

# Health and Disabilities, Social Services and Whānau Ora Qualifications Mandatory Review

## **Analysis of feedback received**

*for the proposed suite of*

Health and Disabilities, Social Services and Whānau  
Ora Qualifications



Hui Tānguru 2014

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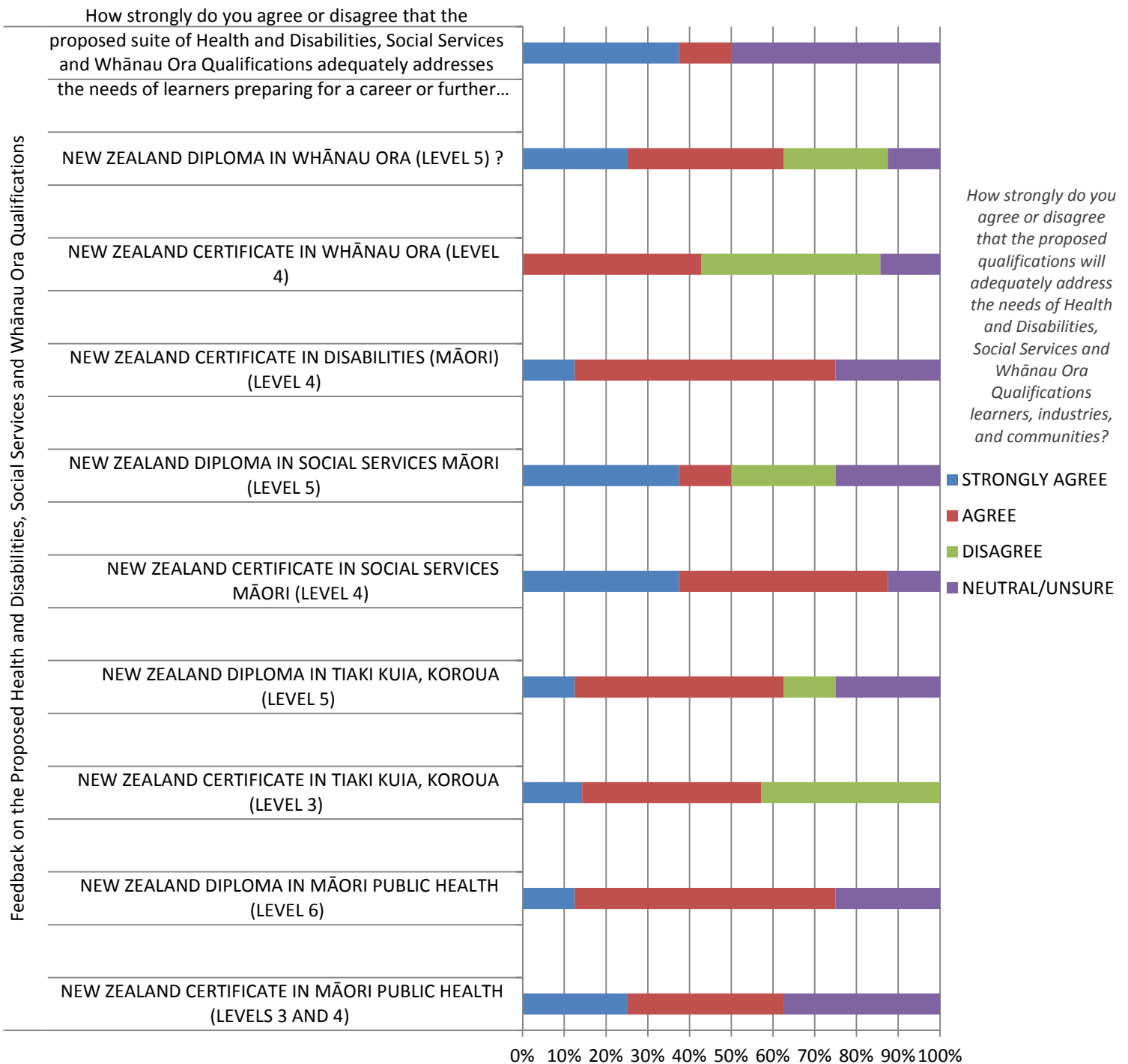
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## Summary of Consultation feedback

- A total of 11 responses were received. Eight responses were fed back through the online survey, with one organisation feeding back directly to Māori Qualifications Services on a range of issues. Their comments have been documented separately at the end of this report.
- Of the total number of on-line respondents **37%** were from industry; **25%** were from Polytechnic or Institute of Technology (ITP); **25%** from Student/individual; and **12.5%** from other.

