

Mālō e lelei  
Hi Namaste  
Talofa lava  
Kamusta  
Kia ora!  
Welcome:-)  
Hello

Fakalofa  
lahi atu  
Ni hāo  
Kia orāna

Hi  
Māloni  
Bula



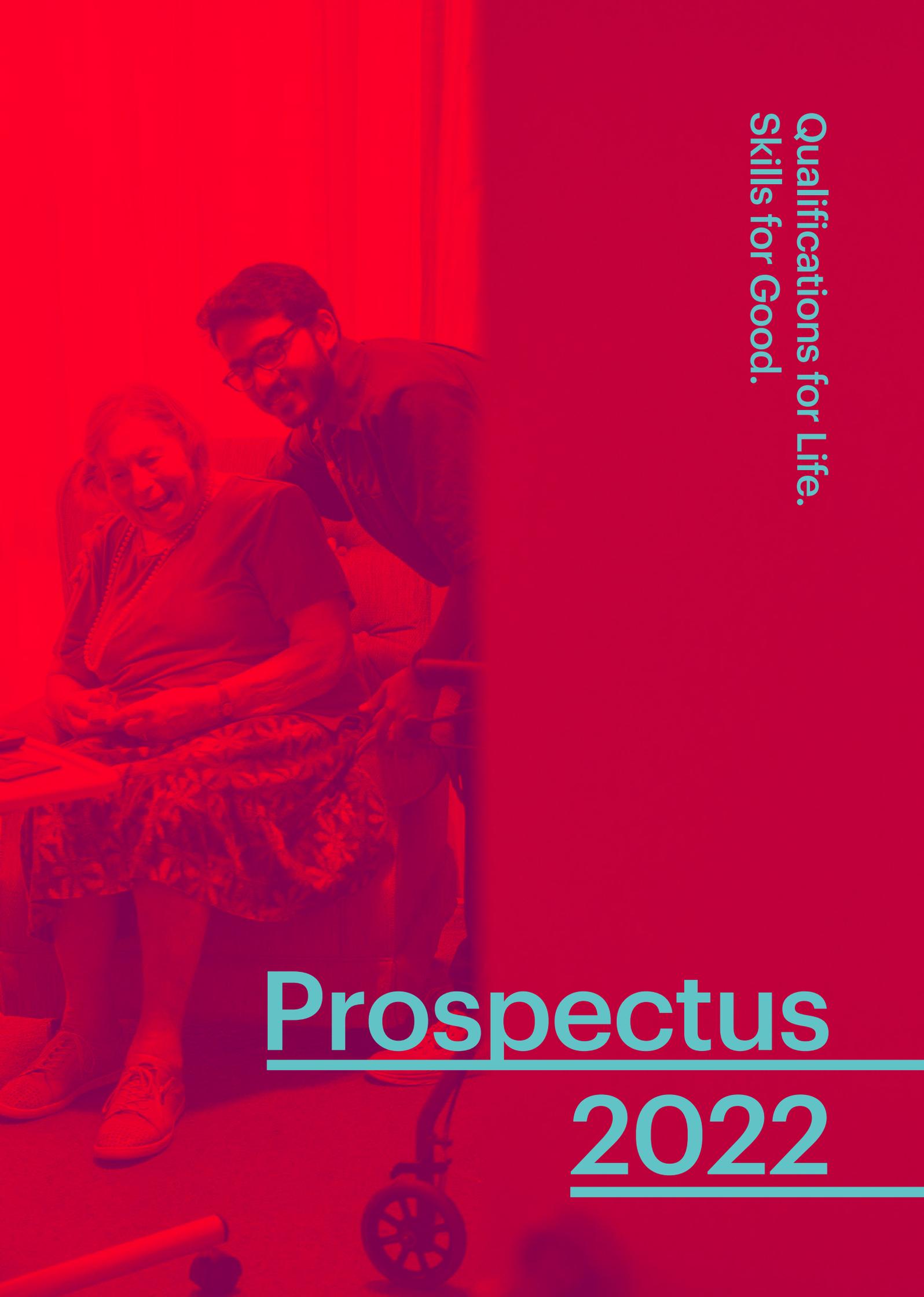
# Prospectus

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# 2022

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Qualifications for Life.  
Skills for Good.



# Prospectus

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# 2022

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# Kia ora, Welcome



**Jane Wenman**  
CEO, Careerforce

People are at the heart of everything that Careerforce does.

As the Industry Training Organisation (ITO) for the growing health, social and wellbeing sectors, we play a significant role in delivering better outcomes for all New Zealanders. Careerforce supports workplaces to run workplace training programmes for their staff and facilitates the achievement of NZQA recognised qualifications across all our sectors. The skills and knowledge gained within our programmes enable trainees and apprentices to enhance others' health and wellbeing.

