

**I'm an apprentice,
my tools are my eyes,
my ears and my heart.**

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**An apprenticeship for people working in Primary
Care Practice leading to the New Zealand
Certificate in Health & Wellbeing (Level 4)**

New Zealand Certificate in Health and Wellbeing

Primary Care Practice Assistance

Level 4, 120 credits

The aim of this New Zealand Apprenticeship programme is to support employees to expand their knowledge and grow their skills. The underpinning philosophy of the programme is to build a person-centred, thinking workforce. The programme was developed in consultation with the sector and the content continues to be informed by client needs and sector developments.

The programme encourages the apprentice to participate in a community of learning where they can share ideas and learn from others who are working in different workplaces and sectors throughout New Zealand.

The programme encourages the apprentice to apply the theory into their current work role, to identify what they will do differently and then consider how it went. They are assessed in real work situations with the employer able to observe and comment on their new competencies.

All the apprenticeship programmes have modules in common as these develop the core skills and attitudes needed by the workforce to support a person-centred approach and to work as part of an integrated team no matter what sector or community they are working in.

The Primary Care Practice Assistance programme includes developing the following core competencies:

- engaging and communicating with people, family and/or whānau who are accessing primary care services in a manner which respects their socio-cultural identity, experiences and self-knowledge.
- the ability to relate the unique place Māori have as tangata whenua and knowledge of person-whānau interconnectedness to their own role.
- actively contribute to a culture of professionalism, safety and quality within your primary care organisation.
- understanding New Zealand's health and wellbeing challenges and the purpose and impact of their own role.
- apply knowledge of primary care to support people, family and/or whānau, and your healthcare team.
- gaining an in-depth knowledge of a condition, impairment, situation or issue and applying the new knowledge to support clients.
- perform routine clinical tasks in a primary care practice setting under direction and delegation and contribute to the effective functioning of primary care practice administration and quality systems.

Resources

Apprentice Advisors

Each apprentice has a designated 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. The apprentice’s advisor will engage with the employer and others as needed to provide additional learning support and appropriate pastoral care based on the apprentice’s needs. The Advisor is also the apprentice’s assessor.

These Advisors are located throughout New Zealand and can support apprentices no matter how remote.

MyPath and forums

Learning and assessment are all available on MyPath, Careerforce’s learning and assessment platform. This can be accessed online, anytime, anywhere. A user guide is available on MyPath, under FAQs.

All the assessments are on MyPath. Where an assessment requires a workplace observation the assessor will download the forms and work with the agreed observers to ensure they understand what they need to do.

Apprentices have access to online forums through MyPath. Forums are where apprentices can ask questions, share ideas and make comments. This enables a community of learning with other apprentices. Apprentices are strongly encouraged to use these forums to engage with other apprentices across the country as they work through their programme as these interactions give apprentices insights into the wider health and wellbeing sector and the experiences of others. In some circumstances the opinions and examples posted by apprentices can be part of the assessment.

Time

Experience to date indicates that the programme is likely to take between 12 and 18 months to complete.

The amount of time required each week for this programme is highly dependent on the individual. There are no fixed sessions that would otherwise require regular backfill.

Cost

\$2000 (GST inclusive). This can be paid by instalment.

Grants and funding

Careerforce Apprenticeship 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 the 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.

