

Terms, Descriptions and Definitions

Updated November 2010

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4098

All Careerforce workplace assessors are required to hold unit standard 4098 or have had their equivalent skills and knowledge confirmed through a recognition of current competency program before they become a workplace assessor. Equivalent skills and knowledge will be judged to meet requirements where evidence can be presented of training in and/or extensive experience in assessing against unit standard competencies. Teaching or other qualifications that do not specifically and adequately cover this workplace, unit standard based assessment may not be considered equivalent to having achieved 4098. All people wanting to be assessors should apply using the Assessor Application Form through their Career Workplace Advisor.

23925

Careerforce has reviewed Unit Standard 23925 (Support, mentor and facilitate a consumer to maximise independence in a health or disability setting) and has agreed to make it available as a stand-alone unit of learning and assessment. The unit standard is currently in the elective set of Core Competencies (level 3).

The cost of this standalone unit standard is \$45 (incl. GST) per trainee. To be eligible trainees need to be either enrolled in Foundation Skills or have completed a relevant higher level qualification.

For more information, including how Careerforce can support workplaces to deliver workplace based learning, contact Careerforce on 0800 277486 or email info@careerforce.org.nz

**ACE
programme**

Careerforce and Health Education Trust (HET) signed a three-year Heads of Agreement in early 2009. Careerforce pays a set fee to HET for each trainee in a HET/Careerforce training agreement. This funding is to support HET to provide their ACE programme to Aged Care Residential Workplaces.

As part of the agreement, HET and Careerforce have agreed to closer working relations, which will include aligning their systems and working collaboratively. This also enables Careerforce Workplace Advisors to support workplaces using HET materials.

Age restrictions

The TEC ITO Policy states: *“As the school leaving age is currently 16, Industry Training trainees who are younger than 16 are required to have an approved exemption from school, which needs to be sighted by the ITO. A minimum age for trainees has been not set due to the employment focus of the industry training strategy. However, individuals who are enrolled in school are not eligible for industry training. This is because school students already receive funding via Vote Education, and are able to access other programmes, such as Gateway. There is no upper age limit for Industry Training trainees.”*

AMAP

An AMAP is an Accreditation, Moderation and Action Plan: a plan devised by an Industry Training Organisation (ITO) and registered with NZQA, which outlines the criteria the ITO is using for accreditation of education providers that seek to deliver and assess against unit standards for which the ITO is the standard setting body (SSB). The AMAP also includes information on how the particular ITO will implement quality controlled, external moderation processes to ensure that national consistency is achieved across unit standards. Every unit standard registered on the National Qualifications Framework (NQF) cites the number of the AMAP that applies to that unit standard. The AMAP also identifies the qualifications and experience needed for an assessor of each unit standard.

Assessment and verification tasks

An assessment task is one that is specifically requested by and observed or reviewed by an assessor. It may involve activities and discussion.

A workplace verification task is one that is normally part of a person’s workplace activities and may be directly observed by a verifier or informally monitored over a period of time and is then acknowledged as meeting the required standard by the verifier. This judgement is given to the assessor to use as part of their accumulation of evidence of competency. Verification tasks often occur naturally in the workplace or are linked to a workplace’s policies and procedures.

Assessment rebates

Careerforce will support the costs incurred by the employer or individual who is paying for the workplace based assessment. This is usually done by making an annual payment to the workplace for qualifications that have been completed within the designated timeframe. Larger rebates may be split to recognise who has paid for the assessment. There is no rebate or part rebate on occasions when Careerforce has paid for the mobile assessor. The assessment rebate programme is due for review in October 2012. See www.careerforce.org.nz/fees-rebates

for more information.

As an employer you can access the rebate as follows:

In November of each year, Careerforce will send to each workplace/health and disability provider a report identifying all trainees (who have completed qualifications between November 1 of the previous year and October 31st of the year the payment will be made in) who are eligible for the assessment rebate. This report will specify the qualification in which the trainee has enrolled, and the timeframe in which it has been completed.

