

Qualification details

Qualification number/Te nama o te tohu mātauranga	2877		
English title/Taitara Ingarihi	New Zealand Certificate in Whānau Ora		
Māori Title/Taitara Māori	Te Pōkaitahi Whānau Ora (Kaupae 3)		
Version number/Te putanga	2	Qualification type/Te momo tohu	Certificate
Level/Te kaupae	3	Credits/Ngā whiwhinga	60
NZSCED/Whakaraupapa	090599 Society and Culture > Human Welfare Studies and Services > Human Welfare Studies and Services not elsewhere classified		
Qualification developer/Te kaihanga tohu	Māori Qualifications Services		
Next review /Te rā arotake	December 2025		

Outcome statement/Te tauāki ā-hua

Strategic Purpose statement/ Te rautaki o te tohu

This qualification is for people who wish to work with whānau in the development of a whānau-centred approach that supports whānau wellbeing.

The purpose of this qualification is to provide graduates with a range of knowledge, skills and processes in mātauranga Māori wellbeing approaches that can be applied in whānau ora contexts.

Graduates of this qualification will be able to under supervision apply knowledge of Māori philosophies and theories of Māori wellbeing.

Graduate Profile/Ngā hua o te tohu

1. Build quality relationships to form a coordinated approach in the delivery of services to whānau, hapū, iwi and/or hāpori as an expression of whanaungatanga.
2. Apply a range of standard processes and systems to assist whānau to make well-informed decisions as an expression of kaitiakitanga and manaakitanga.
3. Apply operational and theoretical knowledge to design a whānau ora plan as an expression of pukengatanga.
4. Reflect on practice and performance to develop own professional and personal attributes as an expression of rangatiratanga.

Guiding Principles

Whanaungatanga – Highlights the importance of reo, tikanga and kawa in establishing, building and maintaining quality relationships within and between whānau, hapū, iwi and hāpori; health and/or social

service providers; and other key stakeholders.

Kaitiakitanga – Refers to the skills and knowledge needed to support the protection, maintenance and strengthening of the mauri, mana and tapu of Māori and their whānau through the delivery of culturally appropriate, effective and timely health and/or social services.

Pukengatanga – Highlights the importance of keeping engaged and up to date with practices and new knowledge and technologies to enhance practices and services and to ; the ability to self-reflect on one’s own model of practice as part of continuous self-improvement; and sharing lessons learnt with other kaimahi, providers, whānau and other key stakeholders. whānau, hapū, iwi and/or hapori, kaimahi, providers and other key stakeholders

Manaakitanga – Signifies as fundamental the ability of whānau-centred kaimahi to work with Māori together with their whānau in a caring and mana-enhancing way underpinned by te reo, tikanga and kawa, and where the focus is on strengths and abilities.

Rangatiratanga – Emphasises the importance of kaimahi having the knowledge, skills and experience to be able to lead the delivery of whānau-centred health and/or social services to whānau. This includes knowledge of local kawa and tikanga, use of reo; demonstrating/role-modelling positive behaviours based on kaupapa Māori principles; and meeting legal and ethical requirements in a professional manner.

Education Pathway/ Ngā huarahi mātauranga

Graduates who complete this qualification may undertake further study towards:

- New Zealand Certificate in Tiaki Kuia, Koroua (Level 4) [Ref:2874].
- New Zealand Certificate in Whānau Ora (Level 4) [Ref:2878].
- New Zealand Certificate in Kaupapa Māori Public Health (Level 4) [Ref:2870].
- Te Tūāpapa he whai i Te Ao Marama – New Zealand Certificate in the Care and Enabling of Disabled Tangata Māori (Level 4) [Ref:2880].
- Te Pou Tautoko i te Ora (Level 4) [Ref: 2875]
- New Zealand Certificate in Health and Wellbeing (Advanced care and support) (Level 4) [Ref: 4108]
- New Zealand Certificate in Youth work (Level 4) [Ref: 2449]
- New Zealand Certificate in Te Puāwaitanga o te Mokopuna (Level 4) [Ref: 2856]
- New Zealand Certificate in Māori Environment Practices (Kaupae 4) [Ref: 2878]
- New Zealand Certificate in tourism – Māori (Level 4) [Ref: 2338]
- New Zealand Certificate in Manu Taiko – Toro Parirau (Level 4) [Ref: 2426]

Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki

Graduates of this qualification will have the transferable skills and knowledge to undertake roles under supervision in:

- Public Health Organisations
- Health Organisations Iwi Social Services
- Social Services
- Social Development Organisations
- Whānau Ora Providers
- Nursing support and Care
- Tourism Māori
- Environmental care and management – in the care and development of whenua, te moana, te ngahere etc.