We know how important it is to have qualified and competent staff, and so we work with employers and other stakeholders in our sectors to develop training programmes that meet the evolving needs of the workforce and the people they support.

This prospectus features the programmes and qualifications that Careerforce offers, and we hope you find it helpful as you decide how to support your staff through the qualifications.

For more information, we encourage you to visit our website.  
[www.careerforce.org.nz](http://www.careerforce.org.nz)

*"He toi whakaaro, he mana tangata."  
Where there is excellence,  
there is human dignity.*

*Mālō e lelei Welcome:-)  
Hi Namaste Hello  
Hi Talofa lava Fakalofa  
Kamusta lahi atu  
Kia ora! Ni hāo*

# Reform of Vocational Education (RoVE)

In February 2019, Minister Chris Hipkins announced the sweeping reforms of vocational education, a generational change that will create a strong, unified, sustainable vocational education system that is fit for the future of work and delivers the skills that learners, employers and communities need to thrive.

A major step towards this vision was the establishment on 1 April 2020 of Te Pūkenga, the New Zealand Institute of Skills and Technology, and that is bringing together New Zealand's 16 Institutes of Technology and Polytechnics, and most Industry Training Organisations.

At the time of publication, and pending approval of a transition plan by the Tertiary Education Commission (TEC), Careerforce fully expects that it will transition into Te Pūkenga on 1 September 2022, as a business unit of Te Pūkenga's Work-Based Learning (WBL) subsidiary.

This will be a complete transition of our staff, programmes, systems and training models so that there is minimal, if any, disruption to learners and employers. Over a period of years, there will be changes through integration into the Te Pūkenga operating model, and our priority will be on maximising any opportunities to further enhance the training supports offered. We are excited by the opportunities that will be available to us in a wider network of provision – especially where we will be able to offer more delivery of training and support for our learners.

For regular updates, go to [www.tec.govt.nz/rove](http://www.tec.govt.nz/rove)

\*Correct as at March 2022



**EMMA MCIVOR**  
SOCIAL SERVICES APPRENTICESHIP  
THERAPEUTIC CARE WORKER  
STAND CHILDREN'S SERVICES

# Why train your staff?

It's about people – what's best for your staff and the people they support.

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.

“It's not just about making sure that people get the opportunity to have training, it's what the employees that have undertaken training bring back to the workplace, and of course to the clients, and that's what we are all about.”

**HELEN ROBERTSHAW,**  
GENERAL MANAGER OF VOCATIONAL SERVICES, FRAMEWORK



# How 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 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 in everyday workplace activities. Employers support trainees to learn on-the-job, and assessment is carried out by assessors in the workplace. Trainees 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 trainees 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 trainees 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 trainees 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 tool 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](http://www.iportal.careerforce.org.nz)

## Tips to Ensure Trainee Success

Once your trainees 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](http://www.careerforce.org.nz/top-tips)



"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 trainees 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 trainee communications to ease them in. Careerforce provides information for new trainees to help them get started.

## Meet Eva

New trainees\* 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. Trainees 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 have full access to the Careerforce library which contains useful paper-based learning resources.

## Training support

Trainees 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](http://www.careerforce.org.nz/training-support)



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## 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 many need extra support on their learning journey.

For that reason, trainees 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 trainees.

The assessments are separate:

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

Each takes about 20 minutes to complete.

For trainees 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' learning is observed 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

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.

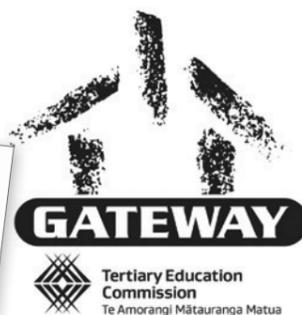
Get in touch with one of our Vocational Pathways Advisors at:

**0800 277 486**

or email: [schools@careerforce.org.nz](mailto:schools@careerforce.org.nz)

For more information about Gateway and Vocational Pathways, visit:

[www.careerforce.org.nz/high-schools](http://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

# Grants and funding

Funding opportunities are 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.

## Hauora Māori Training Fund

The Hauora Māori Training Fund has been developed for the kaiāwhina (unregulated) Māori health and disability workforce. The funding can be used when attending a training programme to complete a relevant qualification to support delivery of health and disability services to Māori.

Any workplace or trainee wishing to discuss eligibility for this training funding, should contact their local DHB in the first instance. They will work with you to ensure the training you undertake will help the trainee achieve their academic and career aspirations. A selection process will consider all applications.

