

Learning Assessment Guide

Unit Standard 16221 – Version 2

Evaluate the effectiveness of public sector service delivery in meeting the needs of Māori

Level 7 – 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 summary that your assessor will use to assess your competence.

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

- Evaluate service delivery models which do not make provision for the differing needs of Māori
- Evaluate service delivery models which make provision for the differing needs of Māori
- Analyse international models for effective service delivery to indigenous peoples and other minorities.

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:

- Evaluate service delivery models which do not make provision for the differing needs of Māori
- Evaluate service delivery models which make provision for the differing needs of Māori
- Analyse international models for effective service delivery to indigenous peoples and other minorities.

Task Instructions

- Answer the questions for the assessment task, and
- 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

The evaluation of service delivery models which do/do not cater for the differing needs of Māori is the principal focus of this unit standard.

1. Please choose two models that **do not** make provision for the differing needs of Māori. In particular, each of these models needs to take into account the following.

That the evaluation:

- Describes the approach used to deliver the public sector service
- Identifies any factors, issues or needs in the service delivery area which suggest different need for Māori clients e.g. legislative or funding implications
- Examines how effectively the approach used meets the needs of Māori and other clients
- Identifies any advantages or disadvantages of the approach in comparison to other approaches

2. Please choose two models that **do** make provision for the differing needs of Māori. In particular each of these models needs to take into account the following.

That the evaluation:

- Describes the approach used to deliver the public sector service
- Identifies any factors, issues or needs in the service delivery area which suggest different need for Māori clients e.g. legislative or funding implications
- Examines how effectively the approach used meets the needs of Māori and other clients
- Identifies any advantages or disadvantages of the approach in comparison to other approaches

3. Now, analyse two international models for effective service delivery to indigenous peoples and other minorities.

Your analysis will include:

- Explanation of the international models
- Review of performance and outcomes of the international models
- Evaluations of the transferability of international models to the environment in New Zealand, for Māori (for this particular bullet point please provide evidence of three factors)

And your analysis can include but is not limited to:

- Demographic and historical contexts
- Structural parameters including the economic and governmental environment
- Similarities and differences between Māori and other minority groups
- Infrastructure issues
- Cultural and language differences.

Assessment Guide

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Tasks	Evidence Required	Judgement
Questions 1 - 3	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.