



TOITŪ TE WAIORA

**Community, Health, Education
and Social Services**

Workforce Development Council

Toitū te Waiora Investment Advice

2023



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He kōrero nā te Tumu Whakarae

Foreword from our Interim Chief Executive Officer

Toitū te kupu

Toitū te whenua

Toitū te Waiora e

Tihei Mauri Ora

E ngā mana e ngā reo e ngā tini karanga maha o te motu nei tena koutou katoa. Ka huri aku mihi ki ngā mate o te wā moe mai rā koutou. Ka hoki mai ki a tātou te hunga ora. Rātou ki a rātou, tātou ki a tātou.

E hara taku toa i te toa takitahi, he toa takimano. He toa hāpai kaupapa e kōkiri ki tua o te hua pai. Ko te ū tonu tātou ki te hāpai me te tautoko i ngā iwi katoa o Aotearoa. Kia whakawātea ngā ara umanga mō ngā whānau, me ngā Ahu Mahi.

Tihei Mauri Ora.

Toitū te Waiora is the workforce development council that is about people helping people, covering Health, Education, Community, and Social Services. We stand

to enable positive impact on our communities and whānau across 4 broader outcomes of social, cultural, economic, and environmental. The advice in this document is specifically targeted toward the vocational education provision that TEC should fund or consider funding in the future.

We are proud of the difference our sectors make every day and are committed to ensuring that their vocational education needs are met.

Arriving at this investment advice has involved many engagements, qualification review consultations, Te Hikoi o Toitū te Waiora events across the motu, and many hours of research and data analysis over the last year.

I would like to acknowledge our partners for the gift of their time, knowledge, and mātauranga, which have supported our understanding of what is required both



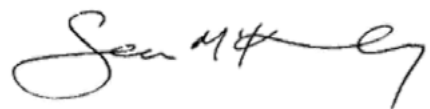
Sean McKinley
Interim Chief
Executive Officer

now and in the future. I would also like to thank our vocational education counterparts such as Regional Skills Leadership Groups and education providers, who work productively and collaboratively to share and align insights in a reciprocal manner across the country.

In my role as interim Chief Executive of Toitū te Waiora, I have seen the commitment that goes into this mahi every day. It is a pleasure to present this document that will give valuable insight into what will help to transform our sectors and improve outcomes for under-served learners, as we see RoVEs ambitions realised.

*Toitū te Kupu,
Toitū te Whenua
Toitū te Waiora
Haumi e, Hui e, Taiki e
Tihei Mauri Ora*

Ngā mihi, nā



Sean McKinley

Interim Chief Executive Officer



Whakatakinga / Horopaki

Introduction and Context

Toitū te Waiora represents Community, Health, Education and Social Services. We are the WDC that represents people facing services from midwifery through to funeral services and tangihanga, including health, education, and community services such as ambulance and Corrections in between.

Our purpose is to support the transformation of workforce development across our sectors by providing industry and Iwi / Māori with a strong voice in making the Aotearoa workforce fit for today and



the future. With Te Tiriti o Waitangi as our Tūāpapa, we engage with industry and providers to build collaborative relationships that spark synergy and transformation to help 'All people in Aotearoa reach their preferred future'.

Our role is to channel and amplify the voice of our sectors within the vocational education system through:

- » Industry and Iwi partnership
- » Provision of investment advice to the Tertiary Education Commission (TEC)
- » Setting of standards
- » Qualification development to help shape the future of vocational education.



The following themes have emerged from our engagement activity that is common across all sectors:

- » Wellbeing and mental health are top of mind for employers.
- » Industry is looking for more agile education and training opportunities to respond to sector workforce demand and supply, and what are increasingly complex consumer needs.
- » Industry is supportive of new pre-employment and in work training approaches.
- » Micro-credentialling is recognised as an opportunity to upskill priority workforce areas that create pathways to higher learning.
- » There is a disjoint in the journey from vocational education and training to tertiary training and / or employment.