Graduates will have the transferrable skills and knowledge to:

- Whakamana Maori and whānau to make decisions for their own oranga.
- Work with and encourage whānau, hapū, iwi and/or hapori to participate in the care and development of their own base assets such as the moana, whenua and ngahere.

Qualification Specifications/ Ngā tauwhāititanga o te tohu

Qualification Award/ Te whakawhiwhinga o te tohu	This qualification may be awarded by an organisation with an approved programme of study or industry training.
Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga	<p>The process for ensuring consistency of the Whānau Ora graduate profiles will be evidence-based, outcomes-focussed, and grounded in the guiding principles of this qualification and Te Hono o Te Kahurangi guidelines and quality assurance processes.</p> <p><i>Evidence for consistency</i></p> <p>Each education organisation is responsible for preparing a summary self-assessment report which uses evidence to demonstrate how well its graduates meet the graduate profile outcomes at the appropriate threshold. Each education organisation decides what specific evidence it will provide.</p> <p>Evidence of the following may be provided for the consistency reviews:</p> <ul style="list-style-type: none"> • Internal and external moderation reports • Actions taken by the education organisation in response to feedback from graduates, current students, tutors/assessors • Graduate destination data • Programme completion data and course results • Benchmarking across common programmes • Relevant MMEQA external evaluation and review data where applicable • Programme evaluation reports • Portfolios of learner work • Site visit reports • Other relevant and reliable evidence.
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	Achieved
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)	Not applicable
General conditions for programme/ Ngā tikanga whānui o te hōtaka	<p>The context for the delivery of programmes leading to the award of the Whānau Ora qualification, actively supports Māori preferred ways of teaching, learning, learning support, and pastoral care.</p> <p>Optional Assessment Standards which are available to support the development of Programmes and used to assess against the outcomes of this qualification can be accessed on</p>

	<p>the following page of the NZQA website: http://www.nzqa.govt.nz/framework/explore/sub-field.do?frameworkId=76364</p> <p>Te Reo me ōna Tikanga Māori are inherent and embedded within the kaupapa and values of this qualification.</p> <p>For the purposes of this qualification the term Whānau ora places whānau/families at the centre of the provision of services, and is built on distinctively Māori cultural foundations; whānau ora endorses a whānau-centred approach to meeting the identified health and social needs of whānau; recognises whānau capacity for self-determination; is intergenerational and dynamic; focuses on the inherent ability of every whānau to make positive changes; and ensures access to a wide range of health and social services.</p> <p>The programme must have in place appropriate mechanisms/protocols, to ensure whānau are engaged, involved and consulted, regarding tikanga and kawa as it pertains to the outcomes of the qualification.</p> <p>Mechanisms/protocols may include but are not limited to:</p> <ul style="list-style-type: none"> • Memorandum of partnerships; • Relationships strategy and supporting operational policies and requirements in place; • Designated Māori relationship role/position; • Provisions for kaumātua, or whānau, hapū or iwi knowledge holders acting in an advisory capacity. <p>All programmes leading to this qualification will be assessed and approved under the <i>Te Hono o te Kahurangi</i> quality assurance framework and listed on the NZQF (Programme of Study).</p>
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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. Build quality relationships to form a co-ordinated approach in the delivery of services to whānau, hapū, iwi, and/or hapori as an expression of whanaungatanga.	10 Credits	Please refer to http://www.nzqa.govt.nz/maori/field-maori-programme-development-support/ for programme content guidance.
2. Apply a range of standard processes and systems to assist whānau to make well-informed decisions as an expression of kaitiakitanga and manaakitanga	20 Credits	
3. Apply operational and theoretical knowledge to design a whānau ora plan as an expression of pukengatanga	20 Credits	
4. Reflect on practice and performance to develop own professional and personal	10 Credits	

	attributes as an expression of rangatiratanga		
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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 December 2020 following a scheduled review.</p> <p>Transition information</p> <p>The last date of assessment for version 1 of this qualification is 31 December 2022.</p> <p>It is the intention that no existing trainee should be disadvantaged by these transition arrangements. Any person who considers they have been disadvantaged may appeal to: Māori Qualifications Services.</p> <p>PO Box 160 Wellington 6140 Email: mqs@nzqa.govt.nz Telephone: 04 463 3000</p>