

Learning Assessment Guide

Unit Standard 16218 – Version 2

Demonstrate knowledge of kaupapa and tikanga relevant to Māori clients in the public sector

Level 5 – 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.

This Learning Assessment Guide is made up of:

- Your assessment tasks, and
- The Assessment Guide that your assessor will use to assess your competence.

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

- explain kaupapa and tikanga Māori in relation to service delivery in public sector organisations or agencies, and
- review a service delivery situation in a public sector organisations or agency for application of kaupapa and tikanga Māori.

What do I do now?

- Read through all of the information contained in this Learning Assessment Guide.
- Familiarise yourself with the assessment tasks.
- Contact your assessor if necessary to clarify anything you are unsure of.
- Complete the assessment tasks as agreed on with your assessor.
- Contact your assessor when you have finished the assessment tasks.
- Make sure you keep a written copy of your completed assessment tasks.

KIA KAHA & GOOD LUCK

Assessment Task One

Introduction

This assessment is designed to assess your ability to explain kaupapa and tikanga Māori in relation to service delivery in public sector organisations or agencies and review a service delivery situation in a public sector organisations or agency for application of kaupapa and tikanga Māori.

Task instructions

- Answer the questions for the assessment task.
- Your assessor will ask further questions of you on completion of this assessment, to confirm and/or clarify your responses.

Your completed assessment for this task consists of:

- Written responses to questions, and
- Other documentation as required.

Assessment tasks

The learner, besides responding to the following seven questions needs to produce evidence that they have completed the following tasks.

- Listed the policies which could have a bearing on kaupapa and tikanga Māori
- Identified how kaupapa and tikanga Māori are currently being used - observed service delivery situations and assessed current outcomes
- Obtained information from a sample of clients
- Compared the achieved outcomes with existing policies and practices in relation to interactions with Māori clients

Task One Questions

1. The observance and recognition of kaupapa and tikanga Māori within the public sector has become an integral part of business. In terms of service delivery, the appropriate observance of kaupapa and tikanga Māori provides positive examples of interfacing with the Māori client. Would you provide three examples which identify kaupapa and tikanga Māori in relation to interpersonal communications with Māori clients.
2. Would you now give three examples which identify kaupapa and tikanga Māori in relation to organising and conducting hui with Māori groups.
3. We want to now draw your attention to service delivery. Please identify and compare consider kaupapa and tikanga Māori as it is used in two different service delivery situations
4. There are a number of implications for which kaupapa and tikanga Māori are needed to be explained, for example the protocols for welcoming and greeting visitors (Māori or non-Māori). Would you identify and explain three such implications for workplace policies and practices that are require explanation.
5. Could you now identify two strategies which can be used to incorporate kaupapa and tikanga Māori in the workplace.
6. Describe in some detail current policies and practices in your current work situation and review how these are being utilised in respect to kaupapa and tikanga Māori. Please provide three examples.
7. Now identify how effective these particular policies and practices have been (in terms of outcomes) and recommend up to three possible changes to current policies and practices which are better able to integrate kaupapa and tikanga Māori into interactions with Māori clients.

Assessment Guide

Unit 16218 Demonstrate knowledge of kaupapa and tikanga relevant to Māori clients in the public sector

Tasks	Evidence Required	Judgement
Questions 1 - 7	Responses to written questions	Responses conform to model answers
	Documentation	To support information requested and model answer
	Responses to oral questions	After receiving the written evidence, the assessor should ensure sufficiency by asking further questions to clarify and where necessary expand on written material. These questions and the responses should be documented.