For the health and disability provider to receive the rebate, the trainee must have completed his/her qualification with that provider. This provision also applies to trainees who have joined the provider after having started their qualification elsewhere.

To access the rebate, the health and disability provider must send an invoice to Careerforce (Accounts Department) which covers each trainee on the report, their qualification and their related rebate. If the initial report from Careerforce is incorrect employers are asked to make the correction and send in a corresponding invoice. Health and Disability providers with any questions about their report should contact their Careerforce Workplace Advisor in the first instance. Careerforce will pay on the invoice in accordance with our standard payment terms (all invoices must be received by Careerforce by 5 December for payment on 20 December).

Assessor Scope

Once registered, assessors are assigned a “scope” of unit standards they can assess according to their qualifications and experience.

Currently scopes tend to be based on qualifications however this is likely to change later in the year to include more unit standard based scopes and domain at specified level scopes. Scopes are also developed and/or changed as qualifications are developed or revised.

The current scopes which can be selected and approved, depending on skills, knowledge, work experience and qualifications are:

- National Certificate in Community Support Services (Foundation Skills) (Level 2)
- National Certificate in Community Support (Core Competencies) (Level 3)

- National Certificate in Community Support (Residential) (Level 3)
- National Certificate in Community Support (Human Services) (Level 3)
- National Certificate in Community Support (Intellectual Disability) (Level 3)
- National Certificate in Community Support (Vision and Hearing Screening) (Level 3)
- National Certificate in Diversional Therapy (Level 4)
- Dementia unit standards (23920, 23921, 23922, 23923)
- Unit 5012 Demonstrate musculo-skeletal care and handle people safely in a health or disability setting. This unit standard is only included in the scope for assessors who are a registered nurse, an enrolled nurse, a physiotherapist, an occupational therapist, a service co-ordinator or a manager. They must also have completed approved training in the area of transferring and positioning people safely.

For applicants who wish to assess against our expiring qualifications – National Certificate in Human Services (Level 4) and National Certificate in Support of the Older Person (Level 3) (both community and residential strands), please contact your Careerforce Workplace Advisor in the first instance. These scopes will only be available until November 30, 2010.

In some cases, Careerforce will utilise the advice of sector specialists to validate and determine the scope to be awarded to Careerforce Workplace Assessors.

Assessor Training

If you have any questions about assessor training opportunities please contact your Careerforce Workplace Advisor in the first instance.

If you have completed assessor training but did not complete your 4098 assessment please contact our Assessor and Educator Support Leader on 03 374 1338.

Assessors

A “Careerforce Registered Workplace Assessor” is an assessor registered by Careerforce to assess in the workplace. They will hold the unit standard 4098 and meet the qualification and experience required to assess their scope as identified in Careerforce’s AMAP. They are also encouraged to hold unit standards 18203 “Verify

evidence for assessment for candidate” and 11281 “Prepare candidates for assessments”.

The role of a Careerforce Registered Workplace Assessor is to:

- Oversee workplace verification and supporting workplace verifiers.
- Participate in moderation processes
- Undertake formal assessment
- Coach and mentor, especially with regard to not yet achieved outcomes
- Manage marking of assessments if required by the workplace.
- Sign off all workplace assessments.
- Report credit to Careerforce

The minimum criteria for assessors registered with Careerforce is to:

- Have a minimum of three years recent industry experience within a health or disability setting and/or have undertaken professional development within the preceding three years in a health or disability setting that is relevant to the unit standards they are assessing against
- Hold a qualification or unit standard/s at or above the level they are assessing that is relevant to the subject area

If you are interested in becoming a workplace assessor with Careerforce contact your local Careerforce Workplace Advisor for an application form. If your application is successful Careerforce will pay the costs for you to attend a two day assessor training course.

