

Form 1

Micro-credential Listing and Approval

Developers' form to apply for listing and approval, or to make changes.

Using this form

Please refer to the [Micro-credential Guidelines](#) when filling in this form.

Apply online

Apply as an 'Other' application type through the NZQA [application portal](#).

In the application name include 'micro-credential listing and approval'.

Upload this form and all supporting documents.

*** For changes**, please include a tracked changed version of the micro-credential and a cover letter explaining the changes.

Te Hono o Te Kahurangi quality assurance

Applicants may request that Te Hono o Te Kahurangi quality assurance is used for assessment of the application. In addition to meeting the requirements of this form, the application should relate to ngā kaupapa o Te Hono o Te Kahurangi. For more information see [Te Hono o Te Kahurangi quality assurance](#) or email tehono@nzqa.govt.nz.

Expressions of ngā kaupapa o Te Hono o Te Kahurangi can be used in all facets of this micro-credential application. Applicants may choose to express their own mātāpono in the application as well.

Health Coach Training (Micro-Credential)

Level 4, credits 24

Micro-credential number (if known/NZQA to complete)

Reporting Code (if known/NZQA to complete)

Toitū te Waiora

**Community, Health, Education and Social Services Workforce
Development Council**

(MOE 6048)

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Listing

Title

Health Coach Training (Micro-credential)

Level and credits

Level 4

24 Credits

Classification (NZSCED)

061303 – Health > Public Health > Community Health

Purpose

This micro-credential provides learners with the necessary knowledge and skills to provide health coaching to tangata whaiora within primary health care.

Health coaches are non-clinical roles available to the enrolled population of general practices as part of an integrated primary health care team. In partnership with tangata whaiora and whānau, the Health Coach provides holistic support to enable tangata whaiora to self-manage their overall wellbeing (Hauora).

Outcome

On successful completion of this micro-credential, learners/ākonga will gain skills and knowledge to work holistically as a Health Coach within the primary health care team.

Learners/ākonga will

- Work in partnership with people from diverse backgrounds and health contexts to improve their wellbeing.
- Work collaboratively within a primary health team.
- Connect people with services and resources to support their wellbeing.
- Maintain own wellbeing and safety to provide quality holistic support.

The Health Coach role has been established as part of a new model of care as an early intervention response to support people with mild to moderate mental health challenges within primary health

care.

Healthcare Assistants and Support Workers in primary care settings may also complete this micro-credential to upskill to deliver health coaching support.

Education pathway

Entry to this micro-credential draws upon individuals' life experience and/or experience as a support worker, healthcare assistant or from another health and social service role. It is intended for learners/ākonga who are already employed as a Health Coach in primary health care.

On successful completion of this micro-credential, learners/ākonga may progress to further study or training within the health and wellbeing sector including but not limited to the NZ Certificate in Health & Wellbeing (Social and Community Services) (Level 4) [2992] or New Zealand Certificate in Public Health and Health Promotion (Level 5) [1865].

Cultural, community or employment pathway

On successful completion of this micro-credential, learners/ākonga will be able to work as a Health Coach in primary health care.

Assessment standards

ID	Title	Level	Credit	Version
29713	Work alongside a person to achieve intended outcomes in a health or wellbeing setting and evaluate own performance.	4	15	2
27885	Describe practitioner relationships, group process roles, and responsibilities in a health or wellbeing setting.	4	4	2
29712	Contribute to identifying intended outcomes for a person in a health or wellbeing setting and evaluate own performance.	4	5	3

Review period

February 2027

Approval

Learning outcomes

On completion of this micro-credential learners/ākonga will be able to:

1. Work in partnership with people from diverse backgrounds and health contexts to improve their emotional and physical wellbeing.
2. Work collaboratively within a primary health team.
3. Connect people with services and resources to support their wellbeing.
4. Maintain own wellbeing and safety to provide quality holistic support.

Need and acceptability

The micro-credential is designed to offer an award to Health Coaches. The role of Health Coach was introduced into New Zealand's primary health care sector in 2020, as part of its integrated primary mental health and addiction (IPMHA) services. Health Coaches are available to the enrolled population of general practices or community-based health services, to help meet people's health and wellbeing needs. Their objective is to build people's motivation and capability to better understand and actively manage their own physical and emotional wellbeing needs. These may relate to physical or mental health conditions, addictions, or everyday wellbeing challenges affecting an aspect of a person's Te Whare Tapa Whā.

