

QUALIFICATION DETAILS

Qualification number/Te nama o te tohu mātauranga	4108		
English title/Taitara Ingarihi	New Zealand Certificate in Health and Wellbeing (Advanced Care and Support) (Level 4)		
Māori title/Taitara Māori			
Version number/Te putanga	2	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 kaihangā 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
<p>The purpose of this qualification is to recognise the skills and knowledge required to provide advanced person-centred and/or relationship-centred care and support for a person with complex needs, and their whānau and/or family.</p> <p>This qualification is targeted at individuals who have significant experience in a health or wellbeing setting and who are looking to gain the additional knowledge and skills required to provide person-centred/ relationship-centred care and support to a person with complex needs and have the leadership capabilities and technical skills that can be demonstrated in the workplace.</p> <p>Graduates will benefit by gaining recognition of transferable skills and knowledge valued across the health and wellbeing sectors and the specific skills and knowledge required to perform a role within these sectors. The community will benefit through the provision of high-quality health and wellbeing services by individuals who are trained to support people, their whānau and/or family, and the wider community.</p> <p>Graduates will be capable of working under broad guidance and may have some responsibility for the performance of others.</p>

Graduate Profile/Ngā hua o te tohu

Graduates of this qualification will be able to:

- Work collaboratively with members of a multi-disciplinary team, other service providers and the whānau and/or family of a person with complex needs to support the person's health and wellbeing.
- Support registered health professionals by carrying out delegated clinical tasks in a health or wellbeing setting.
- Apply knowledge of health or wellbeing conditions and organisational processes to implement culturally inclusive person-centred/relationship-centred approaches to care for and support a person with complex needs in a health and wellbeing setting.
- Communicate effectively in a culturally inclusive manner, contributing to preparing and delivering reports and/or recording information as required by the organisation, and engaging in challenging conversations, in a health or wellbeing setting.
- Apply leadership skills in a health or wellbeing setting by either formal or informal mentoring and/or coaching of colleagues or through the demonstration of personal leadership within the workplace.

Education Pathway/ Ngā huarahi mātauranga

This qualification builds 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], and may lead to further study in related health and wellbeing settings such as the New Zealand Diploma in Health and Wellbeing (Practice/Applied Practice) (Level 5) [Ref: 3244], New Zealand Diploma in Ambulance Practice (Level 5) [Ref: 3065], New Zealand Diploma in Enrolled Nursing (Level 5) [Ref: 2889], or in leadership and management, the New Zealand Certificate in Business (First Line Management) (Level 4) [Ref: 2456] and New Zealand Diploma in Business (Leadership and Management) (Level 5) [Ref: 2459].

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 be employed in a role as a senior health care worker, senior care giver or a role with similar responsibilities in hospices or specialised dementia units, aged residential care, hospitals, or home and community support settings.

QUALIFICATION SPECIFICATIONS/ NGĀ TAUWHĀITITANGA O TE TOHU

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

	<p>in the workplace.</p> <ul style="list-style-type: none"> • 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>Individuals wishing to enrol in a programme of study leading to this qualification must provide evidence of holding 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 an equivalent qualification, or significant experience and/or capability in a relevant role.</p>
<p>General conditions for programme/ Ngā tikanga whānui o te hōtaka</p>	<p>Competency should be demonstrated in a workplace environment and include a minimum of 200 hours of relevant work experience.</p> <p>Programmes must:</p> <ul style="list-style-type: none"> • 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

	<p>support work, they must focus on the social model of disability.</p> <ul style="list-style-type: none"> • 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].
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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	Work collaboratively with members of a multi-disciplinary team, other service providers and the whānau and/or family of a person with complex needs to support the person's health and wellbeing.	10 credits	
2	Support registered health professionals by carrying out delegated clinical tasks in a health or wellbeing setting.	25 credits	
3	Apply 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.	55 credits	
4	Communicate	10 credits	

	effectively in a culturally inclusive manner, contributing to preparing and delivering reports and/or recording information as required by the organisation, and engaging in challenging conversations, in a health or wellbeing setting.		
5	Apply leadership skills in a health or wellbeing setting by formal or informal mentoring and/or coaching of colleagues or through the demonstration of personal leadership within the workplace	20 credits	

TRANSITION INFORMATION/ HE KŌRERO WHAKAWHITI

Replacement information/ He kōrero mō te whakakapi	This qualification replaced the discontinued New Zealand Certificate in Health and Wellbeing (Advanced Support) (Level 4) [Ref: 2779].
Additional transition information/ Kō ētahi atu kōrero mō te whakakapi	<p>Version Information</p> <p>Version 2 of this qualification was published in February 2025 following a scheduled review. Please refer to Qualifications and Assessment Standards Approvals for further information.</p> <p>The last date of assessment for programmes leading to version 1 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</p>

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