

Health and Wellbeing – skill standard development

Current qualifications



NZ Certificate in Health & Wellbeing (Level 2)



NZ Certificate in Health & Wellbeing (Level 3) with strands in

- Healthcare Assistance
- Support Work
- Newborn Hearing Screening
- Vision Hearing Screening
- Orderly Services



NZ Certificate in Health & Wellbeing (Level 4) Qualifications

- Advanced Care & Support
- Primary Care Practice Assistance
- Rehabilitation Support
- Social & Community Services
- Peer Support

Programmes of study must:

- Honour Te Tiriti O Waitangi in the application of services & support in Aotearoa New Zealand.
- Embed cultural responsiveness and safety in the health & wellbeing and social services sectors.
- Reflect knowledge of multicultural practice. Meet the needs of Māori, Pacific and Whaikaha.

Core Skills and Knowledge

Understanding the role

- Understanding and applying organisational policies and procedures, relevant codes/legislation, service philosophies/delivery models
- Professionalism – professional and ethical behaviour, professional boundaries, professional relationships/teamwork
- Health, safety, and security practices – including selfcare
- Leadership skills (L4) including self-awareness, reflective practice, personal leadership, coaching, mentoring
- Technology requirements for role

Understanding the person/people being supported

- Personal plans/care plans/support plans – goals/intended outcomes
- Holistic needs – factors that influence wellbeing
- Person-centred care and support
- Advocacy and self-advocacy
- Vulnerability and abuse – indicators, effects, how to report and respond
- Observing and responding to change – observe/describe changes, effects of changes on support needs and delivery of personal plan, how to report and respond

Understanding the importance of culture and communication

- Effective interpersonal and communication skills
- Cultural responsiveness and safety – multi-cultural practice
- Developing positive relationships
- Dealing with behaviours of concern – de-escalation
- Knowledge of Te Tiriti O Waitangi and Māori values and how to apply these in role
- Understanding equity and the importance of equitable outcomes and how this can be achieved.

Role-specific Skills and Knowledge

Understanding the conditions/impairments

- Understanding conditions of the people you are supporting – including potential causes
- The impacts/implications of the condition(s), particularly about their support needs and relevant support strategies
- Resources or support services available to that person, how to access them, benefits of those services.
- Specific conditions can be selected as electives and may be specific to a role or the needs of an individual being supported. Some conditions will be relevant across roles and environments

Understanding what to do – specific tasks

- Specific tasks can be selected as electives. Some tasks may be similar across roles e.g. infection control procedures, moving people and equipment safely, maximising independence; and others may be role specific e.g. transport body parts, assist with oral health care procedures, carry out vision and hearing screening tests.