

Qualification details

Qualification number/Te nama o te tohu mātauranga	2876		
English title/Taitara Ingarihi	New Zealand Diploma in Social Services (Māori)		
Māori title/Taitara Māori	Te Pou Tautoko i te Ora		
Version number/Te putanga	2	Qualification type/Te momo tohu	Diploma
Level/Te kaupae	5	Credits/Ngā whiwhinga	120
NZSCED/Whakaraupapa	090511 Society and Culture > Human Welfare Studies and Services > Community Client Care		
Qualification developer/Te kaihanganga tohu	New Zealand Qualifications Authority Māori Qualifications Services		
Review Date/Te rā arotake	December 2023		

Outcome statement/Te tauāki ā-hua

<p>Strategic Purpose statement/Te rautaki o te tohu</p> <p>This qualification is intended for those seeking to extend their skills and knowledge to deliver social services to whānau, hapū iwi and hapori.</p> <p>Graduates will be able to lead and implement whānau-centred models of service delivery in social services contexts, clarify and meet legislative requirements from a mātauranga Māori world view perspective and facilitate a conflict resolution process.</p>
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<p>Graduate Profile/Ngā hua o te tohu</p> <p>Graduates of this qualification will be able to:</p> <ol style="list-style-type: none"> 1. Deliver a range of proven effective social services communication strategies to whānau, hapū, iwi and hapori that promote social well-being and positive development. 2. Apply mātauranga Māori and relevant legislative requirements into organisational practice in a social services delivery context. 3. Analyse and report on the effectiveness of whānau-centred social services provision in meeting multiple social services needs of whānau, hapū, iwi and hapori. 4. Apply the skills and knowledge required to work with Māori and non-Māori to improve the social wellbeing of whānau, hapū, iwi and hapori and to address disparities. 5. Work in partnership with both Māori and non-Māori to promote cultural safety, social justice and social equity, taking responsibility for personal professional development.

6. Develop social service initiatives that incorporate values, ethical principles, cultural identity and other worldviews for whānau, hapū, iwi, and hapori.

Guiding Principles/Ngā kaupapa o te tohu

Whanaungatanga

This principle highlights the importance of cultural values, te reo, tikanga and kawa in establishing, building and maintaining positive relationships, obligations and responsibilities within and between whānau, hapū, iwi, and hapori.

Kaitiakitanga

This principle refers to the roles and responsibilities supporting the protection, maintenance and strengthening of the mauri, mana and tapu of whānau, hapū, iwi and hapori through the delivery of culturally appropriate, effective and timely social services. Also, to understand what supervision is and how this can assist with professional and personal self-care and responsibility in the contexts of social services.

Pūkengatanga

This principle highlights the importance of keeping abreast of new knowledge, technologies and models of whānau-centred social services provisions; and the ability to self-reflect using various models of practice as part of continuous self-improvement; and, sharing lessons learnt with, whānau, hapū, iwi and hapori.

Manaakitanga

This principle signifies the fundamental ability of whānau-centred social services within whānau, hapū, iwi and hapori in a caring, mana-enhancing and culturally appropriate manner.

Rangatiratanga

This principle emphasises the importance of having the knowledge, skills and experience to support the delivery of whānau-centred social services provisions to whānau, hapū, iwi and hapori. This will include : knowledge of local kawa and tikanga; use of te reo; role-modelling positive behaviours based on kaupapa Māori principles; meeting legal and ethical requirements from a mātauranga Māori world view perspective; and understanding the differences between Te Tiriti o Waitangi and the Treaty of Waitangi and how it is applicable to Aotearoa New Zealand today.

Mauriora

This principle explores the mana and mauri of diverse cultural identities of either an individual, whānau, hapū, iwi, or hapori. To ensure the pursuit and interaction with mātauranga Māori and kaupapa Māori that embraces Mauriora, which includes life principles, legal obligations, systems, procedures, ethics and compliance.

Education Pathway/Ngā huarahi mātauranga

Subject to any pre-requisites, students may continue their study to a Level 6 qualification, including:

- New Zealand Diploma in Kaupapa Māori Public Health (Level 6) [Ref: 2872]
- Progression to higher level qualifications in the social workers field.

