

Prospectus 2023

**Qualifications for Life.
Skills for Good.**

careerforce.org.nz



Contents

2	Welcome to Te Pūkenga
4	Why train your staff?
5	How workplace training works
6	How we support employers
8	How we support trainees
10	Become a Gateway employer
12	Qualification pathways

<p>p14</p> <p>Certificates & Diplomas</p> <p>Health & Wellbeing</p>	<p>p22</p> <p>Apprenticeships</p> <p>Health & Wellbeing</p>	<p>p32</p> <p>Business & Management</p>	<p>p34</p> <p>Youth Work</p>
<p>p38</p> <p>Cleaning</p>	<p>p42</p> <p>Urban Pest Management</p>	<p>p44</p> <p>Specialised Diplomas & Programmes</p>	<p>p50</p> <p>Micro- credentials & Short Programmes</p>

Nau mai haere mai ki Te Pūkenga Welcome to Te Pūkenga

Te Pūkenga is building a national network of integrated learning in Aotearoa New Zealand that better meets the needs of learners, their whānau, employers and the community.

By bringing together on-the-job, on campus and online learning, Te Pūkenga is creating a network that gives learners more choices and flexibility in what, where and how they learn.



Please note our programmes of study are currently under review as part of the reform of vocational education training. The objective is to provide one programme for Te Pūkenga that is portable, consistent, and more closely aligned with the needs of industry. As the review is ongoing, this prospectus is correct at the time of publishing but the programmes outlined may change over time.

Learn with purpose
tepukenga.ac.nz



Kia ora huihui mai tātou.

It's my pleasure to be able to provide an introduction in this 2023 prospectus and welcome you to Te Pūkenga, nei te reo rāhiri e rere atu ana – nau piki mai, nau kake mai ki Te Pūkenga.

In 2020, the government reviewed the vocational education system in Aotearoa New Zealand and made some significant changes for how it would work in the future.

One of those changes was the creation of Te Pūkenga New Zealand Institute of Skills and Technology. The change means that all of the country's Institutes of Technology and Polytechnics as well as some of the country's Industry Training Organisations which focus on work-based learning such as apprenticeships, now sit within one organisation – Te Pūkenga.

By bringing these organisations together, it means we can create a national network of on-the-job, on campus and online learning opportunities that give learners more choice and flexibility in what, where and how they learn throughout Aotearoa New Zealand.

For those of you thinking of studying, this means you are going to be supported by a national organisation and you will receive a qualification

from Aotearoa New Zealand's largest education provider, Te Pūkenga.

You'll still be able to learn on-the-job with your current employer, but you'll have the additional benefits that come from being part of a national network – such as more support, more learning options and increased ability to switch between different types of learning if your circumstances change.

A national network means we can plan better for the future needs of Aotearoa. We want to make sure that when you signing up for a programme programme, you are gaining skills that are needed by Aotearoa and around the world – giving you more job security and ultimately increasing your opportunities for success.

Our transformation is a journey that will take time but one thing is clear, everything we do is centred around our learners and their whānau. We have a relentless focus of equity and we're setting the foundations to deliver to Te Tiriti o Waitangi and its principles, and most importantly to the aspirations of Māori learners, their whānau, and iwi/hapū.

Throughout this prospectus you may notice that a number of programmes are changing.

Over time, we will be unifying programmes to make sure they are consistent across the country. This means if your circumstances change, you'll be able to continue with your learning rather than having to start again. It's just one of the ways we are working to make learning fit around life, rather than making life fit around learning.

Whether you're looking to continue with your training or try something fresh, we look forward to you joining Te Pūkenga whānau and being part of this transformational journey with us.

Mā te kimi ka kite. Mā te kite ka mōhio. Mā te mōhio ka mārama – Seek and discover. Discover and know. Know and the world of light is yours to behold.

If you have any questions or want to find out more about Te Pūkenga, visit our website tepukenga.ac.nz or email us at info@tepukenga.ac.nz – we'd love to hear from you.

Peter Winder
Te Pūkenga – Chief Executive

Why train your staff?

Skilled and competent workers make a real difference every day to the people they support.

Your employees don't just gain qualifications and experience - they also gain a sense of self-belief and increased confidence in their own abilities. It's great for their morale and motivation as they feel you've invested in their career. You're able to strengthen their skills, experience and confidence as well as support them to achieve nationally recognised qualifications.

How workplace training works

Careerforce supports employers nationwide to enhance staff skills and improve health and wellbeing outcomes in our community.

We offer qualification pathways in the following sectors:

- Aged care
- Cleaning
- Disability support
- Healthcare services
- Home and residential services
- Mental health and addiction support
- Social and community services
- Urban pest management
- Youth work

We design customised work-based training programmes alongside employers, linking training to policies and workplace practices. We then provide the tools, resources and the support employers need to train their staff. Investing in training improves staff retention and efficiency, resulting in greater health outcomes for all New Zealanders.

Workplace Training

Our employer-led training model is built on quality and sustainability. Careerforce supported training is designed to be embedded into everyday workplace activities. Employers support learners to learn on-the-job, and assessment is carried out by assessors in the workplace. Learners gain relevant, practical qualifications in a learning environment they feel comfortable in. Workplace training increases confidence and job satisfaction, resulting in improved employee attraction and retention, and leads to a better quality of care in our community.

Training Requirements

Careerforce supported learners need to be working or volunteering within the health, mental health, aged care, disability, social services, youth work, cleaning or urban pest management sectors.

Making it REAL

Careerforce training and apprenticeship programmes are delivered in workplaces using the REAL (respectful, efficient, applied, living) approach. This approach is designed to develop skills that make a positive difference to everyday work practices and outcomes.

At the core of REAL is respecting the existing skills and knowledge of your staff and making efficient use of the evidence of competence that occurs in the natural flow of work. By working with one of our advisors, you can identify what evidence of competence your workplace has already seen, heard or filed.

Your staff don't need to learn what they already know, so their training plan is focused on filling the gaps in their skills and knowledge. The online learning and assessment platform (Aka Toi) supports the REAL approach and makes it easy for your staff to see the learning and assessment they need to do to complete their programme.



How we support employers

Careerforce is committed to providing the support you and your organisation requires to achieve positive training outcomes. We are here every step of the way.

Careerforce Workplace Advisors provide invaluable support at a local level. They work alongside employers to develop training plans that meet the needs of the workplace. They can advise employers on the best work-based learning programmes for their staff and the most appropriate training pathways. They help employers with workforce development planning and discuss training options in the workplace. They also help support trainees throughout the training journey.

Careerforce Apprenticeship Advisors assist the employer by providing support, guidance and assessment directly to apprentices. They work alongside the apprentice to provide one-on-one pastoral care, coaching and other support to help them achieve their qualification.

Assessment

Assessment is the formal process for determining the skills and competence of learners against national standards. It is usually carried out in the workplace and is supported by evidence created through normal workplace activities.

Careerforce registered assessors are experienced subject matter experts who work with learners to ensure their skills, experience and hard work are recognised in line with New Zealand Qualifications Authority (NZQA) requirements. We enable people to become Careerforce registered assessors by providing the necessary training. This training features an online learning component as well as attendance at a workshop, application of assessment practice, workplace observation, and assessment moderation to complete requirements for registration.

In organisations where an in-house assessor is not available, we can arrange support from a Careerforce registered assessor.

We also support your in-house assessors to ensure they follow best practice and meet moderation requirements. We run Assessor Hubs – Mātauranga Wananga across the country to support this. Assessor Hubs allow assessors to build on their practice, share their experiences with others and have Careerforce staff provide development opportunities and moderation. Moderation is a mandatory quality assurance process that ensures decisions made by assessors are consistent with national standards and offer guidance to develop and improve assessment practice.

iportal

The Careerforce iportal is an online portal for viewing and submitting trainee information. It helps assessors manage trainees, submit results and gives access to the latest Assessor Guides within their scope. Employers can download reports from iportal and track their trainees' progress.

www.iportal.careerforce.org.nz

Tips to Ensure Learner Success

Once your learners are enrolled in a programme and have started on their training journey, it's important to ensure they remain motivated and engaged as they progress their knowledge, skills and career.