### Responses to Proposed Health and Disabilities, Social Services and Whānau Ora Qualifications Landscape



## Comments directly related to the Qualifications

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The following feedback was received from the on-line survey.  
Points for Governance Group consideration are highlighted below.

### PROPOSED MĀORI PUBLIC HEALTH QUALIFICATIONS:

#### **Pātai 4**

*Referring to the draft qualifications document, how strongly do you agree or disagree that the proposed NEW ZEALAND CERTIFICATE IN MĀORI PUBLIC HEALTH (LEVELS 3 AND 4) adequately address the needs of Health and Disabilities, Social Services and Whānau Ora Qualifications learners, industries, and communities?*

**25% Strongly Agreed, 37.5% Agreed, 37.5% Neutral / Unsure**

#### **Pātai 5**

*Referring to the draft qualifications document, how strongly do you agree or disagree that the proposed NEW ZEALAND DIPLOMA IN MĀORI PUBLIC HEALTH (LEVEL 6) adequately address the needs of Health and Disabilities, Social Services and Whānau Ora Qualifications learners, industries, and communities?*

**12.5% Strongly Agreed, 62.5% Agreed, 25% Neutral / Unsure**

### Comments specific to the Māori Public Health Qualifications:

- In earlier consultation feedback one of the ITPs supported the submission that MĀORI HEALTH PROMOTION was an essential element (along with Māori public health concepts). The suite of proposed qualifications has in some places addressed this but MĀORI HEALTH PROMOTION is still missing from most of the references to "Māori public health" throughout the qualifications. Can this please be addressed?
- NZ Certificate in Māori Public Health L3 - several outcomes in the graduate profile would be expected to be better designed eg "Develop communication skills to foster whanaungatanga in a healthcare context" should be more accurately described as "Foster whanaungatanga in a healthcare context through application of relevant communication skills" (the point being that the graduate should have already developed the communication skills by the time of graduation). Also, we believe that some of the Employment Pathway roles are not well matched to the level of the qualification (e.g. Māori Health Adviser would require a higher level of qualification achievement than level 3).
- New Zealand CERTIFICATE in Māori Public Health level 6 - this is listed as a DIPLOMA qualification type so the title should reflect this. Also, we submit that the titles of the certificate and diploma qualifications should include Māori health promotion i.e. "Diploma in Māori Public Health and Health Promotion".
- Public Health Qualifications need to ensure that the Public Health and Health Promotion Competencies are included in the conditions. And ensure that Public Health, Ministry of Health is included in the development of these qualifications.

#### **For consideration:**

- Consideration of the inclusion of **Māori Health Promotion** in the qualification(s).
- Consideration of wording of the GPOs, and Education Pathways in the suite of qualifications. (MQS to check)
- Check Levels and Titles of qualifications.

#### **Response:**

Māori Health Promotion to be included in the outcomes of the qualifications.  
GPOs have been reconsidered and amended in consultation with the GG.

