

Accreditation Reviews in Aotearoa New Zealand

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“Live” reviews for IYP Group Leaders

Offered since 2019

Completed approx. 12

Group leaders can opt in to a “live” review or choose usual remote review

Focus on Māori and Pasifika Group Leaders

Evaluation and qualitative feedback sought

What is offered?

- Pre review information for group leader
- Whakawhanaungatanga - before and during
- Opportunities for korero and collaborative reflection
- Follow up review sent - No surprises!

Do 'live' reviews add value for Maori and Pasifika?

My hypothesis -

- Kanohi ki te kanohi is particularly important for non-Western world views
- Whakawhanaungatanga helps GL and mentor feel connected and more relaxed
- Emphasises a collaborative process rather than "expert" feedback
- Focus on mana enhancing and trust building process
- Space for discussion about role and value of cultural components in delivery

Group Leader Feedback Requested

- How would you describe the benefits of a live review (as opposed to a review completed by a mentor without you present)?
- What was the best part of doing a live review for you?
- Were there any challenges specific to doing a review in this format?
- How helpful was the follow-up report sent to you?
- We are interested in whether there are any cultural benefits in offering live reviews for kaimahi Māori. Did the live review format with your mentor provide any specific benefit for you as kaimahi Māori? Or Pacifica?
- If completing another review, would you choose this format again?
- Would you recommend this format to other group leaders?

Benefits of 'live' feedback process

- Chance to clarify feedback
 - “Could explain what you meant if needed clarification”
 - “Clarity on what they wanted to see for next time - suggestions of what you need to do”
 - “You are able to voice any concerns or queries on the spot”
- Supportive and builds confidence
 - “Lots of praises along the way, gave me confidence - that I was on the right track”
 - “It is easier to express yourself and explain the dynamics of your video”
 - “You feel extra supported because the mentor is there to do so through out quite a nervous time”
 - “You receive a lot of manaaki during the review which is always well received and reciprocated”
- Immediate Feedback
 - “There is no waiting for an outcome.”
 - “The benefits of having a kanohi ki te kanohi review are that you get positive feedback straight away, and you receive positive critique and guidance.”
- *“This is inherently the preferred way of communication for me being of māori descent”.*

Followup report helpful?

- “very helpful - followed on from the verbal feedback that was given”
- “so helpful, I was able to really reflect, focus and zoom in on the parts I needed to improve on, it also consolidated the parts I was doing well.”
- “It re-iterated what was discussed and practiced during the review. It also made me very proud when my manager commented on the mahi I had been doing.”

Specific Cultural Benefits?

- “It was 150% more beneficial for me as a kaimahi māori to firstly be understood, speaking to someone who had become very knowledgeable within my culture, following tikanga is a part of my daily life and this was encouraged and respected.” (Maori GL)
- “it was an uplifting experience - there are a few things that I need to do - but I didn't feel like I had failed.”(Pacific GL)
- “No doubt that kanohi ki te kanohi is so much more comfortable for me as Māori”
- “Kanohi ki te kanohi, it is a much easier process and Tania made me feel so relaxed and positive.”
- “Seeing positive facial expressions of the reviewer and lots of praises along the way”

Summary

- 100% respondents would choose live over remote review
- 100% respondents would recommend live reviews for others
- anxiety was an issue for most participants but all commented that the face to face format reduced anxiety
- clear cultural benefits

My reflections

- Potential benefit for accreditation levels
 - increase in requests for reviews from kaimahi Maori since offering the live accreditation review process; increased requests for second reviews after a live review
- Improved Skill Development
 - kaimahi comment that they understand more fully the accreditation feedback and what is expected;
 - the collaborative and interactive nature of a live review is less intimidating so facilitates learning
- Builds Mentor cultural confidence and competence
 - increased confidence to use te reo maori, karakia and whakatauki during reviews and in feedback reports
- Validates use of Te Ao Maori in group delivery

Further Development?

- Keep offering live reviews because GL appreciate them!
- Need for more Māori and Pacific peer coaches to support these benefits
- Consult with Maori and Pacific to expand and build on this process
- Consolidate use of alternative world views in feedback report, such as Te Whare Tapa Wha or Meihana Model;
 - eg restructure mentor review form within te whare tapa wha model

Te Whare Tapa Wha