Our aim is to support our industries to tackle current and future skill shortages, adjust to the future of work,

build a strong skills base, and have the right training available at the right time.

As the standard-setting body for the Community, Health, Education and Social Services sectors, Toitū te Waiora holds responsibilities for reviewing and developing different products including qualifications, micro-credentials, and skill standards. There are a number of different drivers for these pieces of work to take place, sometimes it is due to the lifecycle of the product (e.g., qualifications are generally scheduled to be reviewed every five years), with unit standards being phased out there is a need to replace these with skill standards, and new products (whether they be qualifications or micro-credentials) may be developed because our sectors have identified a gap or a need (either during a review process or through engagement with our industry team).



Ngā Tohutohu Haupūranga

Our Investment Advice

Toitū te Waiora has a statutory role in providing investment advice to the TEC. This report represents our investment priorities for the 2024 funding year.

The priorities signalled in this investment advice have been identified through internal development using industry insights through our engagement activities, administrative data, and research. We have tested the concepts proposed with industry where possible through industry engagement hui and Te Tiriti o Waitangi partnerships.



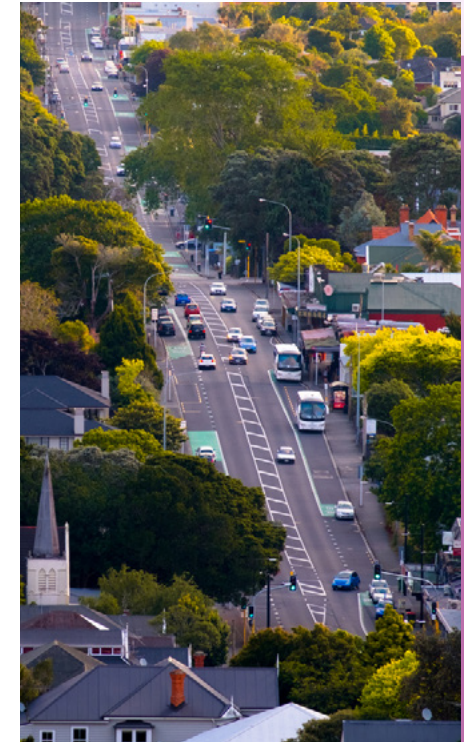
Methodology

This advice is guided by:

- » What we have heard from our Industry and Iwi partners
- » The need for transformational change
- » The potential for immediate impact and sustainable change

Our investment advice is aligned to areas of focus that guides our Statement of Strategic Direction; so, has four lenses applied to ensure relevance:

- » Future of Work: Social, Economic, Environmental and Cultural broader outcome
- » Industry Led: Industry and partner leadership through evidenced demand.



- » Te Tiriti o Waitangi: Māori-Crown relationships and Iwi Māori participation in workforce development and vocation education and training
- » Equity: Results and outcome focus for our under-served, Māori, Pacific People and Tāngata Whaikaha groups and learners

Advice recommendations are evidence-based priorities according to:

- » Widest collective social and economic impact on population groups
- » Scalability to achieve workforce capability and capacity.
- » Community response, recovery, and resilience in emergency and/or disaster settings

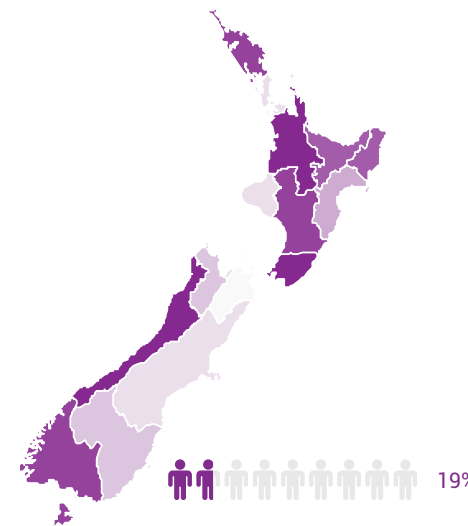
We acknowledge that there are some groups that are not as well covered in our advice, such as our Tāngata Whaikaha (people with disabilities), and some smaller industry groupings, particularly within our community sector where volume of sub sectors is high. The General Manager Tāngata Whaikaha for all WDCs will be working with an Ohu Ahumahi Working Group