Careerforce has developed some tips that have helped employers support trainees in their journey. Examples of these tips include 'the importance of goal setting', 'setting up a training plan', 'starting a study group', and 'celebrating success'. For more tips visit our website: www.careerforce.org.nz/top-tips

Grants and funding

Funding opportunities may be available to support your training budget. The Careerforce team can advise you on grants and funding that you or your staff may be eligible for.

Since grants are subject to change, please refer to the Careerforce website for up-to-date information: www.careerforce.org.nz/fees-funding



"An organisation is only as good as its team members. Each Clean Crew member is NZQA trained so that we can deliver professional, top notch cleaning services for all our customers."

GARY SINGH, OWNER, THE CLEAN CREW

How we support trainees

We are committed to supporting learners and helping them remain motivated and engaged throughout their training journey.

Trainee welcome communications and resources

We understand that it can be quite overwhelming at the beginning, so we have developed learner communications to ease them in. Careerforce provides information for new trainees to help them get started.

Meet Eva

New learners* receive a welcome email with links to valuable tips, resources, support and encouragement. Eva is a character we developed to present a warmer side to the information we provide in our materials. Learners also receive a welcome pack and further resources to help them be proactive and engaged in their training.

As Careerforce learners progress through their training, they will receive quarterly emails to help them stay motivated. With each email, they'll receive a progress report to help them track their progress, and gentle encouragement where necessary. These reports detail progress on the unit standards that form part of their training programme.

Trainees can also manage their own training progress, on demand. Once registered onto the secure platform, iportal <https://iportal.careerforce.org.nz> a trainee is able to view and download their own training progress reports where they can see which unit standards have been completed, and which are yet to be completed.

With their iportal login, trainees also have full access to the Careerforce library which contains useful paper-based learning resources.

Training support

Learners can visit the training support website pages to learn about the who, what and when of workplace training, their rights and responsibilities as a trainee, study tips, and more. For additional support, including an explanation on how the assessment process works, please see:

www.careerforce.org.nz/training-support

How we support our Māori learners

Rōpū Taupuhupuhi Āmio / National Mobile Support team provides options for kanohi-ki-te-kanohi (face-to-face) kaupapa Māori approach support through wānanga mahi and noho marae. As needed, we will provide extra support to any ākonga (learners) and ngā kaiaromatawai (assessors) in working with the Te Ao Māori unit standards. Also, our assessors can assess in te reo Māori if requested.

How we support our Pasifika learners

Careerforce has a team of Pacific staff who understand the needs and demands of our Pacific learners. We run talanoa (open discussion) sessions, and face-to-face and online fono (workshops) with a focus on empowering and engaging our Pacific learners to feel supported in their studies. Through our Pacific Coordinator, we offer assistance for all who are learning in the workplace.



How we support our disabled learners

Careerforce is committed to improving outcomes for disabled learners, working with a lived experience advisory group to ensure our programmes are accessible and fit-for-purpose. Among the initiatives, disabled learners are profiled to identify individual support needs. The functionality of Aka Toi, our online learning platform is being developed to support learners with different impairments. Learners are given awareness and support to use assistive technologies and will be given more flexibility around time to complete assessments. Careerforce assessors are also being upskilled to understand the needs of disabled learners.

Aka Toi online learning and assessment

Aka Toi is easy to use and with an internet connection it can be accessed anywhere, anytime.

The learning resources are self-paced and bite-sized. They include multimedia, interactive and scenario-based learning activities. Assessment tasks include online questions and downloadable activities.

Aka Toi functionality helps assessors manage their workload with submitted tasks displayed in one place for marking and Unit Standard results reported automatically.

Find videos about Aka Toi using the following link: <https://akatoi.careerforce.org.nz>

Literacy and Numeracy support

Difficulties with learning can be a barrier to success. Providing support to trainees with literacy or numeracy learning needs will increase engagement in training and lead to higher levels of achievement.

The Tertiary Education Commission (TEC) requires that workplace training includes identifying trainees who may need extra support on their learning journey.

For that reason, learners must complete a literacy and numeracy assessment if they do not have:

- a qualification at Level 3 or above, awarded by NZQA or a New Zealand university; or
- a tertiary qualification gained overseas – achieved in the English language.

This applies to enrolments at all levels, for new learners.

The assessments are separate:

- reading skills (literacy)
- number knowledge and measurement (numeracy).

Each takes about 20 minutes to complete.

For learners who score at lower levels, there are adult literacy and numeracy organisations across New Zealand, funded by TEC, who offer support to employers and their staff.

Funding is available to upskill workplace trainers, assessors and mentors in their support of trainees with literacy and numeracy learning needs.

There is also a free online adult learning programme to build adult literacy and numeracy skills called Pathways Awarua. Please contact Careerforce for more information.



*enrolled in selected programmes

Become a Gateway employer

New Zealand's health and wellbeing sector will face workforce shortages in the coming years. We need to appeal to young people and promote the increasingly attractive career pathways available.

Support young people into a career

Gateway is a work placement initiative for senior school students (Years 11 to 13) funded by the Tertiary Education Commission. By becoming a Gateway Employer you will support young people into a career in the health and wellbeing, and social and community sectors.

Gateway programmes introduce students to new career opportunities

Careerforce has developed Gateway programmes to introduce students to a variety of career options and provide them with an opportunity to access workplace learning. Students gain practical experience in the workplace and they will achieve credits on the New Zealand Qualifications Framework (NZQF) towards their National Certificate of Educational Achievement (NCEA).

Being a Gateway Employer can benefit your organisation by:

- Providing an opportunity to meet potential future employees.
- Enabling your existing staff to become mentors, trainers and leaders.
- Raising your brand profile within your local community.
- Increasing the diversity within your workforce.
- Supporting young people into jobs as part of your Corporate Social Responsibility.

In addition, young people can bring energy and fresh new ideas into your workplace!

Getting involved is easy

We will guide you all the way. Here's what you can expect from the programme:

- **Flexibility.** You and the participating school can arrange the work placement for the student.
- **Relevance.** We'll work with you and the school to create a purposeful learning programme to complement the placement.
- **Fit.** Schools will have selected students who have expressed interest in working within the sector.
- **Support.** You'll receive continuing support from the school and Careerforce.

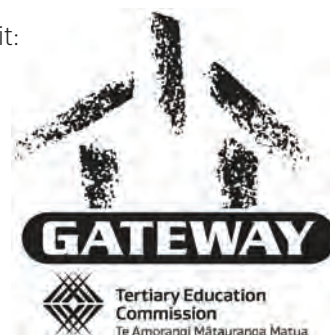
Get in touch with one of our Vocational Pathways Advisors at:

0800 277 486

or email: schools@careerforce.org.nz

For more information about Gateway and Vocational Pathways, visit:

www.careerforce.org.nz/high-schools



"Seeing the patients progress until they get discharged, either walking or going in a wheelchair, and family picking them up. That's the best part."