Automatic credit

In cases where trainees have achieved a previous version of a unit standard, or have achieved a standard or standards deemed equivalent as the result of a review of a unit standard or national qualification, their National Qualifications Framework Record of Achievement will recognise this automatically.

Note: As this is normally an automatic process based on transitions contained in the unit standard and/or qualification documentation, Careerforce’s role will generally be restricted to ensuring that accurate information is provided. As such, no further assessment is necessary. In cases that require ‘manual’ intervention to update a

trainee's record on the NQF, there is no fee.

Badges

Badges will automatically be provided by Careerforce for graduates of the following workplace based national qualifications: Foundation Skills (L2), Core Competencies (L3), Residential (L3), Intellectual Disability (L3) and Human Services (L3).

Education Providers can order badges for their graduates for the qualifications above by filling out a form (www.careerforce.org.nz/Forms). Badges cost \$10 including GST each. Please fax the completed form to Training Support (03 371 9285) or email it to info@careerforce.org.nz

Careerforce Board

- Independent Chair: Richard Westlake
- Director Aged Care Residential: Martin Taylor, CEO, NZ Aged Care Association
- Director Disability: Chris Harris, CEO Spectrum Care
- Director Home and Community Support: Ray Lind, Chief Operating Officer Healthcare NZ
- Director Mental Health and Addiction: Dr Colin Hayes, CEO Framework Trust
- Director Employee Knowledge: John Ryall
- Director Contract, Project and Risk Management: Dr Frances Hughes
- Director Government Policy, Strategy and Workforce Development: Helma van der Lans
- Director Maori Aspirations: Pene Brown

Careerforce resources

For details on learning and assessment resources currently available please click on the following link:

www.careerforce.org.nz/educator-supports

Careerforce's coverage

Careerforce is the industry training organisation for health, disability, and community support for Levels 1-8 on the National Qualifications Framework to set standards for the sectors of aged care, addiction, allied health, core health, dental support, intellectual, physical and sensory disability, health care orderlies, health support, mental health, primary and secondary health care, public health and whanau ora, except where the workforce is

covered by the Health Practitioners Competence Assurance Act 2003.

Ambulance, first aid, injury prevention, pre-hospital emergency care, occupational health and safety, pharmacy, social services, State services related public administration and management are excluded from the Careerforce coverage as they lie within the coverage of other standard setting bodies.

Careerforce's role

As an Industry Training Organisations (ITO), Careerforce has three main roles:

- Set skill standards and qualifications for industry and vocational education;
- Develop arrangements for the delivery of industry training that will enable trainees to attain those standards
- Provide leadership within the industry on matters relating to skill and training needs

For more information go to www.careerforce.org.nz/about

Case Studies

A case study is a presentation that describes a trainee's experiences with a particular person(s) or situation. This presentation may be fictionalised to the extent that identifying details are removed; but a case study should be based on an experience that actually happened in connection with a person(s) you were supporting, or with a particular situation that you were involved in. When reviewing your case study, an assessor will expect to see clear evidence that the documentation you have provided meets the required outcomes of the assessment task. Click here for more: www.careerforce.org.nz/portfolio_case_studies

Costs

In 2008 a qualification cost analysis was undertaken as part of developing a pricing model for our qualifications. In determining the pricing model, the following factors were considered:

- recognition of TEC's requirement that the ITO must obtain industry contribution
- reducing fee barriers to lower level health and disability national certificates
- cost recovery of the direct costs for the financial viability and sustainability of training for this sector

The qualification fee charged by Careerforce is a significant subsidisation of the real cost of developing, maintaining and supporting the qualifications.

Credit recognition

Within Careerforce, Credit Recognition is the overarching term for the process of awarding credit for an applicant's previous learning/achievement towards another designated standard. The two categories of credit recognition that apply within this policy and procedures are credit transfer (with an associated automatic category) and recognition of current competency.