## Le Va Mental Health and Addiction Scholarships

These scholarships are specifically for Pasifika trainees and include fees, expenses, mentoring, coaching, cultural and pastoral care support. More information about Le Va Mental Health and Addiction Scholarships is available from: [www.leva.co.nz](http://www.leva.co.nz)



## Targeted Training and Apprenticeship Fund (TTAF)

The \$320m fund, which came into effect 1 July 2020, is designed to encourage and support New Zealanders to undertake vocational education and training in targeted areas, many of which are sectors supported by Careerforce. The fund removes enrolment costs for a wide range of level 2, 3, 4 and 5 programmes for learners, apprentices and employers, through to 31 December 2022\*.

More information, including a list of eligible programmes:

[www.careerforce.org.nz/TTAF](http://www.careerforce.org.nz/TTAF)

Further information:

[www.tec.govt.nz/taf](http://www.tec.govt.nz/taf)

*\*Programme eligibility subject to periodic TEC reviews.*

## Apprenticeship Boost

The Government's \$380.6m Apprenticeship Boost fund is designed to help employers to retain and bring on new apprentices as the economy recovers from the impacts of COVID-19. Employers with staff completing an apprenticeship programme may be able to apply for Apprenticeship Boost payments of \$1000/mth for apprentices in their first year, and \$500/mth for apprentices in their second year. The fund is available until August 2022.

For more information or to apply, go to the Ministry of Social Development website:

[www.workandincome.govt.nz/work/apprentice-support](http://www.workandincome.govt.nz/work/apprentice-support)

## Fees Free industry training

For ITOs, Fees Free covers training and assessment fees and can cover the first two years for eligible trainees in eligible programmes. More information is available at: [www.feesfree.govt.nz](http://www.feesfree.govt.nz)

**All grants and funds shown are subject to change. Refer to the Careerforce website for up to date information on grants: [www.careerforce.org.nz](http://www.careerforce.org.nz)**



# Qualification Pathways

	Health & Wellbeing	Social & Community Services	Business & Management	Youth Work	Cleaning	Urban Pest Management	Specialised Diplomas and 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"> <li>• Health Assistance*</li> <li>• Newborn Hearing Screening</li> <li>• Orderly Services</li> <li>• Support Work</li> <li>• Support Work - Disability</li> <li>• Vision Hearing Screening</li> </ul> *Careerforce offers a specialisation within this strand for Dental Assistance			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	New Zealand Certificate in Health & Wellbeing (Advanced Care and Support) (Level 4) *Careerforce also offers this as an apprenticeship programme.  New Zealand Apprenticeship in Health & Wellbeing (Rehabilitation Support) (Level 4) with strand in Brain Injury	New Zealand Apprenticeship in Health & Wellbeing (Social and Community) (Level 4) with strands in Community Facilitation*, Community Health Work, Mental Health and Addiction, and Social Services. *Careerforce offers specialisations within this strand for Diversional Therapy and Youth Work  New Zealand Certificate in Health & Wellbeing (Peer Support) (Level 4)		New Zealand Certificate in Youth Work (Level 4)  New Zealand Apprenticeship in Health & Wellbeing (Social and Community) (Level 4) with strand in Community Facilitation. Careerforce offers a programme in this strand that specialises in Youth Work			Dementia LCP (Limited Credit Programme) (Level 4)  Palliative Care Assessment Package
Level 5	New Zealand Diploma in Health & Wellbeing (Applied Practice) (Level 5)		New Zealand Diploma in Business (Level 5) strand in Leadership & Management				
Level 6				New Zealand Diploma in Youth Work (Level 6)			New Zealand Diploma in Hearing Therapy (Level 6)

Correct as at Mar 2022 / Subject to change

# 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 6.

<b>19</b>	New Zealand Certificate in Health and Wellbeing (Level 2)
	New Zealand Certificate in Health and Wellbeing (Level 3)
<b>20</b>	Health Assistance Strand
<b>20</b>	Health Assistance Strand Specialising in Dental Assistance
<b>21</b>	Support Work Strand
<b>21</b>	Support Work Strand - Disability
<b>22</b>	Orderly Services Strand
<b>23</b>	Newborn Hearing Screening Strand
<b>23</b>	Vision and Hearing Screening Strand
	New Zealand Certificate in Health and Wellbeing (Level 4)
<b>24</b>	Advanced Care and Support
	New Zealand Diploma in Health and Wellbeing (Level 5)
<b>25</b>	Applied Practice

## New Zealand Certificate in Health and Wellbeing (Level 2)

**Level 2**  
40-41 credits  
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

Cost **\$200\*** (inc GST)  
Free enrolment\*

### Qualification and programme overview

This is an ideal introduction 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 care, disability support and social services).

