

Not your typical apprentices!

Not your typical tools!



**Careerforce
Apprenticeship
Programmes**



Careerforce
te toi pūkenga



New Zealand Certificate in Health & Wellbeing (Level 4)

About Careerforce:

As the Industry Training Organisation (ITO) for the health, wellbeing, social and community sectors, we support workplaces all around New Zealand to run workplace training programmes for their staff.

The result: Those staff can achieve nationally recognised New Zealand qualifications through on-the-job training. And we know that a qualified and competent workforce improves the health and wellbeing of everyday New Zealanders.

Careerforce are the Government appointed body that sets skill standards and develops and facilitates the achievement of NZQA-recognised qualifications across all our sectors.

Why Apprenticeships:

Apprenticeships are the much-needed answer to improving the quality of healthcare support and services needed by New Zealanders now and into the future. We know our country has an aging population and we want to care for people in their homes for longer, yet at the same time the health and wellbeing workforce is an aging workforce with a growing skills shortage.

Careerforce has now released a variety of apprenticeship programmes for the health and wellbeing sectors – a first for New Zealand! On-job training opportunities are now available, covering a wide range of roles for those working in the health, disability, mental health, aged support, rehabilitation, social and community services.

These Apprenticeships have been developed by the sector, for the sector. The core value of industry-based training is that it sets people up with the right experiences, skills and knowledge, so workers in various roles can now improve their skills through on-job learning. The result: Apprentices can earn while they learn, gain nationally-recognised qualifications, support more complex health conditions and handle challenging social issues, resulting in better health outcomes for the New Zealand community.

Apprenticeships at Level 4 can provide multiple career pathways to higher learning towards a career as a registered health professional. Further training into management or diploma or degree level is now within reach.



About the programme

The Careerforce Apprenticeship Programmes are supported, workplace training programmes leading to the **New Zealand Certificate in Health and Wellbeing (Level 4)** in one of three areas, Social and Community Services, Primary Care Practice Assistance or Rehabilitation Support.

These programmes are for people in advanced support roles who work with a range of people, conditions and situations from the routine to the complex. The underpinning philosophy of these programmes is the development of a person-centred, thinking and reflective workforce.



It's about hauora.

Our apprenticeship programmes are all built on a person-centred philosophy. Looking beyond the individual, the apprentice is taught to recognise and support a person's familial, social, cultural and health needs.

It's about building resilience in those we support.

All Careerforce apprenticeship programmes begin with the apprentice learning how to strengthen their own resilience. They then learn how to enable the people they support to build their own resilience to meet life's challenges and take control of their journey.

"I do things totally different now because I have a better understanding now why I'm doing it and I'm thirsting for more knowledge."

Deb Morrison
Primary Care Practice Assistant,
Belfast North Mediquel Doctors



So, what difference does the training make?

In consultation with our sectors, we developed a programme designed to make a real difference to the workforce, to organisations and to the people being supported.

Careerforce commissioned independent research organisation, the New Zealand Council for Educational Research, to investigate the difference that the apprenticeship programme has made. They spoke with apprentices across a range of sectors. Due to the newness of the programme, most apprentices surveyed were only a third of the way through the programme but the findings are impressive.

Overwhelmingly, apprentices described at least some new knowledge or change in perspective about their role and work practice and also described shifts in how they did things at work.

Many apprentices reported gaining new knowledge about the conditions or backgrounds of the people they support and new perspectives on the people themselves.

Every apprentice surveyed was also impacted personally by the apprenticeship programme.

“For me, the training has made me more aware of my client’s disabilities and has helped me see that the person who comes to me is a person with a complex array of needs.”

Lis Langstone
Coordinator - Mental Health and Addiction, MINDS

Developing a person-centred, thinking workforce.

The apprenticeship programmes are underpinned by the philosophy of building a person-centred, thinking workforce. Our workforce is contributing to task-oriented outcomes every day. Often, what's missing is the ability to reflect on



those outcomes and ask themselves how they can do better.

The apprenticeship programme develops those reflective practice and critical thinking skills. It draws on their existing experience but encourages them to look at their work in a different light. Research has shown that this reflective practice has changed the way apprentices work. Apprentices are now taking the time to prepare before meeting with the people they support and they're more focused on the person during the meeting.

“Self-reflection is a powerful tool to use in everyday life, not just in your work but for life in general. It helps you empathise better with others and opens your mind to everything else around you, to be able to analyse often-challenging situations so you know where to improve next time.”

Tracey Currie
Coordinator - Mental Health
PACT

Professional development for experienced staff.

We'd like to challenge some of the traditional ideas about apprentices. We're breaking the stereotype of a young school leaver with his hammer and nails.



A Careerforce apprentice is for all ages... our apprentices are aged from 18 to 66 with most of them in the 40 to 60 range.

The apprenticeship programme is for experienced staff. It builds on the technical skills and knowledge they already have, to develop their critical thinking, reflective practice and expand their 'toolkit'.

Note: We are investigating the supports that may be required by someone who doesn't have experience in either their role or with workplace training.

“My staff and I have completed Careerforce's Level 2, 3 and Level 4 qualifications in disability support and this year we are focusing on mental health, because that really reflects the needs of our clients.”