Credit transfer

Within Careerforce, credit transfer is the awarding of credit towards a Careerforce qualification for successful learning or training that has been assessed by an accredited education provider. The successful learning or training can be either from NZ or overseas and the credit can be for coursework and/ or unit standards.

Delivery Models

Careerforce is working with health and disability organisations to identify and implement a range of delivery models which support workplace based assessment and enable workplaces to support their trainees to undertake national qualifications.

In-house Model: In this model the employer takes on full responsibility for providing people both to support the learning/education and to assess the employee (trainee): through using existing staff, or staff contracted in specifically for this purpose. The organisation is guided through the set-up of internal processes for the "in-house" model with support provided by a Careerforce Workplace Advisor (CWA). The employer may use a variety of learning resources for example Careerforce resources, the ACE programme, their own resources or purchased resources, including those that have been evaluated by Careerforce.

Partnership Approach: The partnership approach sees the roles of learning support/educator (and sometimes assessors), shared across a number of different workplaces. This partnership approach is ideally suited to situations where the "in-house" model is the preferred method of training for a group of workplaces, but not all employers have access to appropriately skilled staff either to support the learning, and/or to assess the trainees for all of the qualification. In this model workplaces share the responsibilities for delivering and

assessing the qualification.

Lead Employer: In this model a workplace offers the in-house model to its own staff, but also opens up the training sessions to workers from other workplaces. The agreement between the “lead employer” and other employers of trainees may be facilitated by Careerforce, but remains the responsibility of the individual employers to finalise. The lead employer may also offer assessment services to the other workplace/s.

Hub Approach: This model is a variation of the “in-house” model. In this model a lead organisation becomes a sector based “learning and assessment centre” for some other workplaces as well as for their own trainees. Hubs could be developed, for example, by an iwi provider, peak body¹, District Health Board or a Non Government Organisation.

Education Provider² Led: When a qualification is registered on the NQF, and an education provider has been accredited to deliver it, the education provider is able to make its own decisions about how the qualification is to be delivered. In these situations the Tertiary Education Commission may fund the qualification delivery through Equivalent Full-time Student (EFTS) funding, and/or fees may be charged by the education provider.

Workplaces may also contract education providers to deliver all or part of a qualification for their workplace. This is a private arrangement between the workplace and the education provider.

Education providers accredited to deliver the National Certificate

Mental Health (Diploma and Certificate)

- Whitireia Community Polytechnic
- Christchurch Polytechnic Institute of Technology
- Manukau Institute of Technology
- Southern Institute of Technology (Christchurch)
- Southern Institute of Technology (Invercargill)

¹ A peak body is an association of industries or employers and is generally established for the purposes of establishing service standards and processes, or to act on behalf of all members when lobbying government or promoting interests of members. Examples include Carers NZ, NZ Home Health Assn, Alzheimer’s NZ, the NZ Federation of Disability Information Centres.

² Education providers in this context are Private Training Establishment s (PTE), Institute of Technologies and Polytechnics (ITP) and Wānanga.

**and/or National
Diploma in
Mental Health
Support Work**

- Eastern Institute of Technology
- Universal College of Learning

Certificate (only)

- Aoraki Polytechnic
- Blueprint for Learning
- Unitec New Zealand
- The Open Polytechnic
- Mahitahi Trust
- Learning State (only some unit standards)
- Netcor Education and Training
- Nelson Marlborough Polytechnic
- Waikato Institute of Technology
- Otago Polytechnic
- Mind and Body (some unit standards)

This list is accurate as of February 2010. For the latest information please go to www.nzqa.org.nz

**Education
providers
supporting the
completion of
expiring
qualifications**

The following is a list of Education Providers currently under contract to Careerforce to support the completion of expiring national qualifications:

- Amida Healthcare Training
- Centre for Learning
- Links Training Limited
- Health Ed Trust
- Motivational Therapy
- Quality Education
- The Open Polytechnic of New Zealand

- Te Runanga O Nga Maata Waka
- WellCare Education

The national qualifications they support and the prices they charge vary. Please contact the education provider for details.