and Disability Caucus Leadership Forum to address workforce issues for Tāngata Whaikaha. Insights and recommendations around Tāngata Whaikaha can be expected in future advice documents. Toitū te Waiora seeks to refine its internal processes and platforms to support future investment advice and workforce development planning. It is notable that our journey to date has been significant in helping us to understand the changes we need to make to our

About our Sectors

10

The number of industries we represent within Community, Health, Education and Social Services; including Care Services, Disability Services, Education and Educational Support Services, Funeral Services, Health Services, Public Order Safety, Regulatory Services, Skin and Nail Therapy Services, Social Services, and Urban Pest Control.



Our sectors account for 19% of the total New Zealand workforce

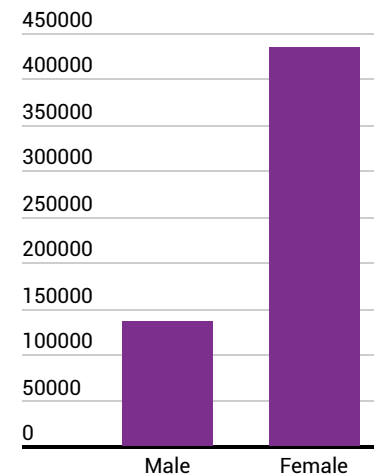
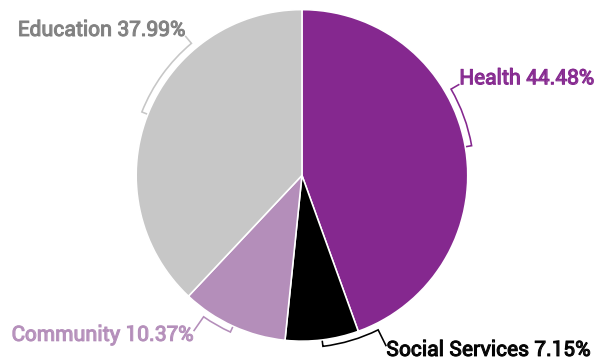
process and system design to support achievement of our deliverables.

This advice includes ‘give effect’ recommendations where sufficient evidence is available, as well as ‘have regard’ advice where we are flagging to the TEC that this is an area we are developing in a “no surprises” approach. Just as importantly, we believe that it indicates areas where we have not yet been able to engage and therefore have gaps in our understanding around partner and industry need.

At this time, we have low numbers of ‘give effect’ recommendations with a higher number of ‘have regard’ advice, meaning an increased volume of qualification development is scheduled through this year as opposed to our establishment year. Equally it means our volume of ‘give effect’ advice will increase in our investment advice document for 2024.

Where we are identifying to the TEC that we are reviewing or developing qualifications for future consideration, the exploration into need and workforce development will include identification of work-based learning opportunities throughout the entire learning pathway.

About our Sectors



13.40%

There are an estimated 75,300 Māori within the total Toitū te Waiora sector workforce, equating to 13.40%



6%

Pacific peoples make up 6% (33,623) of the total workers across the combined Toitū te Waiora sectors.



8.8%

Youth (15-24 year olds) represent approximately 8.8% of the combined Toitū te Waiora sector workforce.