CALVIN FUIMAONO AIESI NAOIA, AUCKLAND-BASED
HEALTHCARE ASSISTANT, FORMER GATEWAY STUDENT

Qualification Pathways

	Health & Wellbeing	Social & Community Services	Business & Management	Youth Work	Cleaning	Urban Pest Management	Specialised Diplomas & Programmes	Micro-credentials & Short Programmes
Level 2	New Zealand Certificate in Health & Wellbeing (Level 2)				New Zealand Certificate in Cleaning (Level 2) with optional strand in Health Care Facilities Cleaning			
Level 3	New Zealand Certificate in Health & Wellbeing (Level 3) with strands in: <ul style="list-style-type: none"> • Health Assistance* • Newborn Hearing Screening • Orderly Services • Support Work • Support Work - Disability • Vision Hearing Screening <i>*Careerforce offers a specialisation within this strand for Dental Assistance</i>			New Zealand Certificate in Youth Work (Level 3)	New Zealand Certificate in Cleaning (Level 3) with optional strands in Specialist Cleaning and Supervision	New Zealand Certificate in Pest Operations (Level 3)	Mana Taiohi Unit Standard	
Level 4	<div> <div> New Zealand Certificate in Health & Wellbeing (Advanced Care and Support) (Level 4) <i>*Careerforce also offers this as an apprenticeship programme.</i> </div> <div> New Zealand Apprenticeship in Health & Wellbeing (Rehabilitation Support) (Level 4) with strand in Brain Injury </div> <div> New Zealand Apprenticeship in Health & Wellbeing (Peer Support) (Level 4) </div> </div> <div> New Zealand Apprenticeship in Health & Wellbeing (Social and Community Services) (Level 4) with strands in: <ul style="list-style-type: none"> • Diversional Therapy • Mental Health and Addiction Support • Disability Support • Community Health Work • Whānau, Community and Social Services • Whānau, Community and Social Services specialising in Youth Work. </div>			New Zealand Certificate in Youth Work (Level 4) New Zealand Apprenticeship in Health & Wellbeing (Social and Community Services) (Level 4) with a strand in Whānau, Community and Social Services. Careerforce offers a programme in this strand that specialises in Youth Work			Dementia Care (LCP*) Level 4 Palliative Care Assessment Package	De-Escalation Skills and Techniques for the Health and Wellbeing Sector (Level 4) Micro-credential Suicide Prevention in Aotearoa (Level 4) Micro-credential Creating Safe Spaces for Youth Development Projects (Level 4) (SCP*) Connecting and Walking Alongside Young People (Level 4) (SCP*) Supporting a Person and Implementing Diversional Therapy Plans (Level 4) (SCP*) Supporting a Person's Mental Health and Addiction Wellbeing (Level 4) (SCP*)
Level 5	New Zealand Diploma in Health & Wellbeing (Applied Practice) (Level 5)		New Zealand Diploma in Business (Level 5) with a strand in Leadership & Management					
Level 6							New Zealand Diploma in Hearing Therapy (Level 6)	

Health & Wellbeing

Certificates and Diplomas

Staff may be new to the sector and need an induction programme to develop their entry-level skills or they may already have experience and need to be trained in more specialised areas e.g. supporting a person with highly complex needs.

Whatever their background or experience, Careerforce can support your staff to gain the skills needed to improve the health and wellbeing of your clients. Your staff can be awarded qualifications in health and wellbeing from Level 2 to Level 5.

15	New Zealand Certificate in Health and Wellbeing (Level 2)
	New Zealand Certificate in Health and Wellbeing (Level 3)
16	Health Assistance Strand
16	Health Assistance Strand Specialising in Dental Assistance
17	Support Work Strand
17	Support Work Strand - Disability
18	Orderly Services Strand
19	Newborn Hearing Screening Strand
19	Vision and Hearing Screening Strand
	New Zealand Certificate in Health and Wellbeing (Level 4)
20	Advanced Care and Support
	New Zealand Diploma in Health and Wellbeing (Level 5)
21	Applied Practice

New Zealand Certificate in Health and Wellbeing (Level 2)

Level 2
40-41 credits
Expected duration: 7 months

Ideal for:
New or potential entrants into the health and wellbeing sectors, or those re-entering the workforce.

- Support Care Workers
- Home Aides
- Hospital Orderlies
- Home Care Support Workers
- Health Care Assistants
- Health Assistants

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This is an ideal induction programme to develop entry-level skills and knowledge required to provide person-centred support in the health and wellbeing sectors, (including: health, home and community, aged support and disability support).

The programme includes developing and/or recognising the following competencies in your staff:

- Performing entry-level, person-centred tasks and functions in a health or wellbeing setting.
- Describing the role of a support worker and a person's rights.
- Recognising and reporting risks and/or changes in a person's health and wellbeing.
- Maintaining a safe and secure environment for people.
- Interacting with others to support a person's health or wellbeing.
- Identifying the impact of culture on support in a health and wellbeing setting.



FA'AUVELEKE AUELUA,
IHC CAREGIVER,
NEWTOWN, WELLINGTON

New Zealand Certificate in Health and Wellbeing (Level 3)

Health Assistance Strand

Level 3

70 credits

Expected duration: 12 months

Ideal for:

- People employed as Health Assistants in various health and wellbeing settings

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This programme is aimed at recognising the skills and knowledge required to provide person-centred support in the health and wellbeing sectors. The programme aims to develop the skills and knowledge required to provide care under the direction and delegation of a health professional in a range of contexts including; aged residential, acute, primary and rehabilitative care.

The programme includes developing and/or recognising the following competencies in your staff:

- Observing and responding to changes in people in a health and wellbeing setting.
- Recognising and responding to signs of vulnerability and abuse in a health or wellbeing setting.
- Demonstrating and applying knowledge of ethical and professional behaviour in a health or wellbeing setting.
- Providing person-centred support to maximise independence.

New Zealand Certificate in Health and Wellbeing (Level 3)

Health Assistance Strand specialising in Dental Assistance

Level 3

70 credits

Expected duration: 12 months

Ideal for:

- Dental or Oral Health Assistants employed in a range of settings including hospital, community, school and private practice

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This programme develops the skills and knowledge needed to support dentists with quality patient care and the running of a dental practice.

The programme includes developing and/or recognising the following competencies in your staff:

- Assisting dentists with oral health care procedures.
- Preparing equipment and instruments required for oral health care procedures, including sterilisation procedures.
- Describing tooth notation and anatomy, dental caries, periodontal disease and chart teeth and restorations.
- Performing clerical and administrative duties.
- Applying professional and ethical behaviour.
- Assisting and preparing patients for treatment.
- Applying infection prevention and control processes and procedures.

New Zealand Certificate in Health and Wellbeing (Level 3)

Support Work Strand

Level 3

70 credits

Expected duration: 12 months

Ideal for:

- Support Workers

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This programme aims to develop the skills and knowledge required to support and empower people in home and community settings.

The programme includes developing and/or recognising the following competencies in your staff:

- Recognising and responding to signs of vulnerability and abuse in a health or wellbeing setting.
- Demonstrating ethical and professional behaviour in a health or wellbeing setting.
- Providing person-centred support to maximise independence.
- Recognising and responding to changes in people.

New Zealand Certificate in Health and Wellbeing (Level 3)

Support Work - Disability

Level 3

70 credits

Expected duration: 12 months

Ideal for:

- Disability support workers (experienced support workers or those new to their roles)
- Caregivers

Cost: Refer to careerforce.org.nz

Qualification and programme overview

The programme aims to develop the skills and knowledge required of disability support workers in roles that provide person-centred support in the disability sector.

The programme includes developing and/or recognising the following competencies in your staff:

- Applying knowledge of relevant legislation, regulations and codes in a health and wellbeing setting to provide health and wellbeing services in an ethical and professional manner.
- Recognising and responding to signs of vulnerability and abuse.
- Communicating effectively in a culturally appropriate manner to support a person's health or wellbeing.
- Providing person-centred culturally appropriate health and wellbeing support to maximise a person's independence.
- Recognising and responding to signs of functional, behavioural, environmental or other health or wellbeing change in a person.

New Zealand Certificate in Health and Wellbeing (Level 3)

Orderly Services Strand

Level 3

50 credits

Expected duration: 8 months

Ideal for:

- Orderlies usually employed in a hospital, nursing home and/or other inpatient healthcare setting

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This programme is aimed at developing the skills and knowledge required to support a healthcare facility through the provision of orderly services. Learners will benefit by gaining recognition of transferable skills and knowledge that is valued across the health and wellbeing sector.