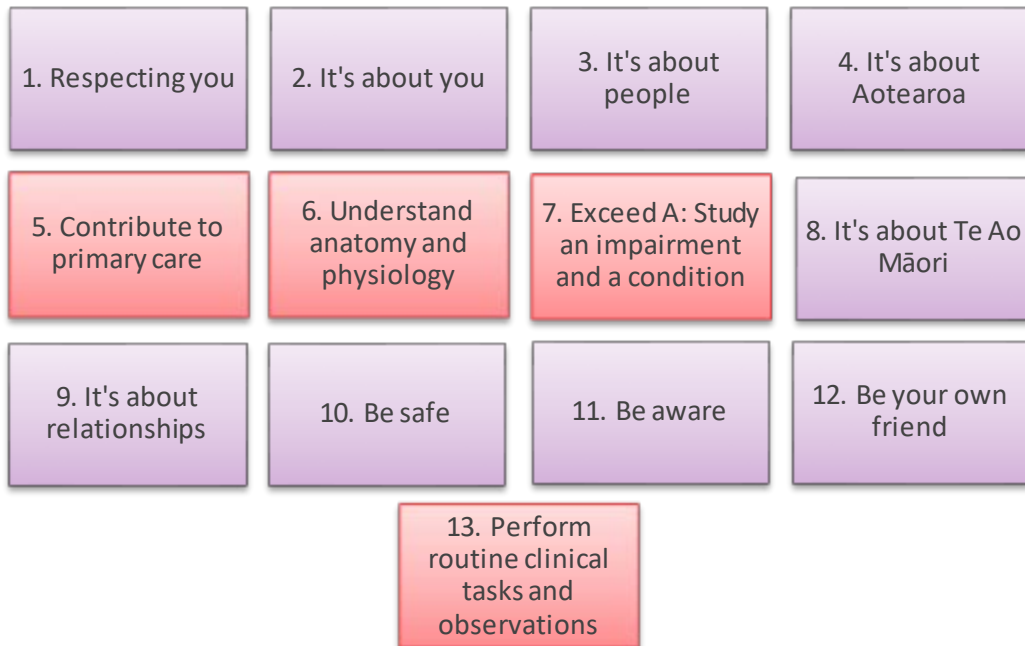
There are only 500 Kickstart grants available. More information is can be found at www.careerforce.org.nz

Evaluation and review

Careerforce evaluates all programmes to both understand the difference it makes and to enable continuous improvement. Careerforce also participates in independent NZQA consistency reviews which support the credibility of our programmes by providing assurance that all graduates meet the outcomes to an equivalent, national standard no matter where they complete their learning and assessment. Apprentices and employers are asked to provide feedback to inform evaluation and review.

Module Information

The 13 modules in this programme will generally be undertaken in this order.



Respecting you recognises the skills and knowledge the apprentice has already demonstrated in their workplace.

It's about you, It's about people, Be aware, Contribute to primary care and **Understand anatomy and physiology** require the apprentice to demonstrate their knowledge of key concepts in health and wellbeing gained through study into the field and demonstrated through short answer assessments.

In **Understand primary care and support administration** the apprentice will gain a foundation of understanding about primary care and their role. They will then be observed applying this learning in the workplace. One or more senior staff members will be needed to observe the apprentice demonstrating these skills on the job. These are staff members who work alongside their apprentice in their administration role and can confirm that the apprentice is working to workplace policies, procedures and work practices.

It's about Te Ao Māori requires the apprentice to engage with tangata whenua in your community. We recognise that for geographical or other reasons this engagement may be challenging for an organisation or apprentice. Careerforce can support apprentices to engage with Māori to complete this module.

Exceed focuses on gaining additional knowledge which the apprentice will then apply in your workplace. It is likely that their training plan will see them complete Exceed early in the programme as this module gives the apprentice the opportunity to gain new and in

depth understanding about a condition, situation, social issue or impairment. **Exceed** does not have learning available on MyPath. It is expected that the workplace and advisor will support the apprentice's learning through this module.

The assessments for **It's about Te Ao Māori, It's about relationships, Be safe, Be your own friend, Understand primary care and support administration** and **Perform routine clinical tasks** require observations of the apprentice applying skills and knowledge. These are mostly done in the workplace. The initial meeting with the assessor will cover what this means for the workplace.

Respecting you

Observation of existing skills and knowledge

This module recognises an apprentice's existing ability to follow workplace practices.

The apprentice's manager or equivalent confirms the apprentice's ability to:

- act ethically and respectfully, and demonstrate professional behaviour.
- demonstrate values and principles.
- contribute to continuous improvement.
- follow health and safety procedures.
- follow workplace policies and procedures.
- address professional and ethical challenges.