### 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.

\* These programmes have **free** enrolment via the **Targeted Training and Apprenticeship Fund (TTAF)**. Refer to page 15 for details



**FA'AUVELEKE AUELUA,**  
IHC CAREGIVER,  
NEWTOWN, WELLINGTON

# New Zealand Certificate in Health and Wellbeing (Level 3)

## Health Assistance Strand

### Level 3

70 credits  
12 months

#### Ideal for:

People employed as Health Assistants in various health and wellbeing settings

Cost **\$230\*** (inc GST)  
Free enrolment\*

#### 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  
12 months

#### Ideal for:

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

Cost **\$230\*** (inc GST)  
Free enrolment\*

#### 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.

\* These programmes have free enrolment via the Targeted Training and Apprenticeship Fund (TTAF). Refer to page 15 for details

# New Zealand Certificate in Health and Wellbeing (Level 3)

## Support Work Strand

### Level 3

70 credits  
12 months

#### Ideal for:

Support Workers

Cost **\$230\*** (inc GST)  
Free enrolment\*

#### 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  
12 months

#### Ideal for:

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

Cost **\$230\*** (inc GST)  
Free enrolment\*

#### 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  
9 months

#### Ideal for:

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

Cost **\$230\*** (inc GST)  
Free enrolment\*

#### 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. Graduates 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  
10 months

#### Ideal for:

Newborn Hearing Screeners employed by DHBs and the Ministry of Health supporting the delivery of the National Hearing Screening Programme

Cost **\$860\*\*** (inc GST)  
Free enrolment\*

† Cost includes qualification fee plus cost of contracting a programme assessor.

#### 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  
12 months

#### Ideal for:

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

Cost **\$230\*** (inc GST)  
Free enrolment\*

#### 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:

- Demonstrating and applying knowledge of communication process theory.
- Describing hearing, visual system and vision impairment.
- Recognising and responding to signs of vulnerability and abuse in a health or wellbeing setting.
- Recording, interpreting and explaining vision and hearing screening results.
- Carrying out vision and hearing screening tests.
- Demonstrating and applying knowledge of professional and ethical behaviour.

\* These programmes have free enrolment via the Targeted Training and Apprenticeship Fund (TTAF). Refer to page 15 for details





## New Zealand Certificate in Health and Wellbeing (Level 4)

### Advanced Care and Support

#### Level 4

120-130 credits  
18-24 months

#### Ideal for:

- Support Workers
- Healthcare Assistants
- Team Leaders

Cost **\$630\*** (inc GST)  
Free enrolment\*

#### 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 33.

\* These programmes have free enrolment via the Targeted Training and Apprenticeship Fund (TTAF). Refer to page 15 for details

## New Zealand Diploma in Health and Wellbeing (Level 5)

### Applied Practice

#### Level 5

120 credits

#### Ideal for:

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

Cost **\$2000\*** (inc GST)  
Free enrolment\*

#### 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.
- 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.

<b>27</b>	<i>Community Facilitation Strand</i>
<b>28</b>	<i>Community Facilitation Strand Specialising in Youth Work</i>
<b>29</b>	<i>Community Facilitation Strand Specialising in Diversional Therapy</i>
<b>29</b>	<i>Community Health Work Strand</i>
<b>30</b>	<i>Mental Health and Addiction Strand</i>
<b>31</b>	<i>Social Services Strand</i>
<b>32</b>	<i>Rehabilitation Support, Brain Injury Strand</i>
<b>32</b>	<i>Peer Support</i>
<b>33</b>	<i>Advanced Care and Support</i>

## New Zealand Apprenticeship in Health and Wellbeing (Level 4)

**Level 4**  
120 credits  
18-24 months

Cost **\$2000\*** (inc GST)  
Free enrolment\*

## New Zealand Apprenticeship in Health and Wellbeing (Level 4)

### Community Facilitation Strand

#### Qualification and programme overview

The Community Facilitation programme enables workers to develop and demonstrate skills by using tools and strategies to identify goals, address barriers and 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 the achievement of intended outcomes.
- 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 challenges and the impact on their role.
- Displaying self-awareness, reflective practice 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.

#### Ideal for:

- Disability Support Workers.
- Employment Support Workers.
- Housing and Budget Support Workers.
- Disability Information Consultant and Case Workers.
- Community Facilitators.

\* These programmes have **free** enrolment via the **Targeted Training and Apprenticeship Fund (TTAF)**. Refer to page 15 for details

## New Zealand Apprenticeship in Health and Wellbeing (Level 4)

### Community Facilitation Strand Specialising in Youth Work

#### Qualification and programme overview

The Youth Work apprenticeship programme will provide youth workers with a broad understanding of the wider social context in which they work in and provide them with youth work specific skills and knowledge. This programme is designed for those who are already in employment as a youth worker who may be experienced or new to the role.

