



He Pikorua

One Practice Framework

8th September 2020 (v2)

Frequently Asked Questions

What is He Pikorua?

He Pikorua is a digital practice framework that provides guidance to all Ministry and RTLB Learning Support practitioners, managers and practice leaders in their day to day mahi. It is designed to support collaboration between learning support practitioners and educators, whānau and mokopuna in early learning centres, schools and kura, within and across clusters of schools and communities.

He Pikorua is designed to be informed and shaped over time by changes in our environment and learning from those using it in their mahi.

He Pikorua has 3 main sections, Our Principles, He Pikorua in Action, and How We Work.

When all three parts of He Pikorua are integrated into our practice we will know we are working in a principle driven, needs based and culturally sustaining way across our learning support system.

The principles, practices and guidance within He Pikorua are strongly aligned within the Learning Support Delivery Model (LSDM). The LSDM focuses on providing greater flexibility in how we work to meet the needs of mokopuna and communities.

Why was it developed?

There have historically been a number of different practice frameworks across the Ministry of Education and RTLB. We know that mokopuna present with a range of needs and having several frameworks has made it challenging for us to work together in an integrated way. Aspects of the previous frameworks have become outdated and are based on specific service types.

He Pikorua replaces the existing Ministry practice frameworks and the RTLB ten step practice sequence. The RTLB toolkit has been updated so that it can be used alongside He Pikorua.

He Pikorua includes the best of the previous frameworks, current evidence based practice and principles that align with the Learning Support Delivery Model and the priorities of the Learning Support Action Plan 2019-2025.

How was it developed?

He Pikorua has been co-designed by a project team comprising representatives from the Ministry and RTLB. Partnership with Māori and views from our diverse collective workforces were important components of the development of He Pikorua.

Content development was led by subject matter experts in the project team and shaped by two rounds of consultation with Ministry Learning Support teams and RTLB clusters throughout 2019.

External editors ensured our final digital product was accessible, consistent and free of jargon. The project team worked with a design team to develop the look and feel of the website and Ministry of Education Web Services assisted with building the web platform.

Why is the term “learning support practitioner” used?

Throughout He Pikorua the term “learning support practitioner” is used to describe all members of our collective workforce, both RTLB and Ministry of Learning Support staff.

Although our services remain distinct, both are part of a wider learning support system and workforce who come together to support mokopuna with additional learning needs. Both workforces have complementary knowledge, skills and expertise that they each bring to their roles. This term unites us within our shared practice framework and helps to make the website easier to read.

What do we mean by a bicultural resource?

From the beginning, the intention has been for Ministry Learning Support and RTLB to collaboratively produce a bi-cultural resource in true partnership with Māori.

Te Ao Māori concepts are woven throughout the content and the design of He Pikorua. There is a specific and deliberate focus on frameworks that support our responses to Māori. Key aspects of He Pikorua come from Te Ao Māori perspectives, such as, our guiding practice principles:

- **Mokopuna-centred:** centred on mokopuna and whānau
- **Collaborative:** drawing on collective knowledge
- **Strengths-based approach:** based on the strengths of mokopuna and their community
- **Culturally affirming and responsive:** affirming and responsive to the cultures of mokopuna and whānau
- **Inclusive:** enhancing participation, presence, and achievement
- **Ecological:** taking into account the contexts and environments of mokopuna
- **Evidence-informed:** based on research, professional expertise, and the experience of mokopuna and whānau.

While culturally affirming and responsive is a stand-alone principle, all of these principles are reflective of ways we should partner with Māori.

He Pikorua in Action reflects concepts such as whakawhanaungatanga- building connections, partnership and collaboration throughout service, and mana motuhake-empowering others to continue on beyond our support.

Why do we use ‘mokopuna’?

Throughout He Pikorua we have chosen to use the word ‘mokopuna’ to represent all children and young people. Mokopuna refers to the flow of new generations through connection to those who have gone before:

- > ‘Moko’ (kauae) – an innate and direct connection to tipuna through whakapapa.
- > ‘puna’ – the flowing spring and refers to new life (birth).

‘Mokopuna’ carries with it the ability to trace the line of descent continuously from ancestor to ancestor. It is a birth right that we inherently have as our connection and reflection to our Tipuna (ancestors) and genealogy. These connections are not exclusive to Māori and include all people.

Our decision to use mokopuna throughout He Pikorua is our commitment to place the child in the centre of everything we do, within the context of their whānau.

Why ‘He Pikorua’?

Piko and pikorua are kupu used in whakatauaki and to name particular iwi landmarks. These words and concepts are reflected across Aotearoa.

