

Qualification Title: New Zealand Certificate in Social Services (Māori) (Level 4)

Qualification number: 2875

Date of review: 4 November 2019

This report refers to graduates awarded this qualification prior to: **31 December 2018**

Final decision on consistency of the qualification: National consistency is confirmed

Threshold:

Given there was only one provider presenting evidence against the Graduate Profile Outcomes (GPO's) it was agreed there is no change to the GPO threshold to determine sufficiency with the graduates being able to:

- Deliver a range of effective communication and interpersonal skills and strategies across a diverse range of stakeholders.
- Apply appropriate cultural practices across a diverse range of stakeholders.
- Assess the effectiveness of practice management tools, processes and resources that support the delivery of whānau-centred social services to tangata Māori and their whānau
- Integrate te reo and tikanga when engaging with tangata Māori, their whānau, hapū, iwi and hapori.
- Apply culturally and ethically appropriate practices, behaviours and beliefs, to support the social service needs and aspirations of tangata Māori and their whānau.
- Apply successful health promotion initiatives and/or activities to strengthen and enhance whānau, hapū, iwi, hapori.

Education Organisations with sufficient evidence

The following education organisations have been found to have sufficient evidence.

Education Organisation	Final rating
Te Wānanga o Aotearoa	He Pounamu Kahurangi

Introduction

The New Zealand Certificate in Social Services (Māori) is a Level 4, 120 credit qualification. This qualification is intended for those seeking to increase their skills and knowledge to work with tangata Māori and their whānau in a social services context. Under supervision, graduates will be able to deliver whānau-centred social services, explain legislative requirements and identify conflict situations.

Graduates may pathway to a Level 5 qualification, including: - New Zealand Diploma in Whanau Ora (Level 5) [Ref: 2879] - Te Pou Tautoko i te Ora (Level 5) [Ref: 2876] - New Zealand Certificate in Kaupapa Māori Public Health (Level 5) [Ref: 2871] Employment

The consistency review was held over half a day. Attendees included the one provider with graduates; two observers from one organisation; and the qualification developer. There were 606 graduates at the time of the review.

Final Consistency Review Report

Programmes were approved under the New Zealand Qualifications Framework and the review was conducted using the Te Hono o te Kahurangi quality assurance framework.

Evidence

The education organisations provided a range of evidence to demonstrate that their graduates met the graduate profile outcomes.

The criteria used to judge the evaluation question were:

- The nature, quality and integrity of the evidence presented by the education organisation
- How well the organisation has analysed, interpreted and validated the evidence, and used the understanding gained to achieve actual or improved consistency
- The extent to which the education organisation can reasonably justify and validate claims and statements relating to the consistency of graduate outcomes, including in relation to other providers of programmes leading to the qualification.

Examples of the evidence provided included:

- Mapping of qualification outcomes to the learning outcomes
- Internal pre- and post-assessment moderation reports and/ or action plans.
- Programme review documentation
- Feedback from tauira, Kaiako and external stakeholders on the programme; and graduate pathway information.
- Post review reflections.

How well does the self-assessment and supporting evidence provided by the education organisation demonstrate that its graduates match the graduate outcomes at the appropriate threshold?

Overall, there are some gaps in the evidence identified by the provider that are being addressed in order to demonstrate that their graduates meet the graduate profile outcomes at the determined threshold.

There was good evidence submitted that showed programme alignment to graduate profile outcomes; post-assessment moderation; programme review; graduate destinations for tauira; and graduate feedback against the GPO's. It was also clear how the organisation was aligning its programme and outcomes to the kaupapa of Te Hono o te Kahurangi.

Evidence does need to be strengthened including external post-moderation of assessments; and formal feedback from Kaiako and external stakeholders on graduates and graduate profile outcomes. Feedback from graduates, although aligned to the GPOs, was less convincing and the education organisation will need to reconsider their strategies, it has in place, to increase response rates. However, overall the evidence and self-assessment provided is sufficient to demonstrate consistency of outcomes.

Recommendations to Qualification Developer

There were no recommendations for the qualification developer.