Lis Langstone
Coordinator - Mental Health and
Addiction, MINDS



“I feel very supported with this qualification with work fully backing me up, and the Careerforce coordinator is always available on speed dial if I’m stuck.”

Paul Lavea
DIAS Coordinator
Vaka Tautua

A new level of training support.

One of the key differences with apprenticeship training is the presence of an Apprenticeship Advisor. This is someone who walks alongside the apprentice and supports the relationship between the apprentice, the employer and the training. This approach supports the development of an employee whose learning and growth is self-sustaining.



The Apprenticeship Advisor acts as “coach” providing one-on-one support appropriate to the individual apprentice and their needs. Some apprentices may need a higher level of support, for example, rural apprentices who feel isolated.

In addition, there are support resources available on MyPath that the apprentice accesses to help with their learning.



It's a level 4 qualification.

Careerforce Apprenticeship Programmes lead to the New Zealand Certificate in Health and Wellbeing (Level 4) in one of three areas:

- Social and Community Services,
- Primary Care Practice Assistance, or
- Rehabilitation Support.

One difference between a level 4 qualification and a level 2 or 3, is that the apprentice is in a role where they are working with limited supervision or may have some form of leadership role themselves. In addition, the people they're supporting may have unpredictable and complex needs.

The Level 4 programme presents a new learning opportunity and a new learning style. It will stretch

the apprentice giving them scope to explore special interest areas in greater depth. It moves them from being reactive to being proactive.

Learning at level 4 is self-directed with broad guidance from the employer and more supported guidance from the Apprenticeship Advisor.

The Level 4 Apprenticeship Programme has enabled a career pathway within and across our sectors.

“Although my background is in aged care and dementia care, through studying the Diversional Therapy Apprenticeship I am gaining a much deeper understanding of how the games and activities we run every day at work helps our clients.”

Pauline Plewinski
Activities Coordinator
Alzheimers Society



Funding opportunities

The Careerforce Apprenticeship enrolment fee is \$2,000. A number of funding opportunities are available to support at this cost. Careerforce can provide advice on available grants and funding.

“The grants help us to reduce our overall training spend, so it's essentially cost neutral to us. And if I don't have to pay for that, I can offer more training to more people across the sector.”

- Beverly Pollard, Framework Trust



Careerforce Apprentice Kickstart

The Apprenticeship Kickstart was designed to support organisations who may not have access to other funding and grants for their apprentices. Participants can be awarded up to \$2,000 for the waiver of Careerforce apprenticeship programme enrolment fees.

To be eligible for the Apprenticeship Kickstart, the apprentice or employer must not qualify for any other grant, benefit, scholarship or funding towards their enrolment costs. The apprentice must also:

- be enrolled in a Careerforce Apprenticeship Programme (Level 4).
- be employed in a sector relevant to the apprenticeship programme.
- have an employer who is supportive of their application.

There are only 500 Kickstart grants available. More information is available from Careerforce:

www.careerforce.org.nz



Te Pou Training Grant for the disability sector

Disability Support Service providers can apply for training grants to help employers with the cost of employees taking part in NZQA training. The grant can only be used for approved qualifications.

Participants can be funded up to \$2,000 (including GST) per calendar year, depending on the qualification level and number of credits. Applications are received throughout the year.

More information on the Te Pou Training Grant is available from:
www.tepou.co.nz

Mental Health Support Workers Training Grant

The Mental Health Support Workers Training Grant is funded by the Ministry of Health to support training costs.

Trainees enrolled in an NZQA approved and registered certificate related to Mental Health and Addiction Support can receive up to a maximum of \$2,000. Payments are made in two instalments. More information is available from Careerforce:
www.careerforce.org.nz

Training and Workforce Development Fund

Inclusive New Zealand administers a fund for Employment, Participation and Inclusion Service providers to improve and develop their services through learning and training.

The purpose of the Fund is to enable the staff of MSD funded Employment, Participation and Inclusion Services to access a variety of training options relevant to their positions and that contribute to the effective delivery of disability supports in line with government direction.

More information on the Training and Workforce Development Fund is available from
www.inclusivenz.org.nz

Hauora Māori Training Fund

The Hauora Māori Training Fund has been developed for the Kaiāwhina/unregulated Māori health and disability workforce. The funding can be used when attending a training programme to complete a relevant qualification to support delivery of health and disability services to Māori.

Any workplace or trainee wishing to discuss eligibility for this training funding, should contact their local DHB in the first instance. They will work with you to ensure the training you undertake will help the trainee achieve their academic and career aspirations. A selection process will consider all applications.

Le Va Mental Health and Addiction Scholarships

These scholarships are specifically for Pasifika trainees and include fees, expenses, mentoring, coaching, cultural and pastoral care support. More information about Le Va Mental Health and Addiction Scholarships is available from www.leva.co.nz.





Helping the workforce find their place in the world.

People working in the sectors Careerforce support are passionate about the work they do, but are often unrecognised in the wider health, disability, social and community workforce. The apprenticeship programme challenges apprentices to see the bigger picture of New Zealand health and wellbeing and how they fit in. Once they have this understanding they're able to improve their practice to provide better outcomes for the people they support.