Careerforce connected and consulted with the youth work sector peak body and other lead youth workers and youth work employers in the development of this programme. The content will continue to be informed by the needs of those being supported and other youth work sector developments.

#### 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 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 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 challenges and the impact on their role.
- Displaying self-awareness, reflective practice and personal leadership in the workplace.
- Actively contributing to a culture of professionalism, safety and quality in the workplace.
- Gaining an in-depth knowledge of a condition or impairment and situation or issue and applying the new knowledge to the young person they support.

The programme enables youth workers to support the young person's autonomy using tools and strategies to identify goals, address barriers and achieve aspirations.

#### Ideal for:

- Youth Workers

## New Zealand Apprenticeship in Health and Wellbeing (Level 4)

### Community Facilitation Strand Specialising in Diversional Therapy

#### Qualification and programme overview

This apprenticeship programme is designed to recognise and enhance the skills of new and experienced Diversional Therapists and those in related roles. Upon completion, Diversional Therapists will meet the qualification and competency requirement 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 individual 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 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 challenges and the impact on their role.
- Displaying self-awareness, reflective practice 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.

#### Ideal for:

- Diversional Therapists
- Recreational Therapists
- Motivation Therapists
- Activity Co-ordinators
- Occupational Therapy Aides

## New Zealand Apprenticeship in Health and Wellbeing (Level 4)

### Community Health Work Strand

#### Qualification and programme overview

The Community Health Work programme enables apprentices to develop and demonstrate the skills they need to work alongside people, family and whānau to support autonomy by using tools and strategies to promote self-management 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 a knowledge of kawa and tikanga and the ability to relate the unique place Māori have as tangata whenua in Aotearoa in their role.
- Understanding New Zealand's health and wellbeing challenges and the impact on their role.
- Displaying self-awareness, reflective practice and personal leadership in the workplace.

#### Ideal for:

- Field Officers
- Health and/or Wellbeing Coaches
- Community Health Workers

## New Zealand Apprenticeship in Health and Wellbeing (Level 4)

### *Mental Health and Addiction Strand*

#### Qualification and programme overview

The Mental Health and Addiction Support programme enables apprentices to develop and demonstrate the skills they need to work alongside people, family and whānau to support autonomy by using tools and strategies to foster hope, support recovery and build resilience.

### 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 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 challenges and the impact on their role.
- Displaying self-awareness, reflective practice and personal leadership in the workplace.
- Actively contributing to a culture of professionalism, safety and quality in the workplace.
- Gaining an in-depth knowledge of a condition or impairment and situation or issue and applying the new knowledge to the people they support.

#### Ideal for:

- Mental Health Support Workers
- Peer Support Workers
- Addiction Support Workers
- Psychiatric Assistants
- Drug Treatment Support Workers



## New Zealand Apprenticeship in Health and Wellbeing (Level 4)

### *Social Services Strand*

#### Qualification and programme overview

The Social Services programme enables apprentices to develop and demonstrate the skills that they need to work alongside people, family and whānau to support autonomy by using tools and strategies to reduce vulnerability and build resilience.

### 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.
- Developing relationships and supporting a goal of improving outcomes for people accessing services.
- Understanding New Zealand's health and wellbeing challenges and the impact on their role.
- Displaying self-awareness, reflective practice 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.

#### Ideal for:

- Family Violence Support Workers
- Social Justice Advocates
- Refugee Support Workers
- Parole or Probation Workers
- Suicide Prevention or Postvention Workers
- Welfare Workers
- Refuge Workers

## New Zealand Apprenticeship in Health and Wellbeing (Level 4)

### Rehabilitation Support, Brain Injury Strand

#### Qualification and programme overview

This apprenticeship programme gives your staff the training they need to support the rehabilitation of a person after a brain injury.

Apprentices will learn the tools and strategies to help the people they support, their family and whānau to maximise independence and participate in life roles.

#### The programme includes developing the following competencies in your staff:

- Developing relationships and supporting the achievement of intended outcomes
- Working collaboratively with health professionals to support the health and wellbeing of a person living with a brain injury
- Actively contributing to a culture of professionalism, safety and quality in your workplace.
- Providing personal and/or peer leadership in a health or wellbeing setting
- Working alongside people, family and/or whānau in a rehabilitation setting to maximise their independence and achieve their rehabilitation goals

#### Ideal for:

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

## New Zealand Apprenticeship in Health and Wellbeing (Level 4)

### Peer Support

#### Qualification and programme overview

The Apprenticeship in Peer Support is designed to provide specific skills, knowledge and attributes for the peer support workforce. The underpinning philosophy of the 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 and addiction, disability, cancer, sexual abuse survivors, dialysis and so on where peer roles may be identified.