It's about people

MyPath learning support and theory assessment

This module supports an apprentice to explain and reflect on the factors that influence the health and wellbeing of the people they support. Their short answers to questions will confirm their ability to:

- explain the influence of the following on a person's health and wellbeing and how these should be considered when providing support:
 - a person's holistic needs.
 - people's own perspectives and contexts influencing their experience of disability, impairment, conditions and situations.
 - experiencing stigma, discrimination and/or a disabling society.
- compare the key attributes, strengths and limitations of different service philosophies and why they are beneficial for the people they are supporting or the type of support they provide.

It's about you

MyPath learning support, theory and applied assessment

This module supports an apprentice to improve their own practice for the benefit of themselves, the people they support and their organisation.

Their reflective exercise and short answers to questions will confirm their ability to:

- explain the process and benefits of self-reflection.
- apply self-reflection using a recognised model.
- evaluate the influence of self-reflection on improving their own work practice.

It's about Aotearoa

MyPath learning support and theory assessment

This module supports the apprentice to develop a more in-depth knowledge of the contemporary initiatives, priorities and challenges in New Zealand's health and wellbeing sector and the impact of these on their role.

Their research and short answers to questions will confirm their ability to:

- identify priority areas for improving health and wellbeing outcomes for New Zealanders and explain their contribution to achieving them.
- identify the challenges to achieving better health and wellbeing outcomes for New Zealanders and the implications for them and the people they support.
- examine how contemporary initiatives such as policies, strategies, plans, trials, emerging models, produced by the New Zealand government, sector peak bodies and policy groups address these priorities and challenges and the potential implications of the initiative.

Contribute to primary care

MyPath learning support with theory and applied assessment

This module supports an apprentice to develop a more in-depth knowledge of primary care provision and its role in New Zealand's health sector. Building on this knowledge, the apprentice is supported to contribute to administration and quality systems.

Their short answers to questions will confirm their ability to describe a range of features of health care provision including:

- the relationship and differences between primary, secondary and tertiary care.
- examples of the role and function of community health and alternative/complementary health services.
- the difference between general practitioners and medical specialists.
- the role of primary care in prevention and self-management.

- an example of the function and role of a medical insurance scheme.
- the different services provided by public and private hospitals.
- the key goals and principles of primary care and the roles of people involved in primary care.
- key ethical and legal considerations.
- understanding and explaining common medical terminology including conditions, prescriptions and clinical abbreviations.
- the quality systems and audit requirements relevant to their role.

Over a period of at least three months, the apprentice will be observed in the workplace to confirm their ability to:

- produce, file and locate medical documents in accordance with workplace practices.
- engage and communicate with clients, customers and suppliers including with people from different cultures and with different communication abilities.
- demonstrate the ability to work with distressed people or people whose behaviour is challenging.
- demonstrate the ability to be discrete and maintain privacy and confidential information.
- demonstrate receptionist skills including understanding and clarifying client needs, making appointments, diary management, recording information and keeping records, making and receiving orders from suppliers, taking payments and managing patient accounts.
- demonstrate their ability to make claims and to schedule appointments with other health providers.

The apprentice will also undertake study to understand three current or emerging health or wellbeing conditions, impairments or situations relevant to primary care and your practice.

Their research will cover:

- the prevalence, causes and risk factors.
- the signs and symptoms.
- the impact on the person's health, functional status and wellbeing.
- the role of primary care in responding from a national perspective and from your own practice perspective.

Understand anatomy and physiology

MyPath learning support with theory and applied assessment

This module supports an apprentice to develop the knowledge to support them to perform routine clinical tasks and observations. Their short answers to questions will confirm their understanding of the cardiovascular, respiratory, musculo-skeletal, endocrine, nervous and digestive systems including:

- the anatomy of each system and associated organs.
- medical anatomical terminology.
- the physiology of each system and the associated organs.

Exceed A: Study an impairment or condition

Workplace learning with a mini research project and reflective exercise

We recommend this module is started after the module, It's about Aotearoa is completed. As part of the training needs analysis the workplace, apprentice and Advisor will identify the probable mini research topics that add the greatest value to the apprentice and your organisation.

