

**QUALIFICATION DETAILS**

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| **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** | 3 | **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 kaihanga tohu** | NZQA Māori Qualifications Services | | |
| **Review Date/Te rā arotake** | December 2026 | | |

**OUTCOME STATEMENT/TE TAUĀKI Ā-HUA**

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| **Strategic Purpose statement/Te rautaki o te tohu** |
| This qualification is intended for those seeking to extend their skills and knowledge to deliver social services to whānau, hapū iwi and hapori.  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. |

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| **Graduate Profile/Ngā hua o te tohu** |
| Graduates of this qualification will be able to:   1. Apply mātauranga Māori and relevant legislative requirements into organisational practice in a social services delivery context. 2. Analyse and report on the effectiveness of whānau-centred social services provision in meeting multiple social services needs of whānau, hapū, iwi and hapori. 3. 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. 4. Work in partnership with both Māori and non-Māori to promote cultural safety, social justice and social equity, taking responsibility for personal professional development. 5. Develop social service initiatives that incorporate values, ethical principles, cultural identity and other worldviews for whānau, hapū, iwi and hapori. 6. Deliver a range of proven effective social services communication strategies to whānau, hapū, iwi and hapori that promote social well-being and positive development. |

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| **Guiding Principles/Ngā kaupapa o te tohu** |
| ***Whanaungatanga***  This principle highlights the importance of cultural values, 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 rangahau, 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 reo; role-modelling positive behaviours based on kaupapa Māori principles; meeting legal and ethical requirements from a 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 today.  ***Mauriora***  This principle explores the mana and mauri of diverse cultural identities o te tangata whānau, hapū, iwi, or hapori. To ensure the pursuit and interaction with kaupapa Māori that embraces mauriora. |

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| **Education Pathway/Ngā huarahi mātauranga** |
| Graduates may continue their higher-level qualifications including:   * New Zealand Diploma in Kaupapa Māori Public Health (Level 6) [Ref: 2872]   Graduates may progress to higher level qualifications in the social services field. |

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| **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 as:   * Whānau ora advisor * Whānau ora advocate * Whānau ora negotiator * Domestic violence facilitator * Navigator * Health promoter * Cultural advisor in private and public sector * Advocacy * Youth council work * Social Services kaiāwhina. |

**QUALIFICATION SPECIFICATIONS/ NGĀ TAUWHĀITITANGA O TE TOHU**

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| **Qualification Award/Te whakawhiwhinga o te tohu** | This qualification may be awarded by any organisation that has an approved programme of study leading to the qualification. |
| **Evidence requirements for assuring consistency/Ngā taunaki hei whakaū i te tauritenga** | 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.  Evidence may include:   * 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 response to feedback * 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. |
| 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 whakamarumaru, ki ngā here ā-ture rānei) | None. |
| General conditions for programme/ Ngā tikanga whānui o te hōtaka | Programme delivery and all assessments must actively support ways of teaching, learning, learning support, and pastoral care preferred by Māori.  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.  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. |

**CONDITIONS RELATING TO THE GRADUATE PROFILE /NGĀ TIKANGA E HĀNGAI ANA KI NGA HUA O TE TOHU**

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| Qualification outcomes/Ngā hua | | Credits/Ngā whiwhinga | Conditions/Ngā tikanga |
|  | Apply mātauranga Māori and relevant legislative requirements into organisational practice in a social services delivery context. | 20 | Please refer to <http://www.nzqa.govt.nz/maori/> for programme content guidance. |
|  | Analyse and report on the effectiveness of whānau-centred social services provision in meeting multiple social services needs of whānau, hapū, iwi and hapori. | 20 |
|  | 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 |
|  | 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 |
|  | Develop social service initiatives that incorporate values, ethical principles, cultural identity and other worldviews for whānau, hapū, iwi and hapori. | 20 |
|  | 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 |

**TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI**

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| **Additional transition information/ Ko ētahi atu kōrero mō te whakakapi** | **Version Information**  Version 3 of this qualification was published in December 2023 following a scheduled review. Please refer to [Qualifications and Assessment Standards Approvals](https://www.nzqa.govt.nz/framework/updates/summaries.do) for further information..  The last date of assessment for version 2 is 31 December 2025.  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:  PO Box 160, Wellington 6140  Telephone: 04 463 3000  Email: [mqs@nzqa.govt.nz](mailto:mqs@nzqa.govt.nz)  Website: <https://www.nzqa.govt.nz/>. |