The programme includes developing and/or recognising the following competencies in your staff:

- Recognising and responding to signs of vulnerability and abuse.
- Operating ethically and professionally in a health or wellbeing setting.
- Providing orderly services to support the effective functioning of a healthcare facility e.g. moving and storing equipment and transporting people safely.
- Communicating with others to support people's health and wellbeing.

New Zealand Certificate in Health and Wellbeing (Level 3)

Newborn Hearing Screening Strand

Level 3

61-62 credits

Expected duration: 10 months

Ideal for:

- Newborn Hearing Screeners employed by Te Whatu Ora/Ministry of Health supporting the delivery of the National Hearing Screening Programme

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This programme aims to develop the skills and knowledge required for hearing screening of babies.

The programme includes developing and/or recognising the following competencies in your staff:

- Knowledge of causes of hearing loss in babies and risk factors for congenital and delayed hearing loss.
- Knowledge of the Universal Newborn Hearing Screening and Early Intervention Programme (UNHSEIP).
- Knowledge of the use and maintenance of screening equipment.
- Carrying out newborn hearing screening for the UNHSEIP.
- Knowledge of referral and habilitation for the UNHSEIP.
- Recognising and responding to vulnerability and abuse.
- Demonstrating professional and ethical behaviour.
- Knowledge of culturally safe principles for Māori, Pasifika or other cultures.
- Describing community values and attitudes and their impact on people with disabilities.

New Zealand Certificate in Health and Wellbeing (Level 3)

Vision and Hearing Screening Strand

Level 3

70 credits

Expected duration: 12 months

Ideal for:

- Vision Hearing Technicians required to support the screening process and adhere to the National Vision and Hearing Screening Protocols

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This programme aims to develop the skills and knowledge required to undertake the vision and hearing screening of children.

The programme includes developing and/or recognising the following competencies in your staff:

- Communicating to support people's health and wellbeing.
- Describing hearing, visual system and vision impairment.
- Recognising and responding to signs of vulnerability and abuse in a health or wellbeing setting.
- Describing, interpreting, recording and communicating vision and hearing screening results.
- Carrying out vision and hearing screening tests.
- Demonstrating and applying knowledge of professional and ethical behaviour.





New Zealand Certificate in Health and Wellbeing (Level 4)

Advanced Care and Support

Level 4

120-130 credits

Expected duration: 20 months

Ideal for:

- Support Workers
- Healthcare Assistants
- Team Leaders

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This programme aims to provide additional knowledge and skills required to provide person-centred or relationship-centred care and support to people with complex needs.

The programme includes developing and/or recognising the following competencies in your staff:

- Working collaboratively with members of a multi-disciplinary team and the whānau and family of a person with complex needs to support the person's health and wellbeing.
- Supporting registered health professionals by carrying out delegated clinical tasks in a health or wellbeing setting.
- Applying knowledge of health or wellbeing conditions and organisational processes to implement culturally appropriate person-centred/relationship-centred approaches to care for and support a person with complex needs in a health and wellbeing setting.
- Communicating effectively in a culturally appropriate manner.
- Taking a leadership role in a health or wellbeing setting.

As part of the scheduled qualification review, NZQA approved this qualification to replace the 70 credit Advanced Support qualification.

Careerforce has also developed an apprenticeship programme that leads to the New Zealand Certificate in Health and Wellbeing (Level 4) Advanced Care and Support. See page 31.

New Zealand Diploma in Health and Wellbeing (Level 5)

Applied Practice

Level 5

120 credits

Expected duration: 20 months

Ideal for:

- Consumer advocacy roles
- Victim support roles
- Navigation roles
- Violence intervention roles
- Play specialist roles
- Advanced Youth Worker

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This is an Applied Diploma which requires 200 hours of practical work. The Diploma is designed to qualify advanced support workers who work closely and collaboratively to support people and whānau with complex needs.

The programme is centred on developing the competencies needed to support your client's complex needs. The learning is transferred into work practices.

The programme includes developing and/or recognising the following competencies in your staff:

- Being client-focused, working independently and continuously improving.
- Working alongside tangata whenua.
- Working with people from diverse cultures and backgrounds.
- Understanding and developing the specific skills, knowledge, attributes and statutory responsibilities required for the role.
- Understanding relevant developments in New Zealand.



Health & Wellbeing

Apprenticeships

Careerforce Apprenticeships are well-supported, workplace training programmes leading to the New Zealand Certificate in Health and Wellbeing (Level 4). A team of dedicated Apprenticeship Advisors provide pastoral care and support.

They are designed for experienced staff working with a range of people, conditions and situations from the routine to the complex. The underpinning philosophy of these programmes is the development of a person-centred, critical thinking and reflective workforce.

The learning at this level is self-directed and the apprentice will be developing new ideas and new ways of approaching their work. They will be stretched and allowed to explore special interest areas in greater depth, becoming more proactive rather than reactive.

23	Whānau, Community and Social Services
24	Whānau, Community and Social Services Specialising in Youth Work
25	Mental Health and Addiction Support
26	Disability Support
27	Diversional Therapy
28	Community Health Work
29	Rehabilitation Support, Brain Injury Strand
30	Peer Support
31	Advanced Care and Support

New Zealand Apprenticeship in Health and Wellbeing (Level 4)

New Zealand Apprenticeship in Health and Wellbeing (Level 4)

Whānau, Community and Social Services

Level 4

130 credits

Expected duration: 21 months

- Ideal for:**
- Family and Violence Support Workers
 - Social Justice Advocates
 - Refugee Support Workers
 - Parole or Probation Workers
 - Suicide Prevention or Postvention Workers
 - Welfare Workers
 - Community Development Workers
 - Housing and Budgeting Support
 - Employment Support Work
 - Information Provision Work

Cost: Refer to careerforce.org.nz

Qualification and programme overview

The Whānau, Community and Social Services apprenticeship programme enables apprentices to develop skills, knowledge and behaviours required in community support roles to work alongside people, family and whānau by using tools to support autonomy, identify goals, reduce vulnerability, and build resilience or achieve aspirations.

The programme includes developing the following competencies in your staff:

- Engaging and communicating with people, family and/or whānau who are accessing social and community services in a manner which respects their socio-cultural identity, experiences, and self-knowledge.
- Developing relationships and supporting a goal of improving outcomes for people accessing services.
- Demonstrating knowledge of Te Tiriti o Waitangi when providing support in their role.
- Demonstrating a knowledge of kawa and tikanga and the ability to relate the unique place Māori have as tangata whenua of Aotearoa in their role.
- Understanding New Zealand’s health and wellbeing aims and purpose and the impact on their role.
- Displaying self-awareness, reflective practice, self-care, and personal leadership in the workplace.
- Actively contributing to a culture of professionalism, safety, and quality in your workplace.
- Gaining an in-depth knowledge of a condition, impairment, situation, or issue and applying the new knowledge to support clients.

New Zealand Apprenticeship in Health and Wellbeing (Level 4)

Whānau, Community and Social Services Specialising in Youth Work

Level 4
127 credits
Expected duration: 21 months

Ideal for:

- Youth Workers

Cost: Refer to careerforce.org.nz

Qualification and programme overview

The Youth Work apprenticeship programme provides youth workers with a broad understanding of the wider social context in which they work, as well as the skills and attitudes to work alongside and support young people and their family and whānau.

This programme is designed to enable youth workers to have the skills and attitudes needed to support autonomy, identify goals, reduce vulnerability, and build resilience while enabling a young person to achieve their aspirations.

This programme is underpinned by Mana Taiohi and the Code of Ethics of Youth Work in Aotearoa New Zealand.