**Embedded
workplace
based training -
benefits**

Independent research (www.careerforce.org.nz/publications) shows that embedded workplace based training is delivering real benefits to trainees, workplaces and service users.

Workplaces that have embedded workplace based training have reported reduced employee turnover, improved retention and have been able to attract higher quality applicants. The model has enabled workplaces to utilise their resources more efficiently, and has improved the culture within the workplace.

The model is allowing more trainees to achieve national qualifications. Trainees are also benefiting from increased confidence and job satisfaction. For many trainees it is their first qualification and their first step on a career pathway in the health and disability sector.

Perhaps most importantly of all, the research shows that the end service user is benefiting from a more professional and informed workforce. As a result they are receiving higher quality care and support.

In 2008, the embedding workplace based training model made an impact and produced significant results even though it was still in its early days. The 13% of employers who were the first off the rank to engage in Careerforce's 'embedded' workplace based training model supported 45% of the new 2008 Training Agreements and achieved 48% of the 2008 national qualification completions as shown below. In these graphs 'E' refers to embedded and 'NE' refers to not embedded.



Link to research:

<http://www.careerforce.org.nz/assets/files/Careerforce%20Report%20Final%20web.pdf>

Expiring unit standards and qualifications

The following expiring national qualifications have unit standards within them that are due to expire in December 2010:

- National Certificate in Support of the Older Person (Level 3)
- National Certificate in Human Services (Level 4)
- National Certificate in Diversional Therapy (Level 4) versions 2, 3 and 4

Careerforce requires all expiring unit standards to be reported to the Training Support Team by 31st October 2010. This allows all necessary administration to be completed for NZQA before their expiry date. Any results submitted to Careerforce after 31st October 2010 may not be registered with NZQA, which may result in the trainee being unable to complete their qualification. Click here for more: www.careerforce.org.nz/Expiring

Framed certificates

Framed certificates will automatically be provided by Careerforce for workplace based national qualifications at Level 3 and above - currently Core Competencies (L3), Residential (L3), Intellectual Disability (L3), Human Services (L3), Vision Hearing and Screening (L3), Diversional Therapy (L4), Disability Information Provision (L4) and Disability Support Assessment, Planning, and Coordination (L5).

If you are an employer or education provider wishing to have graduation certificates framed for qualifications other than those listed above, please complete the Badge Order Form (www.careerforce.org.nz/Forms) and send it directly to Bright Sparks (Fax: 03 374 9276 or email: info@brightsparks.co.nz).

The cost for certificate framing is \$25.00per certificate, including freight and GST.

Gateway

Gateway is a programme that gives senior secondary students work experience while still at school. Students gain work skills and can achieve unit standards. Full-time secondary school students who are in years 11–13 are eligible.

Any of the nine unit standards that make up the National Certificate in Community Support Services (Foundation Skills) (Level 2) can be assessed as part of Gateway.

More information is available here www.careerforce.org.nz/gateway

Graduations

Mayoral graduations

Workplace Graduations

Workplaces are increasingly celebrating the success of their trainees by holding internal graduation ceremonies, often attended by the family and friends of graduates. Careerforce encourages the recognition of trainee achievement, and workplaces are encouraged to contact their Careerforce Workplace Advisor to discuss ways Careerforce can help support these events.

Mayors Taskforce for Jobs Graduations

Mayors Taskforce for Jobs Industry Training Graduations have been designed so that the mayor of each town or city can celebrate the successes of industry trainees in their area, thank employers for their commitment to training and promote industry training to the wider community. The graduations are for industry training graduates with level 3 national qualifications and above, and include trainees from the majority of New Zealand's

39 Industry Training Organisations. Careerforce strongly encourages local graduates and their employers to attend these events. For more information [click here](#)

Health and disability standards and contracts

All Careerforce qualifications that are currently under development are being cross checked against the competency requirements of sector contracts, Health and Disability standards, service specifications and guidelines.