#### 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 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 and personal leadership in the workplace

- Actively contributing to a culture of professionalism, safety and quality in the workplace
- Establish a purposeful relationship with a person accessing support from a peer worker

#### Ideal for:

- Peer Support Workers

## New Zealand Apprenticeship in Health and Wellbeing (Level 4)

### Advanced Care and Support

#### Qualification and programme overview

The Apprenticeship in Advanced Care and Support 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 24) and will benefit workplaces that may not have the infrastructure for an in-house assessor.

The employer/apprentice can select from out of 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.

#### Ideal for:

- Support Workers
- Healthcare Assistants
- Team Leaders

# 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)

**35** Leadership and Management

## New Zealand Diploma in Business (Level 5)

### Leadership and Management

**Level 5**  
120 credits

**Ideal for:**

- Team Leaders.
- Operational Leaders and Managers.

Cost **\$2,000\*** (inc GST)

**Qualification and programme overview**

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

It was developed in consultation with the sector and reflects the skills, knowledge and competencies that the sector identified as required.

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

- 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

\*Prices subject to change, refer to website for current pricing



# Youth Work

## Qualifications & 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 – 6 qualifications in Youth Work.

- 37** New Zealand Certificate in Youth Work (Level 3)

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- 38** New Zealand Certificate in Youth Work (Level 4)

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- New Zealand Apprenticeship in Youth Work (Level 4)

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- 38** *Community Facilitation Strand Specialising in Youth Work*

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- 39** New Zealand Diploma in Youth Work (Level 6)

## New Zealand Certificate in Youth Work (Level 3)

**Level 3**  
44-45 credits  
8 months

### Ideal for:

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

Cost **\$230\*** (inc GST)  
Free enrolment\*

### 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:

#### Section one: Culture and ethics

- Describing culturally safe Māori operating principles and values.
- Describing the principles, aims and goals of the Youth Development Strategy Aotearoa.
- Demonstrating and applying knowledge of professional and ethical behaviour in a health or wellbeing setting.

#### Section two: Connecting with young people

- Describing selected aspects of human development theory in a health or wellbeing setting.
- Profiling youth in New Zealand.
- Working with a young person as a Youth Worker in the youth development sector.

#### Section three: Youth work project

- Describing knowledge of risk management planning in a health or wellbeing setting.
- Helping plan, deliver, implement and evaluate a youth development project in the youth development sector.

\* These programmes have free enrolment via the Targeted Training and Apprenticeship Fund (TTAF). Refer to page 15 for details



## New Zealand Certificate in Youth Work (Level 4)

**Level 4**  
81 credits  
14 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 **\$390\*** (inc GST)  
Free enrolment\*

### 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

- Describing the impact of colonisation in New Zealand on tangata whenua.
- Demonstrating and applying knowledge of kawa and tikanga of tangata whenua in the youth development sector.

#### Section two: Developing potential

- Establishing and maintaining a relationship to support a young person in the youth development sector.
- Establishing and maintaining a safe environment for young people in the youth work sector.
- Mentoring and supporting young people to identify goals and develop plans in the youth work sector.
- Leading group activities with young people in the youth work sector.

#### Section three: Working with young people

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

#### Section four: Self-care

- Describing professional supervision for youth workers in the youth development sector.
- Developing and implementing a self-care plan as a youth worker in the youth development sector.

## New Zealand Apprenticeship in Youth Work (Level 4)

### Community Facilitation Strand Specialising in Youth Work

Please refer to page 28 for information about this Apprenticeship.

\* These programmes have free enrolment via the Targeted Training and Apprenticeship Fund (TTAF). Refer to page 15 for details

## New Zealand Diploma in Youth Work (Level 6)

**Level 6**  
240 credits

### Ideal for:

- Youth Workers

Cost **\$POA**

### Qualification and programme overview

This qualification is designed for people who are entering the youth development sector as youth workers while also providing a credential that recognises the skills, knowledge and competencies of those already employed in the industry.

In addition, the qualification is suitable for people seeking professional development opportunities with a youth development focus within a health and wellbeing or social services setting.

Graduates will be able to work within a framework of youth development practice that is informed by Te Tiriti o Waitangi, Youth Work Codes of Ethics, the Youth Development Strategy Aotearoa, the nine Core Competencies for youth workers, and legislative requirements.

This programme is delivered by Praxis, New Zealand.

“I have always wanted to make a difference in young people’s lives, especially at the young age from 11 to 18 years old. They often come from fractured homes or lifestyles without role models to guide them.”

