

Learning Assessment Guide

Unit Standard 16220 – Version 2

Develop service strategies in a public sector organisation to meet the needs of 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.

This Learning Assessment Guide contains:

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

The assessment tasks are designed to show your assessor that you can identify the service needs of Māori and develop service strategy options to meet the needs of 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 identify the service needs of Māori and develop service strategy options to meet the needs of 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 Task One Questions

1. The identification of service needs for Māori is the focus of this unit standard. Please choose two case studies which consider and identify the differing needs of Māori as opposed to non-Māori. In particular, each of the case studies need to provide the following features:
 - An analysis of the literature, files, documents and statistics relevant to the service area
 - A description of how personnel involved in the service area are consulted
 - A description that includes how consultation or research with a range of clients is conducted.
2. The development of service strategy options that aim to meet the needs of Māori is also crucial. Please provide evidence of two options of one service delivery situation.

Options can include but should not be limited to:

- Different service delivery strategies for Māori
- Adaptation of existing service delivery
- Changes to environment or situation for service delivery
- Changes to the organisation (s) who provide the service

Your options should also contain the following:

- Identification and assessment of two strategies used by other groups. Please note that each strategy needs to be from a different organisation
- Identification of options taken with the two strategies with a particular focus on the justification of these will meet the needs of the Māori client
- Identification of the policy, legislative and funding implications of change to service delivery
- Identification of the staffing and professional development implications
- Identification of the advantages and disadvantages are evaluated for each option including a comparison against the existing strategy. Note that the identification may be from an organisational perspective as well as related to the impact on improving service delivery for Māori and non-Māori.
- Justification of the preferred option(s) for each of the two options you have chosen and the reasons for selection must illustrate that these lead to improved service delivery for Māori.

Assessment Guide

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Tasks	Evidence Required	Judgement
Questions 1 - 2	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.