The programme includes developing the following competencies in your staff:

- Creating a safe environment for young people.
- Mentoring and supporting young people to identify goals and action plans.
- Developing, implementing, and evaluating a youth development project.
- Identifying and practising professional and ethical behaviour.
- Engaging and communicating with young people, family and whānau who are accessing social services in a manner which respects their socio-cultural identity, experiences, and self-knowledge.
- Developing relationships and supporting a goal of improving outcomes for people accessing services.
- Demonstrating knowledge of Te Tiriti o Waitangi when providing support in their role.
- Understanding New Zealand's health and wellbeing aims and purpose, and the impact on their role.
- Demonstrating a knowledge of kawa and tikanga and the ability to relate the unique place Māori have as tangata whenua of Aotearoa in their role.
- Displaying self-awareness, reflective practice, self-care, and personal leadership in the workplace.
- Actively contributing to a culture of professionalism, safety, and quality in the workplace.
- Gaining in-depth knowledge of a condition or impairment and situation or issue and applying the new knowledge to the young person they support.

New Zealand Apprenticeship in Health and Wellbeing (Level 4)

Mental Health and Addiction Support

Level 4
128 credits
Expected duration: 21 months

Ideal for:

- Mental Health Support Workers
- Addiction Support Workers
- Psychiatric Assistants
- Peer Support Workers
- Navigators
- Drug Treatment Support Workers
- Addiction Programme Facilitators
- Day Programme Facilitators
- Caregivers
- Residential Support Workers

Cost: Refer to careerforce.org.nz

Qualification and programme overview

The Mental Health and Addiction Support apprenticeship programme enables apprentices to develop and demonstrate the skills they need to work alongside people, and their family and whānau who are accessing social and community services, to support autonomy, foster hope and develop resilience. The underpinning philosophy of this programme is to build a person-centred, critical thinking workforce.

The programme includes developing the following competencies in your staff:

- Engaging and communicating with people, family and whānau who are accessing mental health and addiction services in a manner which respects their socio-cultural identity, experiences, and self-knowledge.
- Developing relationships and supporting a goal of improving outcomes for people with mental health and addiction issues.
- Demonstrating knowledge of Te Tiriti o Waitangi when providing support in their role.
- Understanding New Zealand's health and wellbeing aims and purpose and the impact on their role.
- Demonstrating a knowledge of kawa and tikanga and the ability to relate the unique place Māori have as tangata whenua of Aotearoa in their role.
- Applying physical first aid while supporting people in their role.
- Displaying self-awareness, reflective practice, self-care, and personal leadership in the workplace.
- Actively contributing to a culture of professionalism, safety, and quality in the workplace.
- Gaining in-depth knowledge of mental health, addiction and co-existing conditions, their impacts, and applying the new knowledge to the people they support.
- Applying advocacy plans for the people they support.



New Zealand Apprenticeship in Health and Wellbeing (Level 4)

Disability Support

Level 4
133 credits
Expected duration: 22 months

Ideal for:

- Disability Support Workers
- Disability Information Consultants
- Disability Case Workers
- Navigators

Cost: Refer to careerforce.org.nz

Qualification and programme overview

The Disability Support apprenticeship programme aims to develop skills required to support autonomy, identify goals, and opportunities to overcome challenges, and enable good lives of disabled people, tangata whaikaha, family and whānau, and the wider community.

The underpinning philosophy of the programme is to build a person-centred workforce that supports disabled people to live a good life.

The programme includes developing the following competencies in your staff:

- Understanding the diverse cultures that a support worker encounters in their role.
- Engaging and communicating with disabled people, family and/or whānau who are accessing social and community services in a manner which respects their socio-cultural identity, experiences, and self-knowledge.
- Developing relationships and supporting the achievement of intended outcomes.

- Demonstrating knowledge of Te Tiriti o Waitangi when providing support in their role.
- Demonstrating a knowledge of kawa and tikanga and the ability to relate the unique place Māori have as tangata whenua of Aotearoa in their role.
- Understanding New Zealand’s health and wellbeing aims and purpose, and the impact on their role.
- Displaying self-awareness, reflective practice, self-care, and personal leadership in the workplace.
- Actively contributing to a culture of professionalism, safety, and quality in your workplace.
- Gaining in-depth knowledge of a condition, impairment, situation, or issue and applying the new knowledge to support disabled people and tangata whaikaha.



“This is a really good industry to get into. It’s not only incredibly fulfilling and fun, but you get a lot of on-the-job training with fantastic life skills.”

NIKA HARLEY,
DIVERSIONAL THERAPY APPRENTICESHIP
WOBURN REST HOME, WAIPUKURAU

New Zealand Apprenticeship in Health and Wellbeing (Level 4)

Diversional Therapy

Level 4
134 credits
Expected duration: 22 months

Ideal for:

- Diversional Therapists
- Recreational Therapists
- Motivation Therapists
- Activity Coordinators
- Occupational Therapy Aides

Cost: Refer to careerforce.org.nz

Qualification and programme overview

The Diversional Therapy apprenticeship programme is designed to develop the skills of new and experienced Diversional and Recreational Therapists and those in related roles. This programme enables apprentices to enhance the spiritual, emotional, and physical wellbeing of the people they work alongside, and family and whānau.

Upon completion, Diversional Therapists will meet the qualification and competency requirements to become registered with the New Zealand Society of Diversional and Recreational Therapists.

The programme includes developing the following competencies in your staff:

- Developing client-centred meaningful programmes to improve wellbeing.
- Creating quality care plans for a variety of individuals and groups.
- Understanding and defining the role of diversional therapy practice.

- Engaging and communicating with people, family and/or whānau who are accessing social and community services in a manner which respects their socio-cultural identity, experiences, and self-knowledge.
- Developing relationships and supporting the achievement of intended outcomes.
- Demonstrating knowledge of Te Tiriti o Waitangi when providing support in their role.
- Demonstrating a knowledge of kawa and tikanga and the ability to relate the unique place Māori have as tangata whenua of Aotearoa in their role.
- Understanding New Zealand’s health and wellbeing aims and purpose and the impact on their role.
- Displaying self-awareness, reflective practice, self-care, and personal leadership in the workplace.
- Actively contributing to a culture of professionalism, safety, and quality in your workplace.
- Gaining in-depth knowledge of a condition or impairment, situation or issue and applying the new knowledge to support clients.

New Zealand Apprenticeship in Health and Wellbeing (Level 4)

Community Health Work

Level 4

130 credits

Expected duration: 21 months

Ideal for:

- Field Officers
- Health and/or Wellbeing Coaches
- Community Health Workers
- Tamariki Ora Support Workers
- Well Child Health Workers

Cost: Refer to careerforce.org.nz

Qualification and programme overview

The Community Health Work apprenticeship programme enables apprentices to develop and demonstrate the skills they need to work alongside people, family and whānau to support autonomy and promote self-determination of health and wellbeing.

The programme includes developing the following competencies in your staff:

- Engaging and communicating with people, family and/or whānau who are accessing social and community services in a manner which respects their socio-cultural identity, experiences, and self-knowledge.
- Contributing to identifying intended outcomes and barriers.
- Encouraging social inclusion and community participation.
- Contributing in the community to wider health and wellbeing outcomes.
- Demonstrating knowledge of Te Tiriti o Waitangi when providing support in their role.
- Understanding New Zealand's health and wellbeing aims and purpose and the impact on their role.
- Demonstrating a knowledge of kawa and tikanga and the ability to relate the unique place Māori have as tangata whenua in Aotearoa in their role.
- Displaying self-awareness, reflective practice, self-care, and personal leadership in the workplace.
- Developing relationships and supporting a goal of improving outcomes for people accessing services.
- Actively contributing to a culture of professionalism, safety, and quality in your workplace.
- Gaining in-depth knowledge of a condition, impairment, situation, or issue and applying the new knowledge to support clients.



New Zealand Apprenticeship in Health and Wellbeing (Level 4)

Rehabilitation Support, Brain Injury Strand

Level 4

124 credits

Expected duration: 20 months

Ideal for:

- Brain Injury Rehabilitation Assistants
- Rehabilitation support staff employed in hospital, residential and community-based settings

Cost: Refer to careerforce.org.nz

Qualification and programme overview

The Brain Injury Rehabilitation Support apprenticeship programme gives your staff the training they need to work alongside people living with or rehabilitating from a brain injury.

