

Learner Assessment Guideline

Unit 2894

**Prepare, implement and
apply Māori culturally
sensitive programmes in
general office procedures**

Level 4: Credit 6: Version 2

Learner Assessment Instructions

This is your learner's assessment pack for 'Prepare, implement and apply Māori culturally sensitive programmes in general office procedures'. This is a Level 4 Unit Standard. This unit is worth 6 Credits.

This pack contains

- Your assessment tasks; and
- The evidence guide summary that your assessor will use to assess your competence

Assessment tasks

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

- Prepare, implement and apply Māori cultural enhancement programmes in general office environments.
- Provide staff training guidelines.

Sfrito would like to acknowledge the Public Services Training Organisation (PSTO) for the use of their Evidence Guides.

What do I do now?

- ✓ Read through all the information contained in this Pack.
- ✓ Familiarise yourself with each Assessment Task and the instructions.
- ✓ 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 task if you are sending the original copy to your assessor.

The Assessment Process

While this assessment is primarily written you may want undertake part of this in a conversation with your assessor. If so, you should discuss this with your assessor before proceeding.

You should put your written responses onto separate pages, number each page and attach them to this assessment pack.

Task One: Introduction

This assessment is designed to assess your ability to design and prepare a Māori cultural enhancement programme.

Task One: Instructions

You need to design a Māori cultural enhancement programme. The programme can be around one single event or an overall programme (i.e. the introduction of Māori language classes or an organisational Māori language strategy and plan).

In the design process you will need to show the following:

- Identify how and what value the programme has to the workplace.
- Explain the Māori values and customs that will be covered by the programme and how they relate to the organisations objectives and policy.
- Identify opportunities to apply Māori values and customs to workplace operations.
- Interviews or feedback from stakeholders (Māori staff, managers) on their requirements and expectations.
- Identify what research and information you gathered to design the programme.
- Examine the commercial usage of Māori skills and knowledge and explain how these issues impact on the programme you are designing. The issues can include discussion on protection of intellectual property, confidentiality of cultural information, tikanga Māori etc.
- Evidence of a peer-review process by a stakeholder (manager, Māori staff) of the content the programme. This peer-review should be undertaken by a person whom you consulted with in the design of the programme. The reviewer will need to complete the 'Peer-Review Form' and will be someone who can attest that your programme meets the needs of the organisation and participants.

Please talk to your assessor if you have an alternative method of evaluation which you would prefer to use.

Completion of the assessment for Task One will include:

- The design process for a Māori cultural enhancement programme which meets requirements.
- Signed peer review form or agreed alternative.

Task Two: Introduction

This assessment is designed to assess your ability to implement cultural awareness programmes to promote cultural practices within workplace and training environments.

Task Two: Instructions

This task relates to the programme you designed in task one. Now you need to:

- Explain how the programme will be implemented including the explanation of the training and communication process.
- Develop an organisational policy and procedure explaining the objectives of the programme why and how it will be put in place.
- Provide a guideline for staff on how to apply Māori values and customs in office environments according to Māori protocol.
- Provide training and communication material that you have produced which informs staff on the programme content and the Māori values and practices expressed in the programme.
- Evidence of a peer-review process by a stakeholder (manager, Māori staff) of the policy, procedure and guideline. This peer-review should be undertaken by a person whom you consulted with in the design of the programme. The reviewer will need to complete the 'Peer-Review form' and will be someone who can attest that your programme meets the needs of the organisation and participants. Only one form needs to be completed for task one and two where the peer reviewer is the same person.

Please talk to your assessor if you have an alternative method of evaluation which you prefer to use.

Completion of the assessment for Task Two will include:

- A policy and procedure which meets requirements.
- A staff guideline which meets requirements.
- Training and communication material on the programme.
- Signed peer review form or agreed alternative.

Task Three: Introduction

This assessment is designed to assess your ability to implement Māori cultural enhancement programmes in the workplace.

Task Three: Instructions

This task is primarily around the “delivery” of the guideline on Māori values and customs in office environments that you produced in Task Two.

You will need to provide:

- Evidence that you have delivered/demonstrated to a group of people how to apply Māori values and customs in office environments according to Māori protocol. This can include a list of the participants, training dates, venue etc.
- Feedback from participants who attended your training/demonstration on whether the training met their needs. You can provide a completed evaluation form from your own programme or the participant can complete the ‘Participant Feedback Form. in this pack. This form can also be used for the evidence in the first bullet.