Admission

There are no formal entry requirements into this micro-credential.

It is expected that learner/ākonga will be working as a Health Coach in primary health care.

Credit recognition and transfer, recognition of prior learning

Providers seeking accreditation for delivery of this micro-credential will implement regulations, policies and processes described within an organisational quality management (QMS) system that will assist learners to have their relevant learning recognised and credited.

Provision for awarding credit will need to cover:

1. Cross-crediting (from another assessment standard, skill standard, micro-credential, or programme within the organisation).
2. Recognition of prior learning (credit awarded for informal or uncertificated learning).

Length and Structure

Length

This micro-credential requires a minimum of 240 hours of teaching, learning and assessment.

Competency must be demonstrated in the workplace in the role of a Health Coach within primary health care. Competence must be assessed by the Lead Health Coach or Practice Manager.

Structure

This micro-credential has 4 components:

1. Work in partnership with people from diverse backgrounds and health contexts to improve their emotional and physical wellbeing.
2. Work collaboratively within a primary health team.
3. Connect people with services and resources to support their wellbeing.
4. Maintain own wellbeing and safety to provide quality holistic support.

See details in - Appendix 1 - Component Descriptor.

Assessment methods

Provider assessment must meet the consent and moderation requirements of CMR 24 and the assessment requirements of the unit standards listed in this micro-credential.

NZQA's [Aromatawai and the Principles of Assessment](#) should be used in this micro-credential - assessment must be fair, valid, consistent, and appropriate given the stated learning outcomes.

Resubmissions, re-assessments, and appeals should be considered against the provider's QMS.

Please refer to Appendix 1 – Micro-credential Component Descriptor attached to this application for further information.

Pre-assessment moderation

Providers will need to submit unit standard based assessment materials for pre-assessment moderation before they are used, as specified in the current CMR document, and outlined on the Toitū te Waiora website.

Post-assessment moderation

Provider post-assessment moderation of unit standard assessments will use methods outlined on the Toitū te Waiora website.

Further information is available at www.toitutewaiora.nz.

Providers are expected to have policies in place as part of their Quality Management System (QMS) to carry out their own moderation of micro-credential delivery and assessment.

Completion

All components must be completed to be awarded this micro-credential.

Review process

Toitū te Waiora will engage with the sector to review content and to ensure that it remains fit for purpose.

- Micro-credential content, structure and assessment is current and reflects the needs of key stakeholders and the role of the Health Coach.
- Micro-credential outcomes for learners, and particularly for Māori and Pacific peoples, are equitable.
- The micro-credential is amended to reflect changes in the sector (e.g. new approaches to practice, theory, and practical application).
- Any changes made to the micro-credential add value for the sector and learners.
- Updates to the micro-credential will reflect any changes made to unit standards 29712, 29713 and 27885.

Providers are expected to use processes stipulated in the QMS to ensure micro-credential delivery is reviewed on a regular basis. Those processes will measure and monitor the quality of outcomes for learners and stakeholders, particularly for Māori and Pacific learners.

The micro-credential will be formally reviewed by Toitū te Waiora in 2027, and then at two-yearly intervals.

Appendix 1 - Component Descriptors

Component Title 1 – Work in partnership with people from diverse backgrounds and health contexts to improve their emotional and physical wellbeing.

Level	4	Credits	13
Mode (if applicable)	Blended (Theoretical) Face to face (Practical)	Duration (if applicable)	130 hours
Learning outcomes	<p>On successful completion of this component, learners will be able to</p> <ol style="list-style-type: none"> 1. Support a person to identify factors, barriers and risks that contribute to their overall wellbeing. 2. Use relevant frameworks to support the role of a Health Coach. 3. Apply communication techniques to jointly develop an action plan which supports positive behaviour change. 		
Topics (Indicative content)	<ul style="list-style-type: none"> • Factors that contribute to ongoing good health and wellbeing. • Long term physical health conditions. • Cultural considerations. • Role of health coach to support autonomy. • Assessment tools in practice. • Identifying strengths and using this for effective coaching. • Developing Action Plans and SMART goal planning. • Te Whare Tapa Wha. • Let's get real. • Values, empathy, bias and cultural safety. • Mental Health and addiction challenges. • Trauma informed care. • Effective communication and listening skills. • Health literacy. • Supporting positive behaviour change. 		
Delivery Methods / Learning Activities	<p>Theoretical delivery can be blended, online or face to face.</p> <p>Assessment could include either a written assessment or an oral assessment.</p> <p>Competency must be demonstrated in the role of a Health Coach in a primary care setting by a Lead Health Coach or practice manager.</p>		
Standard	<p>29713 – <i>Work alongside a person to achieve intended outcomes in a health or wellbeing setting and evaluate own performance</i> (Level 4) (15 credits) (version 2)</p>		

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Component Title 2 – Work collaboratively within a primary health team.

