

# Learning Assessment Guide

## Unit Standard 10672 – Version 3

### Develop and implement workplace policies which are responsive to Māori

#### Level 6 – 6 Credits

| Assessment Summary  |  |                |  |
|---|--|----------------|--|
| Learner to complete   |  |                |  |
| Learner's name:   |  |                |  |
| Employer:   |  |                |  |
| NSN no. (ROL):  |  | DOB:           |  |
| Signed:   |  | Date:          |  |
| Assessor to complete  |  |                |  |
| <input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required |  |                |  |
| Assessor's name:  |  | Assessor's No. |  |
| Signed:   |  | Date:          |  |

## Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

The tasks in this assessment are designed to show your assessor that you can:

- Review and analyse workplace policies to determine their responsiveness to Māori staff.
- Develop and implement workplace policies for Māori staff.

This Learning Assessment Guide is made up of:

- Tasks for you to complete.
- Verification Forms to be completed by your manager or team leader.
- Assessment Guide that the assessor will use to assess your competence.

Special notes relating to this unit standard:

- 1 This unit standard has specific application for dealing with Māori staff and managers but also has generic application.
- 2 Concepts are related to local iwi and/or hapu interpretation and will be developed by way of consultation with local iwi and/or hapu.
- 3 Resource support includes:  
Barlow, Cleave. *Tikanga Whakaaro - Key Concepts in Māori Culture*. Auckland. Oxford University Press, 1991.  
Karetu, Sam. *Kawa in Crisis*, in King, Michael (ed.), *Tihei Mauri Ora - Aspects of Māoritanga*. New Zealand. Methuen, 1978.  
Metge, Joan. *In and Out of Touch: Whakamaa in Cross Cultural Context*. Wellington. Victoria University Press, 1986.  
Tauroa, Hiwi. *Māoritanga in Practice*. Office of the Race Relations Conciliator.  
Treaty of Waitangi Act 1975, State Sector Act 1988.

- 4 Māori concepts to be used in this unit standard include:
- Manaakitanga*, or providing hospitality, is a fundamental practice which has a range of applications. An associated aspect is the concept of tiaki or caring for others. A common example of manaakitanga is the practice of providing food for guests.
- Mana tangata*, the particular aspects of mana referred to here are respect and status of individuals. Respect for others and therefore, their mana, is very important.
- Tuakana and teina*, refer to the traditional relationship between older (tuakana) and younger (teina) - that is, senior and junior - relatives. The concept stresses the importance of seniors mentoring juniors for joint benefit.
- Wairua*, refers to the spiritual dimension which has an explicit effect on the way people operate in the physical world. Concepts of wairua also encompass mental and psychological wellbeing.
- Whanaungatanga*, refers in a specific sense, to the practices associated with establishing how people are related to one another and, in a general sense, the concept of working and getting along with people as if they were family.

## Assessment Task One – Element 1

### Introduction

Assessment task one is designed to assess your ability to review and analyse *three* workplace policies to determine their responsiveness to Māori staff. Policies may include but are not limited to:

- Performance review
- Te reo Māori
- Negotiation
- Tangihanga
- Recruitment
- Development and retention of Māori staff.

### Instructions

- Choose three policies that are part of your organisation's policy structure and relate to Māori staff.
- Review each policy using the checklist that follows. This asks you to determine the effectiveness of the policies and identify any changes. Remember this is in relation to Māori staff.
- Please re-read section 4 of the Special notes and take the concepts described into consideration. These must be incorporated into your policies.
- Provide your assessor with the completed checklist and copies of the policies that you have reviewed.
- A Verification Form is provided for your manager or team leader to complete to confirm that the policies are your own.

### The completed assessment for task one will include:

- Copies of policies
- Completed Review Checklist
- Completed Verification Form
- Assessor's notes where relevant.

## Task One Review Checklist

(To be completed by the learner)

|                       |  |
|-----------------------|--|
| <b>Learner's Name</b> |  |
| <b>Date:</b>          |  |
| <b>Policy</b>         |  |

Please use a separate copy of this form for each policy.

How does this policy cater for Māori staff?

Is this policy effective? Why/why not?

Where relevant, how are the following concepts incorporated into the policy?