Data Sources: WDC Dashboard - Toitū te Waiora - Sweet Analytics (2023) & Infometrics (2023)

Ka Whakahau te Tohutohu Haupūrangā, Mahi a Rehe mo te katoa o Toitu te Waiora

Give Effect Toitū te Waiora Sector Vocational Education Investment Advice

AREA OF STUDY	NZQA QUALIFICATION / LEVEL	INSTRUCTION	GOAL	SUPPORTING INFORMATION
Youth Work Caveat for qualification completion rates: The qualification completion rate shows the proportion of students in a starting cohort that go on to complete a qualification at the same level at the same TEO.	NZ Certificate in Youth Work (Level 3) 55% Completion rate	Maintain	We want to see the current level of provision for this qualification maintained.	Aligns with the following RSLG plans: Tāmaki Makaurau, Waikato, Bay of Plenty, Manawatū-Whanganui, Wellington, Nelson Tasman, Marlborough, Te Tai Poutini West Coast, Otago, Southland Murihiku The youth work qualifications were reviewed as a suite by a panel of youth work industry. A sector survey and consultation were undertaken.
	NZ Certificate in Youth Work (Level 4) 55% completion rate			
	NZ Diploma in Youth Work (Level 6) 55% completion rate	Increase	We are interested in funding new provision for this qualification.	
	NZ Certificate in Youth Work (Level 5) 55% completion rate			

AREA OF STUDY	NZQA QUALIFICATION / LEVEL	INSTRUCTION	GOAL	SUPPORTING INFORMATION
Teacher Aides	NZ Certificate in Education Support and Care (Level 3) 65% completion rate	Increase	We are interested in funding additional provision for these qualifications.	<p>At 20/04/2023 snapshot of Trade Me Jobs for Education vacancies - nationally 187 position available requiring a qualification or registration and 526 positions available not requiring any qualification. Trade Me classification category under Education included:</p> <ul style="list-style-type: none"> » Early childhood » Primary » Secondary » Tertiary » Tutoring & training » Other <p>Counted as requiring qualified if “Qualified or Registered” in title of Position Description. Not counted in qualified if they could apply either qualified or unqualified.</p> <p>The MoE, Education Gazette as at 20 April 2023 - 37 vacancies listed today with a total number of vacancies at 1001, inclusive of all education positions.</p>
	NZ Certificate in Education Support and Care (Level 4) 65% completion rate			
	Diploma for Education Support Workers (Level 5)			

AREA OF STUDY	NZQA QUALIFICATION / LEVEL	INSTRUCTION	GOAL	SUPPORTING INFORMATION
Caregiver / Kaiāwhina workers	NZ Certificate in Health and Wellbeing (Level 2) 72% completion rate	Increase for work-based provision ONLY	We are interested in funding additional provision for these qualifications when delivered in the workplace.	<p>Health, Aged Care and Health feature in 13 of the 15 RSLG plans.</p> <p>Te Whatu Ora and Te Aka Whai Ora are leading and working with Toitū te Waiora on revising and giving effect to the Kaiāwhina action plan summarised within this plan on a page.</p> <p>Te Whatu Ora has developed a two-year work programme to grow capability within their workforce.</p> <p>The Aged Care Residential Care Industry Profile 2021 - 2022 tells us that in December of 2021 there were 11,292 caregivers in the ARC workforce, 354 vacancies and an attrition number of 2,887 over a 12 month period. This supports the need to retain and pathway these kaimahi through education to further employment.</p>
	NZ Certificate in Health and Wellbeing (Level 3) 72% completion rate			
	NZ Certificate in Health and Wellbeing (Level 4) 72% completion rate			
	NZ Diploma in Health and Wellbeing (Level 5) 70% completion rate			
Enrolled Nursing	NZ Diploma in Enrolled Nursing (Level 5) 71% completion rate	Increase	We are interested in funding additional provision for this qualification.	<p>A pathway to the Bachelor of Nursing and an option for kaiāwhina to undertake.</p> <p>NZ has an aging population requiring an increase in kaiāwhina and care roles. As highlighted in the</p> <p>2022 Annual Report to the Minister ‘the global pandemic exposed the on-going fragility of the aged care sector workforce, especially healthcare assistants and registered nurses, working in 650 aged residential care facilities in New Zealand’.</p>