**PHILIP**, SENIOR YOUTH WORKER  
YOUTH AND CULTURAL DEVELOPMENT

# Cleaning

## Qualifications & 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).

**41** New Zealand Certificate in Cleaning (Level 2)

**42** New Zealand Certificate in Cleaning (Level 3)

New Zealand Certificate in Cleaning (Level 3)

**42** *Specialist Cleaning Strand*

**43** *Supervision Strand*

## New Zealand Certificate in Cleaning (Level 2)

**Level 2**  
40-45 credits  
7-8 months

### Ideal for:

Cleaners in commercial, residential, health and domestic environments

Cost **\$200\*** (inc GST)  
Free enrolment\*

### 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.

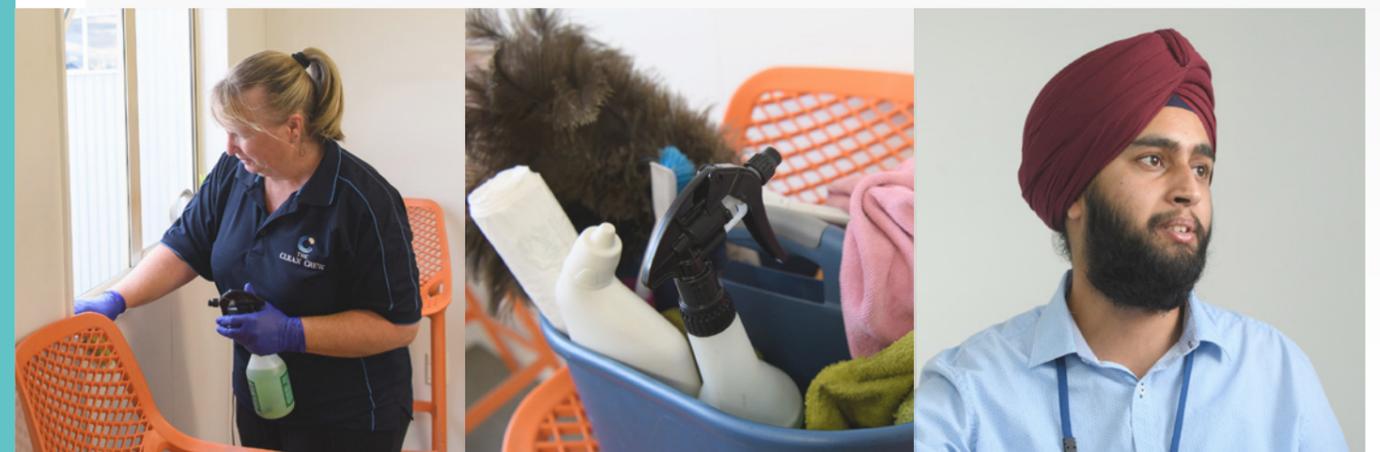
This programme aims to encourage safe work practices, and develop skills related to cleaning effectively and efficiently.

### 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.



\* These programmes have **free** enrolment via the **Targeted Training and Apprenticeship Fund (TTAF)**. Refer to page 15 for details

# New Zealand Certificate in Cleaning (Level 3)

**Level 3**  
40-42 credits  
7 months

**Ideal for:**

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

Cost **\$230\*** (inc GST)  
Free enrolment\*

**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.

# New Zealand Certificate in Cleaning (Level 3)

## Specialist Cleaning Strand

**Level 3**  
50-52 credits  
8 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 **\$230\*** (inc GST)  
Free enrolment\*

**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.

\* These programmes have **free** enrolment via the **Targeted Training and Apprenticeship Fund (TTAF)**. Refer to page 15 for details

# New Zealand Certificate in Cleaning (Level 3)

## Supervision Strand

**Level 3**  
50-52 credits  
8 months

**Ideal for:**

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

Cost **\$230\*** (inc GST)  
Free enrolment\*

**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

## Programme

Careerforce works with PMANZ (Pest Management Association of New Zealand) and Cleaning Systems Ltd to deliver this urban pest control 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  
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 **\$230\*** (inc GST)  
Free enrolment\*

#### 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 are only available through the training provider.

#### 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.



\* These programmes have **free** enrolment via the **Targeted Training and Apprenticeship Fund (TTAF)**. Refer to page 15 for details

# Specialised Diplomas

Careerforce offers a series of Specialised Diplomas.