Manaakitanga

Mana Tangata

Tuakana and teina

Wairua

Whanaungatanga

What changes are required to make it more effective and to better cater to Māori staff? Please consult with staff before completing this section. (Continue on a separate page if required)

### Task One Verification Form

|                         |  |              |  |
|-------------------------|--|--------------|--|
| <b>Name of Learner:</b> |  |              |  |
| <b>Name of Verifier</b> |  |              |  |
| <b>Position</b>         |  | <b>Phone</b> |  |

\_\_\_\_\_ (name of learner) is currently being assessed toward Unit Standard 10672 Develop and implement workplace policies which are responsive to Māori.

Your knowledge of the learner's workplace performance is sought to confirm that s/he reviewed the three policies identified and consulted with staff before suggesting changes.

Comments

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Thank you for your assistance

## Assessment Task Two – Element 2

### Introduction

Assessment task two is designed to assess your ability to develop and implement three workplace policies for Māori. Policies may include but are not limited to:

- Performance review
- Te reo Māori
- Negotiation
- Tangihanga
- Recruitment
- Development and retention of Māori staff.

### Instructions

- You must provide evidence of having developed **three** of the above policies. These may be new policies, or ones that require changing. You must perform an analysis as to what is required, write the policies after consultation with staff and implement them.
- Compile a portfolio of evidence, which includes:
  - A gap analysis (identifying what the policies need to achieve versus the current situation).
  - The Māori concepts that the policies must comply with.
  - Changes to the policies in order for them to comply with the Maori concepts selected.
  - Evidence of consultation with staff to ensure the policies are clear and workable.
  - Finalised policies.
  - Evidence of how you have monitored the implementation of the strategies required by the policies.
  - Documentation of the impact of the changes and how this will be incorporated into further policy review.
- A Verification Form is provided for your manager or team leader to complete to confirm that you have developed the policies detailed above.
- Your assessor may wish to ask you further questions in order to gain clarification or sufficiency of evidence.

### The completed assessment for task two will include:

- Portfolio of evidence.
- Supporting documentation where appropriate.
- Completed Verification Form.
- Assessor's notes where relevant.

## Task Two Verification Form

|                         |  |              |  |
|-------------------------|--|--------------|--|
| <b>Name of Learner:</b> |  |              |  |
| <b>Name of Verifier</b> |  |              |  |
| <b>Position</b>         |  | <b>Phone</b> |  |

\_\_\_\_\_ (name of learner) is currently being assessed toward Unit Standard 10672 Develop and implement workplace policies which are responsive to Māori.

Your knowledge of the learner's workplace performance is sought to confirm that s/he developed and implemented the three policies identified.

Comments

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Thank you for your assistance

## Assessment Guide

These are the evidence and judgements that your assessor will use to assess your competence in unit standard 10672.

| <b>Task / Element</b>   | <b>Evidence required</b>   | <b>Judgement</b>   |
|---|--|--|
| <p><i>Task 1 / Element 1</i></p> <p>In this task the learner must review three workplace policies to determine their responsiveness to Māori.</p> | <p>Copies of policies</p> <p>Completed Review Checklist.</p> <p>Completed Verification Form.</p> <p>Assessor's notes where relevant.</p>                     | <p>Learner determines the existence and effectiveness of workplace policies with regards to their responsiveness to Māori staff.</p> <p>Learner correctly identifies the existing policies that apply particularly to Māori staff.</p> <p>Learner identifies changes required that are in line with the review and consultation with staff.</p> <p>Three policies must be reviewed.</p> <p>Māori concepts that must be incorporated into policy include:</p> <ul style="list-style-type: none"> <li>- Manaakitanga</li> <li>- Mana tangata</li> <li>- Tuakana and teina</li> <li>- Wairua</li> <li>- Whanaungatanga</li> </ul> |
| <p><i>Task 2 / Element 2</i></p> <p>In this task the learner must develop and implement workplace policies for Māori staff.</p>                   | <p>Portfolio of evidence.</p> <p>Supporting documentation where appropriate.</p> <p>Completed Verification Form.</p> <p>Assessor's notes where relevant.</p> | <p>Learner must use a gap analysis to identify opportunities to utilise Māori concepts.</p> <p>Any changes the learner makes to policy must comply with the workplace policies that relate to Māori concepts.</p> <p>Learner consults with staff to make sure that the policies are clear.</p> <p>Learner writes and implements the final policies within the organisation.</p> <p>The learner monitors the effectiveness of the policies and the impact of changes. This is incorporated into further policy review.</p>  |