## PROPOSED TIAKI KUIA, KOROUA QUALIFICATIONS:

### Pātai 6

*Referring to the draft qualifications document, how strongly do you agree or disagree that the proposed NEW ZEALAND CERTIFICATE IN TIAKI KUIA, KOROUA (LEVEL 3) adequately address the needs of Health and Disabilities, Social Services and Whānau Ora Qualifications learners, industries, and communities?*

**14.3% Strongly Agreed, 42.9% Agreed, 42.9% Disagree**

### Pātai 7

*Referring to the draft qualifications document, how strongly do you agree or disagree that the proposed NEW ZEALAND DIPLOMA IN TIAKI KUIA, KOROUA (LEVEL 5) adequately address the needs of Health and Disabilities, Social Services and Whānau Ora Qualifications learners, industries, and communities?*

**12.5% Strongly Agreed, 50% Agreed, 25% Neutral / Unsure, 12.5% Disagree**

### **Comments specific to the Tiaki Kuia, Koroua Qualifications:**

- I think there needs to be a Level 4 Tiaki Kuia/Koroua not a Level 3.
- NZ Certificate in Tiaki Kuia, Koroua Level 3 - the outcomes in the graduate profile are very good, specific and action-focussed. We would encourage this writer to be involved in a final review of the outcomes of the other qualifications some of which are very passive.
- New Zealand Certificate in Tiaki Kuia, Koroua may not have enough content to satisfy the needs of employers who were also involved in the **Health and Wellbeing**, strands **aged residential care** and **home and community**. Therefore learners may be disadvantaged trying to gain employment and be required to do additional study in order to gain employment. New Zealand Diploma in Tiaki Kuia, Koroua (Level 5) may not meet the needs of industry. Employers are likely to employ Enrolled Nurses at Level 5. This qualification needs to be considered alongside the review of the Enrolled Nursing Qualification planned for 2014. Learners may not be able to easily transfer between this qualification and programmes under the non-Māori qualifications due to the difference in content.

### **For consideration:**

- Consideration of the level of the Level 3 qualification.
- Consideration to ensure specific and action-focussed GPOs for all qualifications in the suite.
- Ensure the content of these qualifications meet employer needs, and are aligned to pathways to the higher level qualifications.

### **Response:**

A Level 4 qualification is to be added to the suite of qualifications.

GPOs have been reconsidered and amended in consultation with the GG.

## PROPOSED SOCIAL SERVICES MĀORI QUALIFICATIONS:

### **Pātai 8**

*Referring to the draft qualifications document, how strongly do you agree or disagree that the proposed NEW ZEALAND CERTIFICATE IN SOCIAL SERVICES MĀORI (LEVEL 4) adequately address the needs of Health and Disabilities, Social Services and Whānau Ora Qualifications learners, industries, and communities?*

**37.5% Strongly Agreed, 50% Agreed, 12.5% Neutral / Unsure**

### **Pātai 9**

*Referring to the draft qualifications document, how strongly do you agree or disagree that the proposed NEW ZEALAND DIPLOMA IN SOCIAL SERVICES MĀORI (LEVEL 5) adequately address the needs of Health and Disabilities, Social Services and Whānau Ora Qualifications learners, industries, and communities?*

**37.5% Strongly Agreed, 12.5% Agreed, 25% Neutral / Unsure, 25% Disagree**

### **Comments specific to the Social Services Māori Qualifications**

- Under the Graduate **profile section “Te Reo me nga Tikanga Māori (20 credits)”**, there could be value in **explaining the relevance** of the bullet point “recognising the continuum of states of being such as kahupo, porangi and Mauriora”
- Again in terms of the Graduate Profile, it would be useful to include - knowledge of the “system” and an ability to navigate it.
- NZ Certificate and NZ Diploma in Social Services Māori - a few outcomes of the graduate profile could be written to be more active, but in general we support the two qualifications.
- New Zealand Diploma in Social Services Māori (Level 5) - It is not clear how a learner would be able to achieve the first outcome under subheading Manaakitanga. i.e. under Manaakitanga – we are not sure at what stage the graduate would learn the advanced knowledge and skills they are expected to utilise as these skills alone would require a significant amount of learning. Learners may not be able to easily transition between programmes under the NZ Diploma in Social Services and the NZ Diploma in Social Services (Māori) due to the difference in content. Further work will need to be done in stage two to explore this further.
- I think that there needs to be a qual to help workers with dealing with **alcoholism, drugs** and also maybe another qual to do with how to deal with **mental health** concerns or maybe a qualification that is under the social work suite to deal in specifics about these issues.

