of engaging with Māori.

### Performance criteria

- 2.1 Explain reasons for the public sector organisation engaging with Māori in terms of organisational responsibilities, intended outcomes from engagement, and nature of work.

Range reasons may include but are not limited to – Māori as a community of interest, Māori as a minority group, need for research in the area, need for Māori to be part of policy development process, best practice, Treaty of Waitangi obligation, legislative requirement;  
evidence of two reasons is required.

- 2.2 Analyse and explain the benefits for the public sector organisation engaging with Māori and ensure it meets the intended organisational outcomes and purpose for engagement.

Range evidence for two benefits for the public sector organisation and two benefits for Māori is required.

- 2.3 Analyse and explain the challenges for engagement from the public sector organisation and Māori perspectives in accordance with organisational requirements.

Range evidence of two challenges from the public sector organisation and Māori perspectives is required.

## Outcome 3

Explain the mechanisms and processes used by a public sector organisation to engage with Māori.

Range mechanisms may include but are not limited to – hui, consultation documents, electronic media, working/focus groups, networking, liaison staff;  
processes may include but are not limited to – koha, pōwhiri, hui, resources, human resource, customer service, consultation;  
evidence for three mechanisms and three processes is required

**Performance criteria**

- 3.1 Explain mechanisms and processes used by the public sector organisation for engaging with Māori in accordance with organisational requirements.
- 3.2 Explain strengths and weaknesses for the mechanisms and processes used for engaging with Māori in accordance with organisational requirements.

Range evidence for two strengths and two weaknesses for each mechanism and process is required.

**Outcome 4**

Analyse the effectiveness of an organisation's engagement with Māori and identify opportunities for this to be strengthened.

**Performance criteria**

- 4.1 Analyse a comparison of intended outcomes for engaging with Māori with actual outcomes.
- 4.2 Analyse how the organisation can strengthen its engagement with Māori.

Range may include but is not limited to – relationships across a wide range of activities, supporting Māori capacity building, working together to develop and deliver services that promote Māori and community wide well-being; evidence for three ways of strengthening engagement is required.

- 4.3 Analyse how the organisation can approach their capacity and/or capability to build relationships with Māori.

Range approaches to capacity and/or capability may include but are not limited to – iwi liaison staff, access to learning and development, resourcing, skills exchanges and secondments, understanding of Māori language, understanding of Māori customs and protocols; evidence for two approaches is required.

- 4.4 Analyse the challenges to effective engagement with Māori.

Range challenges may include but are not limited to – identifying, prioritising and resourcing long-term engagement mechanisms; developing and maintaining capacity and capability; concerns mechanisms don't go far enough in recognising Māori participation in policy setting and decision-making; evidence for three challenges is required.

<b>Planned review date</b>	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

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:info@skills.org.nz) if you wish to suggest changes to the content of this unit standard.