Completion of the assessment for Task Three will include:

- Signed ‘Participant Feedback Form’ or any other training and evaluation forms.

Peer Review Verification Form

_____ is being assessed for Unit 2894 'Prepare, implement and apply Māori culturally sensitive programmes in general office procedures'. S/he is required to provide evidence of having developed the programme and associated material with your requirements in mind.

You are asked to verify the processes and outcome of their work. Please place a 'Y' (yes) or 'N' (no) in the box provided.

- The learner consulted with me on my requirements and expectations for a Māori cultural enhancement programme.
- The learner sought my assistance to peer review the programme and associated material they developed. This was reviewed against the organisations and participant's requirements.
- The learner sought my assistance to peer review the policy, procedures and guidelines to check that it meets organisational and participant requirements.

Comments:

Name: _____ Date _____

Signature: _____

Relationship to the learner: _____

Thank you for your assistance

Evidence Verification Form

To be given to Evidence Verifier (e.g. Manager/Supervisor) to verify Learner's evidence.

Evidence Verifier's name: _____

Position held: _____

Organisation name: _____

Learner's name: _____

Learner's ROL: ___ / ___ / ___ and/or Date of birth: ___ / ___ / ___

Unit standard(s) number & title: _____

National Certificate (level & version): _____

I verify that the following processes and outcomes have been completed by the learner.
Please place a 'Y' (yes) or 'N' (no) in the box provided.

- The learner consulted with me on my requirements and expectations for a Māori cultural enhancement programme.
- The learner sought my assistance to peer review the programme and associated material they developed. This was reviewed against the organisations and participant's requirements.
- The learner sought my assistance to peer review the policy, procedures and guidelines to check that it meets organisational and participant requirements.

Comments:

I verify that the collection of evidence meets assessment requirements and standards set by the organisation for content and layout.

I understand the implications and agree to comply with the requirements of the Privacy Act 1993 and any subsequent amendments.

Learner signature: _____

Evidence Verifier signature: _____

Assessor name: _____

Assessor signature: _____

Date received by assessor: _____

Participant Feedback Form

To be given to Evidence Verifier (e.g. Manager/Supervisor) to verify Learner's evidence.

Evidence Verifier's name: _____

Position held: _____

Organisation name: _____

Learner's name: _____

Learner's ROL: ___ / ___ / ___ and/or Date of birth: ___ / ___ / ___

Unit standard(s) number & title: _____

National Certificate (level & version): _____

I verify that the following processes and outcomes have been delivered/demonstrated on how to apply Māori values and customs in office environments.

Please place a 'Y' (yes) or 'N' (no) in the box provided.

I attended the training/demonstration by the learner on how to apply Maori values and customs in office environments according to Maori protocol.

The training/demonstration met my needs.

Comments:

I verify that the collection of evidence meets assessment requirements and standards set by the organisation for content and layout.

I understand the implications and agree to comply with the requirements of the Privacy Act 1993 and any subsequent amendments.

Learner signature: _____

Evidence Verifier signature: _____

Assessor name: _____

Assessor signature: _____

Date received by assessor: _____

Thank you for your assistance.

Unit 2894v2 Learner Evidence Guide

Prepare, implement and apply Māori culturally sensitive programmes in general office procedures

Element/Task	
Task 1-2 Element 1-2	Evidence required
<p>Responses to Written Questions.</p> <p>Complete documentation.</p> <p>Responses to oral questions.</p> <p>Completed Peer review form or agreed alternative.</p>	<ul style="list-style-type: none"> ➤ Responses conform to model answers. ➤ Documentation provided to support information requested and model answer where necessary. ➤ After receiving the written evidence, the assessor should ensure sufficiency and may ask further questions to clarify if necessary. These questions and the responses should be documented. ➤ All boxes on the form are marked 'Y' or alternative material shows that the learner's programmes design and implementation has been evaluated against organisational and participant requirements.
Task 2, Element 3	Evidence required
<p>Responses to Written Questions.</p> <p>Complete documentation.</p> <p>Responses to oral questions.</p> <p>Completed Peer review form or agreed alternative.</p>	<ul style="list-style-type: none"> ➤ Responses conform to model answers. ➤ Documentation provided to support information requested and model answer where necessary. ➤ After receiving the written evidence, the assessor should ensure sufficiency and may ask further questions to clarify if necessary. These questions and the responses should be documented. ➤ All boxes on the form are marked 'Y' or other training and evaluation forms show that the demonstration met their needs.