Members of the project team chose He Pikorua for this work to reflect the name of a common pounamu carving design. The design bends and curves to a shape similar to a figure 8. This work, just like the pounamu began with raw energy that was crafted and shaped into a taonga that is strong, solid and rich in its purpose.



He Pikorua was chosen for this work to symbolise the bringing together of practitioners from RTLB and Ministry Learning Support into a shared practice framework.

This framework will require practitioners from both services to bend, curve and adapt the way they work together with whānau and educators to support mokopuna.

He Pikorua is positioned to honour the Te Tiriti o Waitangi as it reflects strong partnership and embeds a Te Ao Māori worldview within the seven principles that underpin the way we work.

He Pikorua in Action represents the partnerships required to ensure the growth and development of mokopuna, and those working within the team to nurture and guide in a continual growth context; from a place of whanaungatanga building connections, to a place of mana motuhake – empowerment.

Hui te mārama, hei purapura ora challenges learning support practitioners to shape and build on collective team approaches to develop healthy aspiring learners. This whakatauki positions the adults as kaitiaki, to act with mokopuna at the centre of their work and respectfully plan flexible and high quality learning supports for all mokopuna and their whānau. When we do this, we will create safe passage and a pathway to achieving the aspirations of all mokopuna.

How will it be implemented?

The website was launched in September 2020. We expect that practitioners, practice leaders and managers will spend some time online familiarising themselves with the digital framework

including the tools and resources embedded in the website. There will also be materials available, including Key Messages to support practitioners to speak about the new framework with whānau, educators and communities. These Frequently Asked Questions will be updated regularly.

Each region/cluster (Cluster Managers and Manager Learning Support) has initially been allocated two project team members to act in a national liaison role for the implementation phase. This will ensure clear lines of communication and effective feedback channels are maintained as teams plan to support their practitioners gain a deeper understanding of the framework and embed it in practice. Opportunities for RTLB and Learning Support to come together either virtually or kanohi ki te kanohi are encouraged, and can be supported by the project team in a variety of ways including the preparation of further resources as required.

In addition to practice implementation, there are a number of updates that will be required to systems such as the Ministry of Education Case Management System (CMS), and Schoolgate as we work towards consistency of language and information management to reflect He Pikorua.

We expect that He Pikorua will be the practice framework in use by January 2021. We will work with regional management teams to develop key indicators of success and how we measure the impact of He Pikorua over time.

How should I use it within my practice?

The guidance in He Pikorua will continue to be updated over time and practice examples added to support how you carry out your work. Engaging with the site is an important part of your day to day activities. It will also support new staff and those new to their roles to understand the mahi we do and how we do it.

You can use He Pikorua independently, with peers or teams and also with teams around mokopuna, early learning service, school or kura.

Throughout He Pikorua there are a number of downloadable PDF guidance sheets, diagrams and reflective questions. These can be used online or downloaded and printed. This information is there to support you with the conversations you have with educators, whānau and mokopuna. For example, to describe how you will partner with them in your mahi.

The reflective questions can be used for continuous practice improvement. For example, reflecting on your practice with others.

What about the RTLB Toolkit?

The RTLB Toolkit has been refreshed, updated and emailed to RTLB lead school principals and Cluster Managers. We will update RTLB on TKI to align with the Toolkit. The Toolkit contains additional information to support RTLB in their practice. The ten step practice sequence has been replaced with He Pikorua in Action.

What about the Specialist Service Standards?

He Pikorua is a practice framework, the primary purpose of it is to guide and support practice.

It is important that practitioners and managers have tools reflect on their work to ensure quality and alignment with He Pikorua. The National Office project team are finalising tools and resources to be shared for this purpose.

The Poutama (Service Pathway) often thought of as part of the Specialist Service Standards, will be replaced with He Pikorua in Action.

Updating the Specialist Service Standards has not been part of the development of He Pikorua. While both documents are related, the scope for a review of the service standards is much wider. There are discussions underway to ensure any review of the Service Standards reflects current Ministry strategic context and other key work programs such as the Learning Support Action Plan activities.

How can I contribute to updates/additions to He Pikorua?

This framework has been built to reflect current practice, tools and resources. We all have an ongoing role in ensuring this tool is updated as our practice evolves.

We will continue to update the site with real stories from your practice to strengthen our knowledge and evidence base.

If you have ideas about additions to the website please do so through the Contact Us link on the web page feedback.hepikorua@education.govt.nz.

To let us know that there is a fault on the page, please email feedback.hepikorua@education.govt.nz with FAULT in the subject line this. If you are able to include a link to the specific part of the site, it will help us resolve issues quickly.

Where can I get more information?

- www.hepikorua.education.govt.nz