Apprentices will learn the tools and strategies to help maximise the independence of the people they support, help achieve their rehabilitation goals, help them live the best life possible, and support their family and whānau.

The programme includes developing the following competencies in your staff:

- Working collaboratively with health and wellbeing professionals and others to support a person to rehabilitate and/or live the best life possible
- Demonstrating a knowledge of kawa and tikanga and the ability to relate the unique place Māori have as tangata whenua in Aotearoa in their role.
- Actively contributing to a culture of professionalism, safety, and quality in your workplace.
- Providing leadership and/or education or training support in a health or wellbeing setting.
- Working alongside people, and/or their natural supports, family and/or whānau in a supportive and/or rehabilitation setting to maximise their independence and achieve their rehabilitation goals.
- Applying relevant skills and knowledge to support a person living with or undertaking rehabilitation from brain injury.

New Zealand Apprenticeship in Health and Wellbeing (Level 4)

Peer Support

Level 4
128 credits
Expected duration: 21 months

Ideal for:

- Peer Support Workers
- Navigators
- Peer Support Work

Cost: Refer to careerforce.org.nz

Qualification and programme overview

The Peer Support apprenticeship programme provides specific skills and knowledge for the peer support workforce. The underpinning philosophy of this programme is to build a person-centred, critical thinking workforce.

This programme is aimed at the broader peer support workforce inclusive of all sectors such as mental health, addiction, disability, or significant health conditions where peer roles may be identified. Apprentices who have gained lived experiences will be able to work alongside a person with similar significant health concerns to facilitate learning and support those experiencing challenges and disempowerment to increase their autonomy, wellbeing, change and self-determination.

The programme includes developing the following competencies in your staff:

- Supporting people, family and whānau with their goals.
- Understanding of the evolution of peer work and the peer work role, and peer work practices in Aotearoa.
- Demonstrating knowledge of Te Tiriti o Waitangi when providing support in their role.
- Demonstrating a knowledge of kawa and tikanga and the ability to relate the unique place Māori have as tangata whenua of Aotearoa in their role.
- Displaying self-awareness, reflective practice, self-care, and personal leadership in the workplace.
- Actively contributing to a culture of professionalism, safety, and quality in the workplace.
- Establishing a purposeful relationship with a person accessing support from a peer worker.



New Zealand Apprenticeship in Health and Wellbeing (Level 4)

Advanced Care and Support

Level 4
122-126 credits
Expected duration: 20-21 months

Ideal for:

- Support Workers
- Healthcare Assistants
- Team Leaders

Cost: Refer to careerforce.org.nz

Qualification and programme overview

The Advanced Care and Support apprenticeship programme gives your staff the skills required to provide person-centred or relationship-centred care and support to people with complex needs.

It has been developed separately to the trainee programme that also leads to the New Zealand Certificate in Health and Wellbeing (Level 4) Advanced Care and Support (page 20) and will benefit workplaces that may not have the infrastructure for an in-house assessor.

The employer/apprentice can select from seven focus areas of the programme (Bariatric Care, Dementia and Bariatric Care, Dementia and Brain Injury, Dementia and Frailty, Frailty, Palliative Care, and Spinal Injury Care).

The programme includes developing the following competencies in your staff:

- Working collaboratively with members of a multi-disciplinary team and the whānau and family of a person with complex needs to support the person's health and wellbeing.
- Supporting registered health professionals by carrying out delegated clinical tasks in a health or wellbeing setting.
- Applying knowledge of health or wellbeing conditions and organisational processes to implement culturally appropriate person-centred/relationship-centred approaches to care for and support a person with complex needs in a health and wellbeing setting.
- Communicating effectively in a culturally appropriate manner, including preparing and delivering reports and recording information as required by the organisation, and engaging in challenging conversations, in a health or wellbeing setting.
- Applying leadership skills in a health or wellbeing setting by formal or informal mentoring and/or coaching of colleagues.

Business & Management

Our business programme gives staff an option to pathway into a career in leadership and management. An efficient and effective business relies on leaders and managers being armed with the relevant skills and competencies to improve, enhance and add value to the organisation.

New Zealand Diploma in Business (Level 5)

33 Leadership and Management

New Zealand Diploma in Business (Level 5)

Leadership and Management

Level 5

120 credits

Expected duration: 20 months

Ideal for:

- Administration managers
- Team leaders
- Specialist managers (quality and risk, HR/ Training & Development, Support services managers)

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This leadership and management programme is for current and experienced leaders and operational managers. It has been developed specifically for those working in the health, mental health, aged support, disability, social services, youth work, cleaning and urban management sectors.

This programme was developed in direct response to demand from the sectors that Careerforce represents. It was developed in consultation with the sector and reflects the skills, knowledge and competencies that the sector identified as required.

The programme recognises the following competencies in the manager and leader:

- Motivating and developing self and others to improve employee engagement and productivity.
- Applying knowledge of the principles and practices of operations, accounting, sales/marketing, HR and risk management, to support operational efficiency and effectiveness.
- Analysing the impact of internal and external environments on the organisation.
- Contributing to innovation and change.
- Developing and maintaining business relationships with internal and external stakeholders.
- Applying problem-solving and decision-making skills.
- Applying professional and ethical behaviour, in a socially and culturally appropriate manner.
- Analysing how the origin and nature of the bi-cultural partnership (as embedded in the Treaty of Waitangi) can be applied to business activities and relationships.



Youth Work

Programmes

Careerforce will support you to develop your youth workers and help them make a difference in young people’s lives. For those of you with staff wishing to turn their passion for helping young people into a career, we can support the achievement of level 3 – 4 qualifications in Youth Work.

35	New Zealand Certificate in Youth Work (Level 3)
36	New Zealand Certificate in Youth Work (Level 4)
	New Zealand Apprenticeship in Health and Wellbeing (Level 4)
24	Whānau Community and Social Services Specialising in Youth Work

New Zealand Certificate in Youth Work (Level 3)

Level 3
42-44 credits
Expected duration: 8 months

Ideal for:

- Youth Workers
- Youth Facilitators
- Youth Education Programme Assistant/Mentors
- Youth Events Coordinators

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This Youth Work qualification is targeted at new or potential entrants into the youth work sector, including those currently working with youth who would benefit from recognition of their skills in the workplace. It also provides a pathway for entry into careers in the youth development sector.

The programme includes developing and/or recognising the following competencies in your staff:

- Applying Māori values and evaluating their application, when supporting tangata whai ora in a health or wellbeing setting.
- Demonstrating the use of Mana Taiohi principles in youth work to enhance mana in a young person.
- Demonstrating and applying knowledge of professional and ethical behaviour in a health or wellbeing setting.
- Describing selected aspects of human development theory in a health or wellbeing setting.
- Profiling youth in Aotearoa New Zealand.
- Working with a young person as a Youth Worker in the youth-development sector.
- Describing group work and leadership in youth work in the youth-development sector.
- Describing Te Tiriti o Waitangi, the Treaty of Waitangi, and a bi-cultural approach in a health and wellbeing setting.
- Helping plan, deliver, implement and evaluate a youth-development project in the youth development sector.



New Zealand Certificate in Youth Work (Level 4)

Level 4

81 credits

Expected duration: 13 months

Ideal for:

- Individuals who wish to progress their employment within the sector and/or enhance their skills and knowledge
- Counsellors
- Probation Officers
- Youth Justice Workers

Cost: Refer to careerforce.org.nz

Qualification and programme overview

The purpose of this qualification is to equip people working in the youth work sector with the broad operational and theoretical knowledge to work with youth.

Section one: Culture and ethics

- Explaining the impacts of colonisation on health and wellbeing for tangata whenua, and in a health or wellbeing setting.
- Describing tangata whenua, and demonstrating kawa and tikanga, in a youth work setting.