### **For consideration:**

- Consideration of the use of specific terms in the qualifications.
- Consideration of further development of the GPOs.
- Consideration of other kaupapa within the suite of qualifications e.g. alcoholism, drugs, and mental health.

### **Response:**

Māori Health Promotion to be included in the outcomes of the qualifications.  
GPOs have been reconsidered and amended in consultation with the GG.

## PROPOSED DISABILITIES (MĀORI) QUALIFICATIONS:

### **Pātai 10**

*Referring to the draft qualifications document, how strongly do you agree or disagree that the proposed NEW ZEALAND CERTIFICATE IN DISABILITIES (MĀORI) (LEVEL 4) adequately address the needs of Health and Disabilities, Social Services and Whānau Ora Qualifications learners, industries, and communities?*

**12.5% Strongly Agreed, 62.5% Agreed, 25% Neutral / Unsure**

### **Comments specific to the Disabilities Qualifications:**

- The disabilities qualification may need to ensure **prior knowledge of community issues** to support Māori with disabilities. Kaupapa Māori disability providers need to have strong relationships with mainstream organisations - hence workers will need to understand this context for their work. The employment pathway may be limiting if this is not a pre-requisite or part of the content of the programme.
- New Zealand Certificate in Disabilities (Māori) -This qualification may not have enough content to satisfy the needs of industry. Therefore learners may need to do additional study in order to gain employment. Learners may not be able to easily transfer between this qualification and programmes under the non-Māori qualifications due to the difference in content. That consideration is given to adding a Whānau Ora strand to the Health and Wellbeing Level 3 qualification as a pathway into these qualifications.

### **For consideration:**

- Consideration of prior knowledge of community issues to ensure employment pathways are not limited.
- Consideration of Education pathways, especially into the tertiary sector and Degree-level qualifications.
- Consideration of content to satisfy the needs of Industry and prepare graduates for employment.

### **Response:**

Amendments to be made to the qualifications where required.

## PROPOSED WHĀNAU ORA QUALIFICATIONS:

### Pātai 11

*Referring to the draft qualifications document, how strongly do you agree or disagree that the proposed NEW ZEALAND CERTIFICATE IN WHĀNAU ORA (LEVEL 4) adequately address the needs of Health and Disabilities, Social Services and Whānau Ora Qualifications learners, industries, and communities?*

**42.9% Agreed, 14.3% Neutral / Unsure, 42.9% Disagree**

### Pātai 12

*Referring to the draft qualifications document, how strongly do you agree or disagree that the proposed NEW ZEALAND DIPLOMA IN WHĀNAU ORA (LEVEL 5) adequately address the needs of Health and Disabilities, Social Services and Whānau Ora Qualifications learners, industries, and communities?*

**25% Strongly Agreed, 37.5% Agreed, 12.5% Neutral / Unsure, 25% Disagree**

### Comments specific to the Whanau Ora Qualifications

- Can't see why there is a need for a whanau ora qualification - I would have thought this would be better as being embedded in all the above qualifications.
- Whanau Ora roles require **knowledge, expertise, communication, and skills when working in systems**, for example understanding how CYFs, health, Police housing etc. work.
- NZ Certificate in Whanau Ora L4 - the graduate profile (and outcomes) are very poorly developed for a level 4 qualification. In turn, this would make graduates very poorly prepared for the Employment Pathways proposed. 12 of the 14 Outcomes are about "Understanding", which is inconsistent with being level 4.

### For consideration:

- Consideration of the need for specific Whānau Ora qualifications as opposed to embedding outcomes in the suite of qualifications.
- Ensure GPOs are strengthened and include requisite skills and knowledge for Whānau Ora roles.

### Response:

Whānau Ora outcomes are to be incorporated into all of the qualifications in the suite. A Level 6 Whānau Ora qualification will be the only separate qualification in the suite. GPOs have been reconsidered and amended in consultation with the GG.



