

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	32	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	31/12/20 20 ²³		

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 ~~the 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:

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

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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] New Zealand Certificate in Health and Wellbeing (Level 3) [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 pPrimary cCare pPractice aAssistant, mMedical cCentre aAssistant, kKaiāwhina or kkaimanaaki wwhānau, oor wwhānau oOra centric role.

QUALIFICATION SPECIFICATIONS/ NGĀ TAUWHĀITITANGA O TE TOHU

<p>Qualification Award/ Te whakawhiwhinga o te tohu</p>	<p><u>This qualification can be awarded by an organisation with an approved programme or an accreditation to deliver an approved programme leading to the qualification. This qualification can be awarded by an organisation which has an approved programme of study or industry training programme leading to the qualification.</u></p>
<p>Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga</p>	<p><u>Evidence may include the following:</u></p> <ul style="list-style-type: none"> • <u>Analysis of feedback from employers and graduates which demonstrates how well graduates are meeting the graduate outcomes in the workplace.</u> • <u>Evidence of effective internal quality assurance systems to assure that graduates meet the graduate outcomes of the qualification.</u> <p><u>Evidence may include the following:</u></p> <p><u>-Analysis of feedback from employers and graduates which demonstrates how well graduates are meeting the graduate outcomes in the workplace-</u></p> <p><u>-Evidence of effective internal quality assurance systems to assure that graduates meet the graduate outcomes of the qualification-</u></p> <p><u>Evidence may include:</u></p> <p><u>Analysis of feedback from employers and graduates which demonstrate how well graduates are meeting the graduate outcomes in the workplace.</u></p> <p><u>Evidence of effective internal quality assurance systems to assure that graduates meet the graduate outcomes of the qualification.</u></p> <p><u>Analysis of portfolio of work/workplace evidence and/or assessment samples demonstrating the range of student performance within a programme and that the graduate outcomes have been met.</u></p>
<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><u>Achieved.</u></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</p>	<p><u>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</u></p>

here ā-hinonga whakamarumarū, ki ngā here ā-ture rānei)

include and is not limited to:

- Police checks.
- Drug and alcohol testing.
- Character references.
- Checks against the Children's Act 2014.
- Checks against any other relevant legislation.

~~To establish a fit and proper person, checks will be required and, depending in the context they work in, may include:~~

~~Police checks,~~

~~Drug and alcohol testing,~~

~~Two references,~~

~~Checks against any relevant legislation.~~

To establish that the learner is a fit and proper person, checks will be required and may include:

Police checks,

Referee checks,

Checks against any relevant legislation.

General conditions for programme/ Ngā tikanga whānui o te hōtaka

Programmes must:–

- 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.–

~~Include a minimum of 400 hours of relevant work experience.–~~

- ~~Maintain currency with, and any amendments or replacements to, relevant legislation, regulations and New Zealand Standards (NZS).–~~

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~~Refer to the guidance document available on the Toitū te Waiora website [www.toitutewaiora.nz].–~~

	<p>Programmes must include a minimum of 400 hours of workplace practice and experience. Learners must be working under the direction and delegation of a health professional in a workplace environment, including the performance of clinical tools, tasks and procedures.</p> <p>Programme competency will typically be demonstrated in a workplace environment.</p> <p>Programmes must include the application of person-centred and directed, goal-centred and strengths-based approaches as inherent in the performance of the outcomes.</p> <p>Programme must include a consideration of the specific capabilities, vulnerabilities and needs of children in the relevant context.</p> <p>Programmes must reflect the cultural and social aspirations of Māori and Pacific People as learners. And must include culturally appropriate resources and delivery methods.</p> <p>Programmes must adhere to and be consistent with any relevant legislative, regulatory and/or contractual requirements to which the industry or role is subject.</p> <ul style="list-style-type: none"> Programme developers should refer to the following link for sector guidance on developing programmes that lead to this qualification: https://www.careerforce.org.nz/programme-developer-information/.
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CONDITIONS RELATING TO THE GRADUATE PROFILE /NGĀ TIKANGA E HĀNGAI ANA KI NGA HUA O TE TOHU

Qualification outcomes/ Ngā hua	Credits/Ngā whiwhinga	Conditions/Ngā tikanga
1 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.	15 credits	
2 Apply knowledge of Te Tiriti o Waitangi to honour the history	15 credits	

	and context of Māori as tangata whenua and knowledge of person-whānau interconnectedness to own role in a primary care setting.		
3	Actively contribute to a culture of professionalism, safety and quality in a primary care setting.	15 credits	
4	Reflect upon and explain how actions within own role can influence equitable outcomes. Reflect on the impact of the aims and the purpose of the wider health and wellbeing sector on own role.	10 credits	
5	Apply knowledge of primary care to support people, family and/or whānau, and the a healthcare team in a primary care practice.	25 credits	
6	Perform routine clinical tasks in a primary care setting 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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<p>Additional transition information/ Kō ētahi atu kōrero mō te whakakapi</p>	<p>Version Information</p> <p>Version 32 of this qualification was published in February February 20252024-2026 following a scheduled review. Please refer to Qualifications and Assessment Standards Approvals for further information.</p> <p>The last date for assessments to take place for Version 21 is 31 December 2028 6.</p> <p>The last date of assessment for programmes leading to version 2 of this qualification is 31 December 2027.</p> <p>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.</p> <p>Toitū te Waiora PO Box 445 Wellington 6140 www.toitutewaiora.nz Phone: 04 909 0356Email qualifications@toitutewaiora.nzAny person who considers they have been disadvantaged by these transition arrangements may appeal to Toitū Te Waiora Workforce Development Council at the address below. Appeals will be considered on a case-by-case basis. PO Box 445 Wellington 6140 Email: qualifications@toitutewaiora.nz Web: www.toitutewaiora.nz</p> <p>Republication Information</p> <p>Version 2 of this qualification was republished in August 2023 to extend the last date of assessment for version 1 from 31 December 2023 to 2026.</p> <p>Please refer to Qualifications and Assessment Standards Approvals for further information.</p>
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