Section two: Developing potential

- Demonstrating knowledge of risk, and implementing a risk management strategy to maintain safety in youth development.
- Establishing and maintaining a safe environment for young people in the youth work sector.
- Supporting a young person to identify goals and developing an action plan to support their achievement.
- Facilitating group activities with young people in the youth development sector.

Section three: Working with young people

- Profiling a community of relevance in the youth development sector.
- Demonstrating knowledge of safety management in the youth development sector.
- Planning, implementing, and evaluating a youth development project.

Section four: Self-care

- Demonstrating knowledge of professional supervision for youth workers.
- Undertaking self-care to maintain and enhance personal wellness in a health or wellbeing setting.

New Zealand Apprenticeship in Health and Wellbeing (Level 4)

Whānau, Community and Social Services Specialising in Youth Work

Please refer to page 24 for information about this apprenticeship.

“I was able to gain some learning tools from the apprenticeship for people I saw were heading down the same track or stuck in the same situation that I once was in.”

FUTI KA, YOUTH WORK APPRENTICESHIP
QUALITY EDUCATION SERVICES

Cleaning

Programmes

With Careerforce cleaning programmes, cleaners can gain the skills and knowledge needed to pathway from a Level 2 to a Level 3 qualification (with strands in specialist cleaning and supervision).

39	New Zealand Certificate in Cleaning (Level 2)
40	New Zealand Certificate in Cleaning (Level 3)
New Zealand Certificate in Cleaning (Level 3)	
40	Specialist Cleaning Strand
41	Supervision Strand

New Zealand Certificate in Cleaning (Level 2)

Level 2
40-45 credits
Expected duration: 7-8 months

Ideal for:

- Cleaners in commercial, residential, health and domestic environments

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This qualification is suitable for people entering the cleaning industry and to recognise the skills and knowledge of those already employed in the cleaning industry.

The Health Care Facilities Cleaning optional strand builds on the core skills and knowledge to recognise the skills required for cleaning specifically in health care facilities under supervision.

This programme aims to encourage safe work practices, and develop skills related to cleaning effectively and efficiently.

The programme includes developing and/or recognising the following competencies in your staff:

- Carrying out generic cleaning duties.
- Maintaining safety of themselves, others, and the environment when performing cleaning services.
- Communicating within the boundaries of their role.
- Applying security procedures.

Trainees completing the Health Care Facilities Cleaning (optional strand) will also be able to:

Apply infection control and contamination prevention procedures, under supervision.



New Zealand Certificate in Cleaning (Level 3)

Level 3

47 credits

Expected duration: 8 months

Ideal for:

- Experienced cleaners working in commercial, residential, health and domestic environments

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This qualification is for experienced cleaners who want to gain general skills and knowledge to be able to deliver, guide and promote safe and high quality cleaning services.

This pathway is for generalist cleaning staff wanting to gain recognition for being able to work knowledgeably, safely and with limited supervision.

The programme includes developing and/or recognising the following competencies in your staff:

- Carrying out generic cleaning duties autonomously and efficiently.
- Applying an understanding of health and safety legislative requirements when responding to risks for themselves and others in the workplace, and for the general public.
- Customer service and working in a team.
- Infection and contamination prevention, and essential hygiene practices.

New Zealand Certificate in Cleaning (Level 3)

Specialist Cleaning Strand

Level 3

57 credits

Expected duration: 10 months

Ideal for:

- Experienced cleaners who want to gain specialist skills and knowledge in one of five specialist areas of cleaning: Contagion and Specialised Infection Control; Carpet & Textiles; Hard Floor Surfaces; Food Production; and High-Risk Environments

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This qualification will provide the cleaning sector with a workforce that can deliver, guide and promote safe and high quality cleaning services. This is designed for experienced cleaners working in commercial, residential, health and domestic situations.

All programmes incorporate units of the general programme plus specific units from one of five specialist areas:

- 1. Contagion and specialised infection control** - to control the spread of infection and prevent contamination in the workplace.
- 2. Carpet and textiles** - to clean and rehabilitate water-affected carpet for clients.
- 3. Hard floor surfaces** - to clean, maintain and restore hard floor surfaces.
- 4. Food production** - to prevent infection and cross-contamination and apply food safe cleaning practices.
- 5. High-risk environments** - to carry out specialist cleaning and restoration in high-risk environments including a crime scene, biohazard disposal, builder's-clean-up, smoke and fire-damaged interiors, flood-damaged environments, hoarded properties, industrial cleaning, or a trauma scene.

New Zealand Certificate in Cleaning (Level 3)

Supervision Strand

Level 3

57 credits

Expected duration: 10 months

Ideal for:

- Cleaners working in commercial, residential, health and domestic situations and requiring the skills to supervise a team of cleaners

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This qualification will provide the cleaning sector with a workforce that can deliver, guide and promote safe and high quality cleaning services. This is designed for cleaners working in commercial, residential, health and domestic situations. The supervision cleaning programme incorporates core compulsory units of the general programme and specific units to be able to supervise a team of cleaners.

The programme includes developing and/or recognising the following competencies in your staff:

- Carrying out generic cleaning duties autonomously and efficiently.
- Applying an understanding of health and safety legislative requirements when responding to risks for themselves and others in the workplace, and for the general public.
- Providing direction to a team of cleaners.



Urban Pest Management

Careerforce works with PMANZ (Pest Management Association of New Zealand) and Cleaning Systems Ltd to deliver this urban pest management programme. The programme has been developed by people with long term industry experience in pest management to meet industry needs and is delivered through the workplace by Cleaning Systems Ltd with support from Careerforce.

New Zealand Certificate in Pest Operations (Level 3)

Urban Pest Control

Level 3

40 credits

Expected duration: 7 months

Ideal for:

- Individuals who are already working in the Urban Pest Management Industry, including those who have recently become employed
- Pest Control Technicians
- Exterminators

Cost: Refer to careerforce.org.nz

Qualification and programme overview

This programme provides the Urban Pest Management (UPM) industry with competent technicians who have the skills and knowledge required to safely carry out pest management in built environments with limited supervision. It is delivered through the workplace by Cleaning Systems Ltd with support from Careerforce. Learning resources and assessments for this programme

The programme includes developing and/or recognising the following competencies in your staff:

- Maintaining health and safety in a range of conditions.
- Demonstrating knowledge of the legislative framework and regulatory controls governing the urban pest management industry.
- Communicating, reporting and recording information for workplace requirements.
- Identifying the purpose and impacts of pest control activities.
- Identifying, controlling and monitoring pests commonly found in an urban environment.



Specialised Diplomas

New Zealand Diploma in Hearing Therapy (Level 6)

Level 6
120 credits

Expected duration: 21 months

Ideal for:

- Hearing Therapists

Cost: Refer to careerforce.org.nz

This programme is delivered by Your Way Kia Roha

Qualification and programme overview

This qualification is designed to provide the hearing therapy workforce with skills and knowledge in the application of aural rehabilitation practice.

The programme includes developing and/or recognising the following competencies in your staff:

- Measuring functional capability and assessing the physical and psychosocial impact of hearing impairment on a person's life.
- Analysing assessment results in terms of the impact on the life of a person, to lead and coordinate the design, implementation and evaluation of an individual aural rehabilitation plan.
- Providing a specialist service that enables people with hearing impairment to manage the impact of that impairment.
- Being fully accountable for their own learning and professional practice in complex and dynamic contexts/systems to provide a constantly improving, customised outcome-focused service.