## OVERALL IMPRESSIONS:

### **Pātai 14**

*How strongly do you agree or disagree that the proposed suite of Health and Disabilities, Social Services and Whānau Ora Qualifications adequately addresses the needs of learners preparing for a career or further study in the Health and Disabilities, Social Services and Whānau Ora Qualifications?*

**37.5% Strongly Agreed, 12.5% Agreed, 50% Neutral / Unsure**

### **General comment on the suite of Qualifications:**

- For all qualifications, **First Aid and CPR** ought to be included. For all qualifications, **Rongoa Māori** ought to be included. For all qualifications, **Te Kawa Whakaruruhau** needs to be included.
- I agree with some of them - it is hard to tell what research has been done to know if these qualifications are suitable.
- The Tiaki kuia, koroua qualifications are clearly for the benefit of the aged population. In some of the qualifications there would be benefit in including content on the health of the younger population (i.e., children and youth), as well as the health of mothers.
- Māori Health as a component of all mainstream health qualifications is a useful strategy in targeting both the Māori and non-Māori workforce.
- "Prior to application for approval to list we submit that the outcomes in the graduate profiles of most of the qualifications require review and improvement.
- (ITP) supports and congratulates the extent and coverage of the suite of qualifications. We are able to identify how useful the qualifications will be for learners, students and communities.
- As above all qualifications will require sound knowledge of communities.
- Our experience is that there is major variation in Whanau Ora models - so this may be an issue, unless a variety of models and contexts are presented.
- Ka mau te wehi! I thank you for the insights. It is relevant that a review is completed.
- It is not clear how these qualifications will meet the needs of industry or enable transfer between programmes and therefore affect the learner's ability to gain employment without doing additional study.

### **For consideration:**

- Consideration of First Aid, CPR, Rongoa Māori, and Te Kawa Whakaruruhau to be included in the suite of qualifications.
- Consideration of inclusion of content on the health of children and youth, and mothers in some of the qualifications.
- Ensure GPOs of all qualifications are strengthened.

### **Response:**

Reference to First Aid skills and training will be made during phase two of the review.  
GPOs have been reconsidered and amended in consultation with the GG.

## Additional Feedback Provided

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- "We note with concern that **Respiratory Disease** does not appear in the proposed suite of qualifications. In past consultation documentation regarding the review Respiratory Disease has warranted a mention as it most definitely should as Respiratory Disease is a major concern for whanau, hapu and iwi.

Please refer to the attached Respiratory Disease Statistics taken this morning from the Ministry of Health website:

- Table 18 shows that, among people aged 5–34 years, Māori were twice as likely to be hospitalised for asthma as non-Māori (RR 1.94, CI 1.84–2.04). Māori aged 15–45 years reported an asthma prevalence rate almost one-and-a-half times that of non-Māori in the same age group (RR 1.38, CI 1.22–1.55).
- Table 19 shows that Māori aged 45 years and over had a COPD hospitalisation rate over four times that of non-Māori in the same age group (RR 4.18, CI 4.01–4.35). The relative disparity was greatest for females: Māori females had a COPD hospitalisation rate five times that of non-Māori females (RR 5.05, CI 4.79–5.32). COPD mortality rates were almost three times higher for Māori aged 45 years and over than for non-Māori in the same age group (RR 2.82, CI 2.55–3.11). Again, the disparity was greatest for females.

Many people involved in **asthma education** throughout New Zealand are working in isolation with limited support from others in the **asthma management** field. At present security in knowing that kaimahi Māori are teaching the correct information in the best way possible is difficult to assess. Remaining updated with a great deal of new information regarding respiratory disease which is constantly being researched and applied to practice, is for kaimahi near impossible. Meanwhile recognition for the specialised skills that many have while working in asthma education has not been available until the development and accreditation of the training package that is offered via (two PTEs).

