

QUALIFICATION DETAILS

Qualification number/Te nama o te tohu mātauranga	2990		
English title/Taitara Ingarihi	New Zealand Certificate in Health and Wellbeing (Primary Care Practice Assistance) (Level 4)		
Māori title/Taitara Māori			
Version number/Te putanga	3	Qualification type/Te momo tohu	Certificate
Level/Te kaupae	4	Credits/Ngā whiwhinga	120
NZSCED/Whakaraupapa	090511 Society and Culture>Human Welfare Studies and Services>Community Client Care		
Qualification developer/Te kaihanganga tohu	Toitū te Waiora Community, Health, Education and Social Services Workforce Development Council		
Review Date /Te rā arotake	31/12/2029		

OUTCOME STATEMENT/TE TAUĀKI Ā-HUA

Strategic Purpose statement/ Te rautaki o te tohu

The purpose of this qualification is to provide the primary care service within the health and wellbeing sectors with people who have the skills and knowledge to provide administrative and clinical support across a primary care practice, under broad direction and delegation from a health professional.

This is an entry-level qualification designed for people who intend to develop a career supporting tangata, family and/or whānau, and a healthcare team in primary care.

Graduates will benefit by having a qualification that recognises their meaningful contribution to primary care, their ability to provide administration and clinical support in roles within primary care, and a pathway to further qualifications.

This qualification is not associated with professional registration or a clinical scope of practice.

Graduate Profile/Ngā hua o te tohu

Graduates of this qualification will be able to, in a multi-disciplinary primary care setting:

- Engage and communicate with tangata, family and/or whānau accessing primary care services in a manner which respects their socio-cultural identity, experiences and self-knowledge.
- Apply knowledge of Te Tiriti o Waitangi to honour the history and context of Māori as tangata whenua, and knowledge of person-whānau interconnectedness to own role.

- Actively contribute to a culture of professionalism, safety and quality.
- Reflect upon and explain how actions within own role can influence equitable outcomes.
- Apply knowledge of primary care to support people, family and/or whānau, and a healthcare team.
- Perform routine clinical tasks under direction and delegation of a health professional.
- Contribute to the effective functioning of primary care administration and quality systems.

Education Pathway/ Ngā huarahi mātauranga

This qualification may build on the New Zealand Certificate in Health and Wellbeing (Level 3) with strands in Healthcare Assistance, Newborn Hearing Screening, Orderly Services, Support Work, and Vision Hearing Screening [Ref: 2470], or the National Certificate in Educational Achievement Level 3 [Ref: 1039].

This qualification may lead on to the New Zealand Certificate in Public Health and Health Promotion (Level 5) [Ref: 1865], enrolled nursing studies, or higher-level study in related subject health and wellbeing areas including nursing or allied health disciplines.

For graduates who intend to pursue further study related to leadership and management, this qualification may lead on to the New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456], the New Zealand Diploma in Business (Level 5) [Ref: 2459], and New Zealand Diploma in Business (Level 6) [Ref: 2460], or higher-level study in related leadership and management subject areas.

Employment, Cultural, Community Pathway/ Ko ngā huarahi ā-mahi, ā-ahurea, ā-whānau, ā-hapū, ā-iwi, ā-hapori anō hoki

Graduates of this qualification may work in roles providing administrative and clinical support across primary care as a primary care practice assistant, medical centre assistant, kaiāwhina or kaimanaaki whānau, or whānau ora centric role.

QUALIFICATION SPECIFICATIONS/ NGĀ TAUWHĀITITANGA O TE TOHU

<p>Qualification Award/ Te whakawhiwhinga o te tohu</p>	<p>This qualification can be awarded by an organisation with an approved programme or accreditation to deliver an approved programme leading to the qualification.</p>
<p>Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga</p>	<p>Evidence may include the following:</p> <ul style="list-style-type: none"> • Analysis of feedback from employers and graduates which demonstrates how well graduates are meeting the graduate outcomes in the workplace. • Evidence of effective internal quality assurance systems to assure that graduates meet the graduate outcomes of the qualification.

<p>Minimum standard of achievement and standards for grade endorsements/ Te pae o raro e tutuki ai, ngā paerewa hoki hei whakaatu i te taumata o te whakatutukinga</p>	<p>Achieved.</p>
<p>Other requirements for the qualification (including regulatory body or legislative requirements)/ Kō ētahi atu here o te tohu (tae atu hoki ki ngā here ā-hinonga whakamarumarū, ki ngā here ā-ture rānei)</p>	<p>Employees and volunteers working in the health and wellbeing and social services sectors may be required to undergo checks depending on the context they are working in to ensure the safety of vulnerable people and/or children/young people they may be supporting. This may include and is not limited to:</p> <ul style="list-style-type: none"> • Police checks. • Drug and alcohol testing. • Character references. • Checks against the Children's Act 2014. • Checks against any other relevant legislation.
<p>General conditions for programme/ Ngā tikanga whānui o te hōtaka</p>	<p>Programmes must:</p> <ul style="list-style-type: none"> • Include a minimum of 400 hours of relevant work experience. • Honour Te Tiriti o Waitangi. • Recognise bi-cultural and multi-cultural responsiveness and safety. • Reflect the cultural and social aspirations of Māori, Pacific and Whaikaha learners. • Be accessible to all learners and include resources and delivery methods which support learner achievement, including the development of literacy and numeracy skills. • Where programmes have a focus on disability support work, they must focus on the social model of disability. • Maintain currency with, and any amendments or replacements to, relevant legislation, regulations and New Zealand Standards (NZS). • Refer to the guidance document available on the Toitū te Waiora website [www.toitiutewaiora.nz].

CONDITIONS RELATING TO THE GRADUATE PROFILE /NGĀ TIKANGA E HĀNGAI ANA KI NGĀ HUA O TE TOHU

Qualification outcomes/ Ngā hua		Credits/Ngā whiwhinga	Conditions/Ngā tikanga
1	Engage and communicate with	15 credits	

	tangata, family and/or whānau accessing primary care services in a manner which respects their socio-cultural identity, experiences and self-knowledge.		
2	Apply knowledge of Te Tiriti o Waitangi to honour the history and context of Māori as tangata whenua and knowledge of person-whānau interconnectedness to own role.	15 credits	
3	Actively contribute to a culture of professionalism, safety and quality.	15 credits	
4	Reflect upon and explain how actions within own role can influence equitable outcomes.	10 credits	
5	Apply knowledge of primary care to support people, family and/or whānau, and a healthcare team.	25 credits	
6	Perform routine clinical tasks under direction and delegation of a health professional.	20 credits	
7	Contribute to the effective functioning of primary care administration and quality systems.	20 credits	

TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI

Replacement information/ He kōrero mō te whakakapi	N/A
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Additional transition information/
Kō ētahi atu kōrero mō te
whakakapi

Version Information

Version 3 of this qualification was published in February 2025 following a scheduled review. Please refer to [Qualifications and Assessment Standards Approvals](#) for further information.

The last date of assessment for programmes leading to version 2 of this qualification is 31 December 2027.

Any person who considers they have been disadvantaged by these transition arrangements may appeal to Toitū te Waiora at the address below. Appeals will be considered on a case-by-case basis.

Toitū te Waiora

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Wellington 6140

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