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<p>Employment, Cultural, Community Pathway/Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki</p>
<p>Graduates of this certificate will have the transferable skills and knowledge to undertake roles as:</p> <ul style="list-style-type: none"> - Whānau ora advisor - Whānau ora advocator - Whānau ora negotiator - Domestic Violence facilitator - Navigator - Lay advocate - Health promoter - Cultural advisor in private and public sector. <p>Graduates of this qualification will also be able to contribute to the needs and aspirations of tangata Māori, whānau, hapū, iwi and hapori by undertaking roles in:</p> <ul style="list-style-type: none"> - Advocacy - Youth council work - Social Services kaiāwhina.

Qualification Specifications/ Ngā tauwhāititanga o te tohu

<p>Qualification Award/Te whakawhiwhinga o te tohu</p>	<p>This qualification may be awarded by any organisation that has an approved programme of study leading to the qualification.</p>
<p>Evidence requirements for assuring consistency/Ngā taunaki hei whakaū i te tauritenga</p>	<p>All tertiary education organisations (TEOs) accredited to deliver a programme leading to the award of this qualification are required to participate in consistency reviews. Programme providers for Te Pou Tautoko i te Ora consistency reviews must provide relevant evidence of their graduates meeting the graduate outcomes. Programme providers should also be able to justify the nature, quality and integrity of the supporting evidence.</p> <p>Evidence may include:</p> <ul style="list-style-type: none"> • internal and external moderation reports • graduate feedback • employer feedback • whānau, hapū, iwi and/or hapori feedback • end-user or destination data (including feedback from the providers of the graduates next level of study) • programme completion data and course results • external benchmarking activities and/or benchmarking across common programmes • actions taken by the education organisation in

	<p>response to feedback</p> <ul style="list-style-type: none"> • relevant external evaluation and review data where applicable • programme evaluation reports or capstone event reports • portfolios of learner work • site visit reports, and • any other relevant and reliable evidence.
<p>Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga</p>	Achieved.
<p>Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumarū, ki ngā here ā-ture rānei)</p>	There are no mandatory prerequisites to meet regulatory body, or legislative requirements for this qualification.
<p>General conditions for programme/ Ngā tikanga whānui o te hōtaka</p>	<p>Programme delivery and all assessments must actively support ways of teaching, learning, learning support, and pastoral care preferred by Māori.</p> <p>Programmes should include mechanisms and protocols to engage, involve and consult tangata whenua and/or mana whenua with regard to local tikanga and kawa pertaining to the outcomes of the qualification.</p> <p>All programmes leading to a qualification approved under Te Hono o Te Kahurangi and listed on the NZQF, will be evaluated under Te Hono o Te Kahurangi Quality Assurance.</p>

Conditions relating to the Graduate Profile /Ngā tikanga e hāngai ana ki nga hua o te tohu

Qualification outcomes/Ngā hua	Credits/Ngā whiwhinga	Conditions/Ngā tikanga
1. Deliver a range of proven effective social services communication strategies to whānau, hapū, iwi and hapori that promote social well-being and positive development.	20	Please refer to http://www.nzqa.govt.nz/maori/ for programme content guidance.
2. Apply mātauranga Māori and relevant legislative requirements into organisation practice in a social service delivery context.	20	
3. Analyse and report on the effectiveness of whānau-centred social services provision in meeting multiple social services	20	

	needs of whānau, hapū, iwi and hapori.		
4.	Apply the skills and knowledge required to work with Māori and non-Māori to improve the social wellbeing of whānau, hapū, iwi and hapori and to address disparities.	20	
5.	Work in partnership with both Māori and non-Māori to promote cultural safety, social justice and social equity, taking responsibility for personal professional development.	20	
6.	Develop social service initiatives that incorporate values, ethical principles, cultural identity and other worldviews for whānau, hapū, iwi, and hapori.	20	

Transition information/ He kōrero whakawhiti

Replacement information/ He kōrero mō te whakakapi	
Additional transition information/ Kō ētahi atu kōrero mō te whakakapi	<p>Version Information</p> <p>Version 2 of this qualification was published in March 2020 following a scheduled review.</p> <p>The last date of assessment for version 1 is 31 December 2023.</p> <p>It is not intended that anyone be disadvantaged by this review. Anyone who feels they have been disadvantaged can appeal to NZQA Māori Qualification Services at:</p> <p>PO Box 160, Wellington 6140 Telephone: 04 463 3000 Email: mqs@nzqa.govt.nz Website: https://www.nzqa.govt.nz/.</p> <p>Please refer to Qualifications and Assessment Standards Approvals for further information.</p>