AREA OF STUDY	NZQA QUALIFICATION / LEVEL	INSTRUCTION	GOAL	SUPPORTING INFORMATION
Oral Health	NZ Certificate in Health and Wellbeing (Level 3) (Health Assistance Strand). 72% completion rate	Increase	We are interested in funding additional provision for these qualifications.	At 20/04/2023 snapshot of Trade Me Jobs for Dentistry vacancies there are 2 positions for dentists, 26 for dental assistants and 22 for oral health therapists. The NZ Dental Association CE says there is patient backlogs being experienced in the public system, along with challenges in filling various dental roles across the country.
	NZ Diploma in Dental Hygiene (Level 6)			
Home-Based Early Childhood Education	Level 3 provision replaced with Levels 4 and above. » Level 4 ECE qualifications » Te Ara Tuarua, Level 5 kōhanga reo qualifications	Replace	We want to see level 3 provision replaced with higher level provision in line with MoE guidance. We expect to see a reduction of provision at Level 3, especially where the provider cannot evidence good rates of progression to the Level 4 qualification	Objective 3 of the Early Learning Action Plan 2019-2029 requires that all teaching staff and leaders are well qualified, diverse, culturally competent and valued. Focusing on Level 4 and above will help achieve this.
Embalming	NZ Diploma in Embalming Level 5	Increase	We are interested in funding being made available for this qualification.	The NZ Diploma in Embalming is to be provided for the first time since 2020. A provider has been advised that they are now approved by NZQA to deliver the Diploma in Embalming, filling a significant and long-term gap in the provision of this training

Kia Whai Koha - Ngā Tohutohu o ngā Ahu mahi o Toitū te Waiora

Have Regard Toitū te Waiora Sector Advice

	AREA OF STUDY	NEW OR REVISED	NAME OF QUALIFICATION OR MICRO-CREDENTIAL	NZQA LEVEL
Emerging qualifications and credentials	Disability Support	New	NZ Certificate in Disability Support	Level 2
			NZ Certificate in Disability Support	Level 3
			NZ Certificate in Disability Support	Level 4
	Health	New	Vaccination micro-credential	
			Health Navigator micro-credential	
			Ngā Wananga o Hine Kopu (Hapu Mamas micro-credential)	
		Level 5	NZ Diploma of Spa, Health and Wellness	Revised
		Revised	NZ Diploma in Holistic Nutrition	Level 6
		Revised	NZ Diploma in Health Science	Level 5
	Social Services	Revised	NZ Certificate in Health and Well-being (inclusion of Peer Support)	Level 4
		New	Counselling in Schools Certificate	
	Civil Defence	Revised	85-unit standards	Levels 2-6
	Ambulance and Paramedic	New	Short Course for Emergency Medical Technician. In work training ONLY	

Kuputaka

Glossary

ANZSIC	Australian and New Zealand Standard Industrial Classification	NZNO	New Zealand Nursing Organisation
EMT	Emergency Medical Technician	NZQA	New Zealand Qualifications Authority
HCSS	Te Whatu Ora Home and Community Support Services	Ohu Ahumahi	Combined Workforce Development Councils
HSQC	Health Quality & Safety Commission	OiC	Orders in Council
IDI	Integrated Data Infrastructure	OSCAR	Out of School Care and Recreation
MoE	Ministry of Education	RoVE	Reform of Vocational Education
MoH	Ministry of Health	RSLG	Regional Skills Leadership Groups
MBIE	Ministry of Business, Innovation and Employment	TEC	Tertiary Education Commission
NEMA	National Emergency Management Agency	TEOs	Tertiary Education Organisations
NZDSN	New Zealand Disability Support Network	TTW	Toitū te Waiora
		WDCs	Workforce Development Councils



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