- Overall they are okay but I really think Māori need a solution for their own people when it comes to **alcoholism, drug abuse**, which is resulting in more mental health issues. What I have noticed in the last few years is that there are a lot more homeless people in each town - even now venturing into the suburbs of cities. This is extremely sad and worrying - is this a sign of the increase in mental health issues as a result of drugs and alcohol? We need to have more trained people to address these growing social issues.
- "Tēnā koutou, Thank you for this invitation to provide feedback on the proposed New Zealand Hauora qualifications. The **timing and limited duration for feedback** to occur means that (our ITP) has not been able to provide feedback at all at this stage of the review process. Academic staff were (and still are) unavailable, and even if they had been the short notice and deadline would have been very difficult to accommodate into work schedules. The national certificate qualifications in Hauora are important to (our ITP and region). When staff are available it is possible that they will still review the consultation proposal. If there are any concerns these may still be sent to you even though feedback submission has closed. When completing NZQF 2 and NZQF 6 we are likely to note that the consultation period was inadequate.
- Include Te Kawa Whakaruruhau-Cultural Safety in all qualifications.
- Careerforce is keen to work on connecting with the Matauranga Māori stream to assist with the education and employment pathways.

### **Response:**

Respiratory and Mental Health issues fit under the proposed suite of Māori Public Health qualifications and will be further considered in phase two of the review and development of the qualifications.

## Response to individual Organisational Feedback:

FEEDBACK/COMMENTS RECEIVED	RESPONSE TO FEEDBACK
<p><b>Needs Analysis:</b></p> <ul style="list-style-type: none"> <li>• Statistics</li> <li>• Consideration of other forms of data to strengthen the link between the Needs and the proposed suite of qualifications.</li> <li>• Consider requirement for the stand alone whānau ora qualifications or if the concepts of whānau ora could or should be integrated into the whole suite of qualifications which has greater coverage of people and meets a wider range of needs.</li> <li>• Consider the learners that service whānau, communities, iwi and hapū dealing with mental health related issues, substance abuse (alcohol and drugs, gambling) and suicide. Recommend extending the disabilities qualifications or creating new qualifications to service the growing need in these fields.</li> </ul>	<p><b>Further amendments to be made to the final draft of the Needs Analysis.</b></p>
<p><b>Consider strengthening the GPOs.</b> e.g.</p> <ul style="list-style-type: none"> <li>- analyse and assess statistics, trends and projections in relation to Māori public health</li> </ul> <p><b>Suggested</b></p> <ul style="list-style-type: none"> <li>- Analyse and assess statistics, trends and projection to address issues and meet desired outcome</li> </ul>	<p><b>GPOs have been reconsidered and amended across the suite in consultation with the GG.</b></p>
<p><b>Māori and People of the World:</b></p> <ul style="list-style-type: none"> <li>• Consider change to Titles to remove Māori from the following: <ul style="list-style-type: none"> <li>- NZ Certificate in Social Service Māori</li> <li>- NZ Certificate in Disabilities (Māori)</li> </ul> </li> </ul>	<p><b>The titles are being reconsidered by the Governance Group and will be amended.</b></p>
<p><b>First Aid:</b></p> <ul style="list-style-type: none"> <li>• Consider including First Aid as a generic GPO across the suite of qualifications.</li> </ul>	<p><b>Reference to First Aid skills and training will be made during phase two of the review.</b></p>
<p><b>Health and Safety:</b></p> <ul style="list-style-type: none"> <li>• Consider a GPO that focuses on Health and Safety legislation across all qualifications. It is also suggested that it is not only about understanding the legislation but also about complying.</li> </ul>	<p><b>As above, this will be considered in phase two of the review.</b></p>
<p><b>Ngā Mātāpono:</b></p> <ul style="list-style-type: none"> <li>• Request for a whakamarama for the mātāpono used in the qualifications for clarification.</li> <li>• Whakamārama requested re: the consistent use of the matapono within the suite of qualifications.</li> </ul>	<p><b>A whakamārama has been prepared and will be included with the suite of qualifications.</b></p>
<p><b>Te Reo me Ngā Tikanga Māori:</b></p> <ul style="list-style-type: none"> <li>• Suggestion that Te Reo and Tikanga could be integrated under communication skills or other GPOs, and more details information about the use of Te Reo and Tikanga could be included in qualification conditions, as opposed to specific GPOs.</li> </ul>	<p><b>Te Reo me ngā tikanga have been integrated into the outcomes of the qualifications within the suite.</b></p>