The apprentice will select one condition or impairment and one social issue or situation to be the focus of their investigation. Their mini research project will confirm the apprentice's knowledge and ability to:

- identify the prevalence, causes and/or risks factors of the condition or impairment, and situation or social issue.
- explain the holistic impacts of the condition or impairment, and situation or social issue for a person, family, whānau or community.
- explain the implications of the condition or impairment, and situation or social issue in relation to a specific socio-cultural group or life stage and to a co-existing condition, impairment, situation or social issue.
- describe the support or treatment available.
- describe the people and processes involved for a person, family or whānau.
- identify the implications of the above on their own role.

It's about Te Ao Māori

MyPath learning support with theory and a practical observation assessment

This module supports an apprentice to develop skills and knowledge to support their engagement with tangata whenua.

Their short answers to questions will confirm their ability to:

- explain the impacts of colonisation on health and wellbeing outcomes for tangata whenua, both historically and today.
- identify the influence of the above in terms of the impact on the apprentice's role.

The apprentice will collect information on the kaupapa Māori and/or Māori responsive support services in your community and describe how they might be used by the people they support.

Observations will confirm the apprentice's ability to:

- demonstrate appropriate kawa and tikanga in a range of situations.
- pronounce te reo Māori appropriate to the situation.
- behave in a way that demonstrates awareness of the characteristics and needs of tangata whenua involved in the situation.

It's about relationships

MyPath learning support and a practical observation assessment

This module supports an apprentice to develop and maintain positive relationships with the people they support and their family and whānau.

The collection of evidence and observation in the workplace will confirm the apprentice's ability to:

- develop and maintain relationships with a focus on the intended outcomes for the people they support.
- recognise and adapt approaches to the relationship.
- address barriers to successful communication and engagement.
- engage with family, whānau and/or natural supports in accordance with the person's needs and wishes.
- adapt their approach to the engagement when required.

Be safe

MyPath learning support and a practical observation assessment

This module supports an apprentice to contribute to preventing escalation and de-escalating challenging behaviour. They will also identify risk, and implement and evaluate risk management plans.

The collection of evidence and observation in the workplace will confirm the apprentice's ability to:

- use behaviour and communication techniques to prevent escalation and de-escalate challenging behaviours.
- identify situations and factors that may trigger or influence the occurrence of challenging behaviour.
- implement positive support mechanisms to address factors that may trigger or influence the occurrence of challenging behaviour.
- evaluate their response and identify positive and negative outcomes.
- identify and assess risk and safety concerns.
- implement and evaluate the effectiveness of risk management plans.
- collaborate constructively with others to both prevent and address challenging behaviours, and implement and evaluate risk management plans.

Be aware

MyPath learning support with theory and applied assessment

This module supports an apprentice to build resilience and be able to recognise and respond to people who are in situations of vulnerability.

Their short answers to questions and case studies (based on scenarios or their personal experience) will confirm their ability to:

- identify the commonly observable signs that a child, person, family and/or whānau are in a situation of vulnerability.
- explain the significance of considering people's unique context, and risk and protective factors, when determining an appropriate response to situations of vulnerability.
- identify their responses and responsibilities in terms of your organisation's relevant policies and procedures.
- explain the roles of key agencies involved in responding to situations of vulnerability.

Be your own friend

MyPath learning support and a collection of evidence for assessment

This module supports an apprentice to undertake self-care and minimise the impacts of adverse situations.

The development and implementation of a self-care plan will confirm the apprentice's ability to:

- minimise the impact of adverse personal and/or professional factors on personal wellness.
- maintain and enhance wellness through the identification, implementation and evaluation of self-care strategies.

Perform routine clinical tasks and observations

MyPath learning support and a practical observation assessment

This module supports an apprentice to develop the skills needed to perform routine clinical tasks and observations under the direction and delegation of a health professional.

Their short answers to questions and observations in the workplace will confirm the apprentice's ability to:

- observe, record and report changes to a patient's condition.
- use appropriate strategies to respond to changes in a patient's condition or symptoms in accordance with their personal plan.
- perform four relevant routine clinical tasks and observations.
- correctly follow the direction of the delegating health professional and work within the boundaries of their role according to workplace policies and procedures.
- provide information to the patient about the task or observation.
- demonstrated appropriate values, processes and protocols in relation to working with people from other cultures.



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te toi pūkenga

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