Level	4	Credits	4
Mode (if applicable)	Blended (Theoretical) Face to face (Practical)	Duration (if applicable)	40 hours
Learning outcomes	<p>On successful completion of this component, learners will be able to</p> <ol style="list-style-type: none"> 1. Describe the Health Coach role and how other clinical and non-clinical roles within the primary care team interact. 2. Describe group processes and responsibilities in providing quality holistic support. 3. Demonstrate collaborative working in primary health care. 		
Topics (Indicative content)	<ul style="list-style-type: none"> • Scope of Health Coach role. • Working within primary health care. • Multidisciplinary teams and the Health Coach contribution. • Health Improvement Practitioners, Support Workers and Health Coaches. • Providing continuity of care. • Identifying workplace laws, policies and procedures and maintaining boundaries and Health Coach safety. • Effective reporting and practice systems. 		
Delivery Methods / Learning Activities	<p>Theoretical delivery can be blended, online or face to face.</p> <p>Assessment could include either a written assessment or an oral assessment.</p> <p>Competency must be demonstrated in the role of a Health Coach in a primary care setting by a Lead Health Coach or practice manager.</p>		
Standard	<p>27885 – <i>Describe practitioner relationships, group process roles and responsibilities in a health or wellbeing setting</i> (Level 4) (4 credits) (version 2)</p>		

Component Title 3 - Connect People with services and resources to support their wellbeing

Level	4	Credits	4
Mode (if applicable)	Blended (Theoretical) Face to face (Practical)	Duration (if applicable)	40 Hours
Learning outcomes	<p>On successful completion of this component, learners will be able to</p> <ol style="list-style-type: none"> 1. Identify community services and resources to support wellbeing. 2. Connect people with services and resources relevant to the plan. 		
Topics (Indicative content)	<ul style="list-style-type: none"> • Resources, services and additional supports available in the community and online. • Government agencies which provide support, e.g. Justice, Oranga Tamariki, Work and Income, Kainga Ora. • Referral processes. • Coaching techniques to support access to services. • Equally Well. 		
Delivery Methods / Learning Activities	<p>Theoretical delivery can be blended, online or face to face.</p> <p>Assessment could include either a written assessment or an oral assessment.</p> <p>Competency must be demonstrated in the role of a Health Coach in a primary care setting by a Lead Health Coach or practice manager.</p>		
Standards	<p>29712 – <i>Contribute to identifying intended outcomes for a person in a health or wellbeing setting and evaluate own performance</i> (Level 4) (5 Credits) (version 3)</p>		

Component Title 4 – Maintain own wellbeing and safety to provide quality holistic support

Level	4	Credits	3
Mode (if applicable)	Blended (Theoretical) Face to face (Practical)	Duration (if applicable)	30 Hours
Learning outcomes	<p>On successful completion of this component, learners will be able to</p> <ol style="list-style-type: none"> 1. Describe how self-reflection and self-care delivers quality support. 2. Demonstrate self-reflective practice. 3. Maintain own wellbeing. 		
Topics (Indicative content)	<ul style="list-style-type: none"> • Self-reflective practice, what is it and how can it support improved practice. • Self-care strategies and why they are important to support own wellbeing. • Using feedback to develop practice. • Managing own stress. • Making the most of your mentor. • Support networks. • Demonstrated implementation of self-care and self-reflective practices. • Health and Safety at work, your responsibilities. 		
Delivery Methods / Learning Activities	<p>Theoretical delivery can be blended, online or face to face.</p> <p>Assessment could include either a written assessment or an oral assessment.</p> <p>Competency must be demonstrated in the role of a Health Coach in a primary care setting by a Lead Health Coach or practice manager.</p>		
Standards	<p>29712 LO 2 – <i>Evaluate own performance when contributing to identifying intended outcomes for a person in a health or wellbeing setting.</i></p> <p>29713 LO 4 – <i>Evaluate own performance when contributing to achieving intended outcomes, identify opportunities to enhance likelihood of success, and identifying risks and barriers, for a person being supported in a health or wellbeing setting.</i></p>		