

## 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	<del>4</del> 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	<del>30/09/2024</del> 31/12/2029		

## OUTCOME STATEMENT/TE TAUĀKI Ā-HUA

### Strategic Purpose statement/ Te rautaki o te tohu

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.

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.

~~G~~The 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.

Graduates will be capable of working under broad guidance and may have some responsibility for the performance of others.

## 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 appropriate-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 appropriateinclusive manner, contributing to including 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 ~~New Zealand Certificate in Health and Wellbeing (Level 3) with strands in Healthcare Assistance or Support Work~~ [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, such as 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 which has an approved programme of study, or industry training programme, leading to the qualification.

<p>Evidence requirements for assuring consistency/ Ngā taunaki hei whakaū i te tauritenga</p>	<p>Evidence <del>for programme providers</del> may include <u>the following</u>:</p> <ul style="list-style-type: none"> <li>• <u>Analysis of F</u>eedback from employers and graduates which demonstrates how well graduates are meeting the graduate outcomes in the workplace.</li> <li>• Evidence of effective internal quality assurance systems to assure that graduates meet the graduate outcomes of the qualification.</li> </ul> <p><del>Portfolios of work and/or review of assessment and moderation data demonstrating the range of student performance within a programme and that the graduate outcomes have been met.</del></p> <p><del>A range of workplace evidence that shows how the graduate outcomes are being met.</del></p> <p><del>Any other relevant evidence as appropriate.</del></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>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><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 include and is not limited to:</u></p> <ul style="list-style-type: none"> <li>• <u>Police checks.</u></li> <li>• <u>Drug and alcohol testing.</u></li> <li>• <u>Character references.</u></li> <li>• <u>Checks against the Children's Act 2014.</u></li> <li>• <u>Checks against any other relevant legislation.</u></li> </ul> <p><del><u>Employees working in the health and wellbeing sector may be required to undergo checks depending on the context they are working in to ensure the safety of vulnerable people and/or children they may be supporting. This may include and is not limited to:</u></del></p> <p><del><u>Police checks.</u></del></p> <p><del><u>Drug and alcohol testing.</u></del></p> <p><del><u>Two references.</u></del></p> <p><del><u>Checks against the Children's Act 2014.</u></del></p>

	<p><u>Checks against any other relevant legislation-</u></p> <p><del>Programmes leading to this qualification must adhere to and be consistent with any ethical, legislative, codes of rights or contractual requirements to which the industry or roles is subject. Applicants for</del><u>Individuals wishing to enrol in a programme of study leading to</u> this qualification must provide evidence of holding the <u>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]</u> or an equivalent qualification, or <u>significant experience and/or capability in a relevant role. the health and wellbeing sectors.</u></p>
<p>General conditions for programme/ Ngā tikanga whānui o te hōtaka</p>	<p><u>Competency should be demonstrated in a workplace environment and include a minimum of 200 hours of relevant work experience.</u></p> <p><u>Programmes must:</u></p> <ul style="list-style-type: none"> <li>• <u>Honour Te Tiriti o Waitangi.</u></li> <li>• <u>Recognise bi-cultural and multi-cultural responsiveness and safety.</u></li> <li>• <u>Reflect the cultural and social aspirations of Māori, Pacific and Whaikaha learners.</u></li> <li>• <u>Be accessible to all learners and include resources and delivery methods which support learner achievement, including the development of literacy and numeracy skills.</u></li> <li>• <u>Where programmes have a focus on disability support work, they must focus on the social model of disability.</u></li> </ul> <p><del>— Competency should be demonstrated in a workplace environment. Include a minimum of 200 hours of relevant work experience.—</del></p> <ul style="list-style-type: none"> <li>• <u>Maintain currency with, and any amendments or replacements to, relevant legislation, regulations and New Zealand Standards (NZS).</u></li> <li>• <u>Refer to the guidance document available on the Toitū te Waiora website [<a href="http://www.toitutewaiora.nz">www.toitutewaiora.nz</a>].—</u></li> </ul> <p><del>The application of person-centred/relationship-centred, goal-centred and strengths-based approaches is inherent in the performance of the outcomes and should be considered as part of the assessment process.</del></p>

	<p>Programmes must consider, respect and honour the history of Māori as tangata whenua by embedding a commitment to bicultural principles.</p> <p>Programmes must include culturally appropriate resources and delivery methods to reflect the cultural and social aspirations of Māori and Pasifika learners.</p> <p>Competency should be demonstrated in a workplace environment. Programmes must include a minimum of 200 hours of work experience.</p> <p>Refer to the following link for sector guidance on developing programmes that lead to this qualification:  <a href="https://www.careerforce.org.nz/programme-developer-information/">https://www.careerforce.org.nz/programme-developer-information/</a>.</p>
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**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	Work collaboratively with members of a multi-disciplinary team, <u>other service providers</u> 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	55 credits	

	complex needs in a health and wellbeing setting.		
4	Communicate effectively in a culturally <u>inclusive appropriate</u> manner, <u>including contributing to</u> preparing and delivering reports and/or recording information as required by the organisation, and engaging in challenging conversations, in a health or wellbeing setting.	10 credits	
5	Apply leadership skills in a health or wellbeing setting by formal or informal mentoring and/or coaching of colleagues <u>or through the demonstration of personal leadership within the workplace.</u>	20 credits	

#### TRANSITION INFORMATION/ HE KÖRERO WHAKAWHITI

Replacement information/ He kōrero mō te whakakapi	This qualification replaces the <u>discontinued</u> New Zealand Certificate in Health and Wellbeing (Advanced Support) (Level 4) [Ref: 2779].
Additional transition information/ Kō ētahi atu kōrero mō te whakakapi	<p><b>Version Information</b></p> <p><u>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.</u></p> <p><u>The last date for assessments to take place for Version 1 is 31 December 2026.</u></p> <p><u>The last date for entry into programmes leading to the replaced qualification is 31 December 2022.</u></p> <p><u>The last date of assessment for programmes leading to the replaced qualification is 31</u></p>

~~December 2023.~~

~~The last date of assessment for programmes leading to version 1 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~~

~~PO Box 445~~

~~Wellington 6140~~

~~[www.toitutewaiora.nz](http://www.toitutewaiora.nz)~~

~~Phone: 04 909 0356~~

~~Email [qualifications@toitutewaiora.nz](mailto:qualifications@toitutewaiora.nz)~~

~~Any 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](mailto:qualifications@toitutewaiora.nz)~~

~~Web: [www.toitutewaiora.nz](http://www.toitutewaiora.nz)~~

~~Careerforce at the address below. Appeals will be considered on a case by case basis.~~

~~Careerforce~~

~~PO Box 2637~~

~~Wellington 6140.~~

~~Email [info@careerforce.org.nz](mailto:info@careerforce.org.nz).~~

~~Please refer to [Qualifications and Assessment Standards Approvals](#) for further information.~~