The Apprenticeship Programme gives the apprentice credibility, recognition and value. It enhances their confidence and effectiveness in their role.

“The content is what I practice daily but it’s great to have it in written form to validate the work I am doing and show me I am on the right path.”

Nicola Mason
Social Services Coordinator
Happiness House

Uncover new ideas and opportunities.

During the programme, an apprentice will be learning and developing new ideas and new ways of approaching their work. Employers need to be willing to listen and support their apprentice. Their ideas may help grow workplace capabilities and practice.

Apprentices have access to online forums where they can connect with other apprentices. This enables the apprentice to gain insight into other roles beyond their own community and sector. This sharing of ideas can open up new opportunities for workplaces.



“Sometimes we just run from one thing to another and are not so reflective. I think this is the main thing that I’m learning. We’re looking at different government organisations, different social models...So it’s good to see how our organisation fits in.”

Niki Jimenez
Community Facilitator
SkillWise





It's REAL

REAL is an approach that puts people and outcomes first and is about the difference training makes. It respects people, especially experienced workers and enables the development of a competent, confident and person-centred, thinking workforce as well as improving operational efficiency and productivity in the workplace.

REAL is:

- **Respectful** – formally recognising the competence of experienced staff and ensuring the training they undertake fills their gaps in skills and knowledge. We are also respectful of an employer's capacity and capability to support training.
- **Efficient** – for a person in training, this means capturing

the evidence of competence demonstrated in everyday work and recording it against the assessment requirements.

- **Applied** – Training is based on the real skills needed to support people. People in training must demonstrate they have transferred the learning into practice. Applied also means Careerforce collects evidence of the difference that training is making to practice.
- **Living** – training is all about people but it's also flexible, dynamic and progressive. New skills will be needed to enable the workforce to meet emerging needs and responses.

A number of modules lend themselves to a REAL approach including:

It's About Te Ao Māori

An apprentice may already be demonstrating and applying appropriate kawa, tikanga and te reo Māori.

Be Safe

An apprentice may already be developing and implementing risk management plans in their role. They may also have a strong understanding of challenging behaviours and how to use behaviour and communication techniques to manage challenging behaviour.

Be Awesome

Many apprentices will already be demonstrating peer and personal leadership within their workplace.



Exceed, Connect and Achieve

In terms of personal and professional development, the core modules in the apprenticeship programme are Exceed, Connect and Achieve.

Exceed:

In this module, the apprentice will undertake research into a condition or impairment and a situation or social issue and its impact on New Zealanders and their whānau and communities. This is the apprentice's opportunity to explore a new dimension to their role. The workplace and the apprentice should agree on a topic for study that enhances the practice of the workplace and benefits the people they are supporting.

Connect:

This module supports the apprentice to investigate and collaborate with the supports and networks in their community that can help them meet the needs of the people they support. It helps the apprentice contribute to their community in a different and more meaningful way. Connect brings in the community to supporting a person's development and growth.

Achieve:

Achieve supports the trainee to develop their self-reflection and critical thinking skills. This module encourages the trainee to analyse the knowledge and new way of thinking that they've developed over the apprenticeship programme and apply

it to their work practice. It helps them to understand how they fit into the philosophy and drivers of the sector and their workplace.



Careerforce apprentices take top awards

New Zealand's first ever Health and Wellbeing apprenticeships are already scooping national awards less than 12 months after they launched.

Two Mental Health and Addiction apprentices, both supported by Careerforce, took top places at the inaugural Future Business Leaders Awards last week.

Taking the top prize of Overall Future Leader and the Female Future Leader category was South Auckland mental health worker, Christina Taefu who works for Framework.

Winning the Maori Future Leader award was Turaukawa Bartlett. He is a whanau support worker for Te Korowai Hauora o Hauraki – a rural Iwi-based health and wellness service looking after the Hauraki.

The two winning Careerforce apprentices were selected from 80 trainees who were in the running. As part of the combined Industry Training Organisations, Got A Trade campaign, the awards recognise and celebrate New Zealand's 'bright young things'.

"I'm really honoured, grateful and excited," Christina said immediately after receiving the top accolade. "To me this is all about education. Doing my apprenticeship means I provide a better service and I find better ways of doing my work. I love my study as it aligns with my work, with my morals and my values."

Taraukawa also says education is the key. "Winning this award is just the beginning for me – it's a stepping stone for my whānau, for my people and all the people of New Zealand.

"In our work you go on feelings, but your feelings may not be right. So through this training you get to base your feelings off something you know. It (the apprenticeship) professionalises the standard in our industry. I'm just overwhelmed to have received this award."

The winners were selected by a cross sector judging panel including Industry Training Federation chief executive Josh Williams, who says Christina's entry was a stand-out winner.

"We agreed unanimously that Ms Taefu stood out. She is clearly a future business leader in the education and mental health sectors. Through her community service and commitment to helping others, she is the embodiment of someone who has the passion and the ability to make a difference," Josh added.



Careerforce
te toi pūkenga

Enabling workplace training

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