Specialised Programmes

Careerforce offers a series of Specialised Programmes

46	Specialised Programmes
48	<i>Mana Taiohi Unit Standard (Level 3)</i>
49	<i>Palliative Care Assessment Package (Level 3-4)</i>
49	<i>Dementia Care (LCP) (Level 4)</i>



Specialised Programmes

Careerforce offer a series of specialised programmes and short courses

Mana Taiohi Unit Standard (Level 3)

32202 Describe and demonstrate the use of Mana Taiohi principles in youth work to enhance mana in a young person

Ideal for:

- Youth Workers

Cost: Refer to careerforce.org.nz

Programme overview

This unit standard is for people working with young people in the youth development sector. People credited with this unit standard are able to:

- Describe the mana a young person carries, and how this can be enhanced using youth development principles.
- Demonstrate the use of Mana Taiohi principles with a young person.

Palliative Care Assessment Package

Level 3-4

11 credits

Ideal for:

- Support workers or health professionals who complete the Hospice New Zealand Fundamentals of Palliative Care programme who want to be assessed and receive recognition for these two unit standards
- People in palliative care settings or those providing palliative and last days of life care to a person or patient
- Those enrolled in, or have completed, the Health Assistance and Support Work strands (Level 3) and Advanced Care and Support (Level 4) who, with the support of their workplace and Careerforce, may choose these unit standards as electives

Cost: Refer to careerforce.org.nz

Programme overview

Careerforce, with support from Hospice New Zealand has developed an assessment package to recognise the competency of the workforce providing palliative and end of life care.

The programme includes developing and/or recognising the following competencies in your staff:

- Describing the key principles of palliative care and a support worker's role in a palliative approach to care.
- Applying a palliative care approach in a health or wellbeing setting.

Dementia Care (LCP) Level 4

Level 4

20 credits

Expected duration: 4 months

Ideal for:

- Those supporting people with dementia in a residential facility

Cost: Refer to careerforce.org.nz

Programme overview

This Limited Credit Programme (LCP) consists of four unit standards and focuses on the essential skills, knowledge and attitudes required to support a person with dementia in a residential facility.

The programme includes developing and/or recognising the following competencies in your staff:

- Knowledge of dementia and communicating with a person with dementia.
- Providing person-centred care to a person living with dementia.
- Knowledge of the effects of dementia and how to manage them.
- Supporting a person with dementia when their behaviour presents challenges.



Micro-credentials and Short Programmes

Careerforce offers a series of Micro-credentials and Short Programmes

50	Micro-credentials and Short Programmes
51	De-escalation Skills and Techniques for the Health & Wellbeing Sector
52	Suicide Prevention in Aotearoa
53	Creating Safe Spaces for Youth Development Projects
54	Connecting and Walking Alongside Young People
54	Supporting a Person and Implementing Diversional Therapy Plans
55	Supporting a Person's Mental Health and Addiction Wellbeing

Careerforce Micro-credentials

Careerforce micro-credentials are designed to credentialise the achievement of a coherent set of skills and knowledge. They can either lead into a qualification or focus on specialised skills and knowledge that top up a full qualification certificate or apprenticeship programme.

De-escalation Skills and Techniques for the Health and Wellbeing Sector

Level 4

6 credits

Expected duration: 1 month

Ideal for:

- Mental Health and Addiction Support workers

Cost: Refer to careerforce.org.nz

Programme overview

This micro-credential is designed to provide de-escalation skills and techniques for people working in mental health and addiction support settings.

The micro-credential includes developing and/or recognising the following competencies in your staff:

- Communicate effectively in situations that require de-escalation.
- Identify and explain the triggers that can lead to the occurrence of aggressive behaviour.
- Correctly and confidently apply de-escalation techniques.



Careerforce Short Programmes

Careerforce Short Programmes are developed and intended to provide supplementary learning opportunities to people that have previously completed Careerforce programmes.

Learners must have completed the New Zealand Certificate in Health and Wellbeing (Social and Community) (Level 4) or another New Zealand Certificate in Health and Wellbeing (Level 4) or above programme with Careerforce.

Creating Safe Spaces for Youth Development Projects

Level 4

33 credits

Expected duration: 6 months

Ideal for:

- Support workers who have already achieved the New Zealand Certificate in Health & Wellbeing (Social and Community) (Level 4).
- Roles in Home & Community Support, Social Services and Youth Work

Cost: Refer to careerforce.org.nz

Programme overview

This short programme is for support workers wanting to know how to safely and professionally lead youth development projects.

This programme includes developing and/or recognising the following competencies in your staff:

- The ability to create a safe environment for young people and themselves - defining a safe environment, what constitutes unwanted behaviour and undertaking supervision.
- Being able to implement professional and ethical behaviour in youth work - develop strategies for managing conflict between their own attitudes and values and those of others, apply relevant code and work professionally and ethically.
- Knowing how to undertake planning, implement, evaluating and to lead a youth development project.

Suicide Prevention in Aotearoa

Level 4

11 credits

Expected duration: 2 months

Ideal for:

- Support workers in the health and wellbeing sector

Cost: Refer to careerforce.org.nz

Programme overview

This micro-credential is designed to recognise the skills and knowledge required to develop knowledge and understanding of suicide prevention in an Aotearoa New Zealand context.

This programme includes developing and/or recognising the following competencies in your staff:

- Explain suicide and suicidal ideation in an Aotearoa New Zealand context.
- Recognise causes of suicide and the prevalence.
- Identify and explain the roles of natural, local and national supports.
- Follow procedures used in a local suicide prevention strategy.
- Identify and explain response types and approaches for a person experiencing suicidal ideation.
- Describe postvention roles and supporting the bereaved.
- Explain their own legal obligations and role boundaries.
- Appreciate the impacts of suicide on themselves and other support workers, and approaches to self-care.

Connecting and Walking Alongside Young People

Level 4

28 credits

Expected duration: 5 months

Ideal for:

- Support workers who have already achieved the New Zealand Certificate in Health & Wellbeing (Social and Community) (Level 4).
- Roles in Home & Community Support, Social Services and Youth Work

Cost: Refer to careerforce.org.nz

Programme overview

This short programme is for support workers wanting to work with youth, and who need an understanding of how to work in a manner that is safe and ethical, while being able to mentor and support them.

This programme includes developing and/or recognising the following competencies in your staff:

- The ability to create a safe environment for young people and themselves – defining a safe environment, what constitutes unwanted behaviour and undertaking supervision.
- Being able to implement professional and ethical behaviour in youth work – developing strategies for managing conflict between their own attitudes and values and those of others, apply relevant code and work professionally and ethically.
- Being able to mentor and support young people to identify goals.
- Develop action plans.

Supporting a Person and Implementing Diversional Therapy Plans

Level 4

24 credits

Expected duration: 4 months

Ideal for:

- Support workers who have already achieved the New Zealand Certificate in Health & Wellbeing (Social and Community) (Level 4).
- Roles in Aged Care, Home & Community Support, Mental Health & Addiction Support and Social Services

Cost: Refer to careerforce.org.nz

Programme overview

This short programme is for support workers coming from another support role and moving into a diversional or recreational therapy role.

The programme includes developing and/or recognising the following competencies in your staff:

- Being able to demonstrate the philosophy, purpose, benefits and role of quality assurance diversional therapy.
- Ability to provide assessment, development, and implementation of diversional therapy care plans for individuals and groups suffering grief and loss.

Supporting a Person's Mental Health and Addiction Wellbeing

Level 4

41 credits

Expected duration: 7 months

Ideal for:

- Support workers who have already achieved the New Zealand Certificate in Health & Wellbeing (Social and Community) (Level 4).
- Roles in Home & Community Support, Mental Health & Addiction Support, and Social Services

Cost: Refer to careerforce.org.nz

Programme overview

This short programme is for support workers who are working in other parts of the community and are likely to be working with people with mental distress or addictions.

This programme includes developing and/or recognising the following competencies in your staff:

- Having an understanding of the history of the mental health and addictions sectors and its current influence.
- The ability to carry out tasks and responsibilities of a mental health and/or addiction support worker in a culturally appropriate manner, and contribute to a team.
- Being able to identify different approaches and models of ongoing treatment and apply appropriate treatment approach and ongoing support.





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