## New Zealand Diploma in Hearing Therapy (Level 6)

**Level 6**  
120 credits  
18-20 months

**Ideal for:**  
Hearing Therapists

Cost **\$POA**

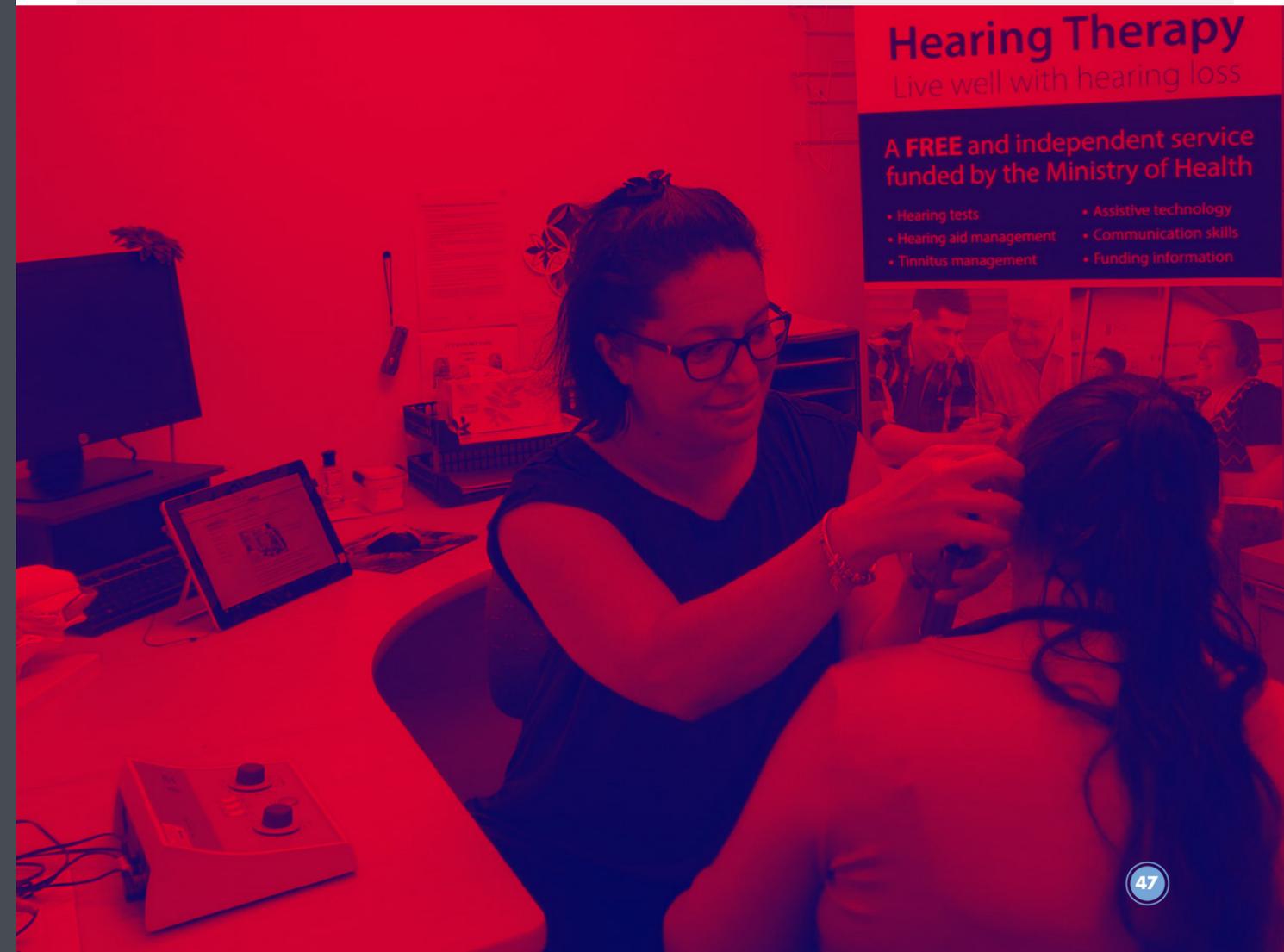
*This programme is delivered by Life Unlimited.*

### 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

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**50 Specialised Programmes**

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**50** Mana Taiohi Unit Standard (Level 3)

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**51** Palliative Care Assessment Package (Level 3-4)

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**51** Dementia LCP (Limited Credit Programme) (Level 4)

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# 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 **\$85\*** (inc GST)  
Free enrolment\*

**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 **\$85\*** (inc GST)  
Free enrolment\*

**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.

**This 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 LCP (Limited Credit Programme) Level 4

**Level 4**  
20 credits  
6 months

**Ideal for:**

Those supporting people with dementia in a residential facility

Cost **\$110\*** (inc GST)  
Free enrolment\*

**Programme overview**

This Dementia 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:**

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

\* These programmes have free enrolment via the Targeted Training and Apprenticeship Fund (TTAF). Refer to page 15 for details



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