HET and the ACE programme

Careerforce and Health Education Trust (HET) signed a three-year Heads of Agreement in early 2009. Careerforce pays a set fee to HET for each trainee in a HET/Careerforce training agreement. This funding is to support HET to provide their ACE programme to Aged Care Residential Workplaces.

As part of the agreement, HET and Careerforce have agreed to closer working relations, which will include aligning their systems and working collaboratively. This also enables Careerforce Workplace Advisors to support workplaces using HET materials.

Industry contribution

Industry Training Organisations receive funding from the Tertiary Education Commission (TEC) to design national qualifications and set and quality assure national standards; arrange for the delivery of industry training; and provide leadership within the industry on matters relating to skills and training needs. TEC is clear that this funding is intended to meet only a proportion of the costs incurred, and expect the balance to be provided by contributions from each ITO's recognised industry. This is referred to as industry contribution.

In other words, it is not possible for Careerforce to provide qualifications for free. But what Careerforce has done is keep lower level qualification fees as low as possible. For instance the Foundation Skills qualification fee is \$150, while the Level 3 qualifications fee is \$200. Careerforce has also developed an assessment rebate programme which reimburses employers a proportion of the assessment costs upon the successful completion of the qualification

See [Assessment Rebate](#) or go to www.careerforce.org.nz/fees-rebates

Careerforce is increasing the assessment rebate in higher level qualifications to more accurately reflect the cost of assessment.

Integrated assessment

Integrated assessment is an approach to assessment that collects evidence of skills, knowledge and attitude simultaneously, utilising whole activities that test a range of elements and performance criteria across a group of unit standards. Careerforce is now developing integrated assessment programmes.

Intellectual property

Careerforce owns the intellectual property of its workbooks and assessments. Careerforce acknowledges the support of the Ministry of Health in producing the Foundation Skills workbooks, but notes that in the "Intellectual Property and Branding" section of the original agreement with the Ministry of Health it states: *"It is recognised that for this agreement the resources and processes that are developed [to support the Foundations qualification] will remain the [intellectual] property of Careerforce..."*

Workplaces are able to use direct phrases from the workbooks in their own materials/resources as long as Careerforce (and for Foundation Skills, Ministry of Health) are acknowledged. (An example might be: Our thanks to Careerforce and Ministry of Health for permission to reproduce some written material from their workbooks). This permission does not extend to pictures, nor does it extend to education providers

Learning resources rebate

The learning resource support payment programme acknowledges that some organisations within the Health and Disability sector have developed or purchased learning resources that support assessments within Careerforce workplace based national qualifications.

This rebate is dependent upon the owner wanting to be part of the programme and on the learning resources meeting Careerforce standards of quality and relevancy. An evaluation process is undertaken by Careerforce in conjunction with the owner of the materials to identify whether the resources meet the quality and relevancy requirements. Meeting the requirements ensures that the learning content supports the assessments and the role of the workplace educator.

Where applicable, the rebate of \$100 (GST incl.) per trainee enrolled in a workplace based national qualification, will be paid in two equal parts. The signing of a valid training agreement will generate a \$50 payment to the organisation, and a further \$50 will be paid to the organisation on the trainee's completion of the qualification within the stated timeframes.

Owners , including health and disability providers who have purchased quality and comprehensive learning resources who wish to be considered for this programme, should contact Careerforce for further information.

Limited Credit Programme (LCP)

A Limited Credit Programme is a package of unit standards (totalling more than 20 and fewer than 40 credits) that form part of an existing national certificate and which are intended to introduce employers and employees to industry training and national qualifications. Careerforce currently has one LCP in Dementia.

Literacy, language numeracy and learning

Careerforce's Integrated Workplace Learning Project provides workplaces (managers, trainers, assessors, verifiers) with professional development and support to help them overcome some of the learning challenges that their staff may face.

For phase one of the project Careerforce worked with 27 workplaces to support and strengthen their employees' confidence in literacy, language, numeracy and learning. The results have been positive, with 75% of the 400 trainees involved successfully completing the National Certificate in Community Support Services (Foundation Skills) Level 2 within an average of seven months.

The key benefits to workplaces involved in the project have included improved service delivery, the development of a stronger organisational culture, and enhanced in-house training capability.

Careerforce has embarked on the second phase of the Integrated Workplace Learning Project, which focuses on the National Certificate in Community Support Services (Core Competencies) and the National Certificate in Community Support Services (Residential).

More information on Careerforce's approach to embedding literacy, language, numeracy and learning can be found here: www.careerforce.org.nz/learning-support For more information about support available contact

Moderation

The purpose of moderation of assessment is to ensure that:

- Assessments are consistent with the national standard.
- Assessment methods are appropriate, fair, manageable and integrated with work or learning.
- Assessment methods and processes are systematic, open and consistent.

National moderation systems aim to ensure that all assessment decisions made by accredited education providers and Careerforce Registered Workplace Assessors are consistent. It is an NZQA requirement that all education providers and Careerforce Registered Workplace Assessors who assess against unit standards participate in the moderation system as set out in the Careerforce Accreditation, Moderation Action Plans (AMAPs) 0024 and 0150.

Most Careerforce Registered Workplace Assessors find that involvement in moderation helps them to build confidence in their assessment skills. Moderation provides a chance to check that their decisions are in line with those of other Careerforce Registered Workplace Assessors and education providers nationwide. Moderation also provides an opportunity to: give and receive information that encourages new ideas; learn about different approaches to assessment; and work through issues about standards and assessment processes.

Ensuring that assessment is valid, consistent and fair is a vital part of maintaining the credibility and relevance of the national qualifications for students/trainees, employers, others in industry and the general public.

Feedback is encouraged and collated on an ongoing basis and is taken into account during qualification/unit standard and assessment materials reviews. Feedback also helps in the development of new qualifications/unit standards.

The Careerforce Moderation Handbook explains the requirements for, and the process of, moderation of all accredited education providers and Careerforce Registered Workplace Assessors.

The Careerforce Five-year Moderation Plan 2010-2014 sets out the unit standards which Careerforce intends to moderate each year within 2010-2014.

For more information on Moderation please go to www.careerforce.org.nz/Moderation

Modern Apprenticeships pilot

Careerforce is piloting a Modern Apprenticeship-like programme for the health and disability sector.

The Modern Apprenticeship programme is targeted at people between the ages of 16 and 25 who want to gain National Certificates at Levels 2, 3 and 4.

The main difference between traditional trainees and Modern Apprentices is that Modern Apprentices receive support and mentoring services from a Modern Apprenticeship Coordinator.

Under Careerforce's pilot the Apprentice's employer is the designated Modern Apprenticeship Coordinator.

Careerforce is no longer accepting trainees into the pilot group.

National Mental Health Support Workers Grant

Careerforce administers the National Mental Health Support Workers Grant (MHSWG) on behalf of the Ministry of Health. The Grant provides financial assistance towards tuition fees for students who meet the eligibility criteria. In 2009 Careerforce distributed grants to 320 National Certificate in Mental Health Support Work (Level 4) trainees and 43 National Diploma in Mental Health Support Work (Level 6) trainees. For more information on the National Mental Health Support Workers Grant phone 0800 937 877 or go to www.careerforce.org.nz/training-grant .

**Older Person's
Health
Reference
Group**

In 2009 Careerforce facilitated the establishment of an Older Persons Health Reference Group. Key objectives are to:

- Provide high level strategic advice in the area of older persons health as it relates to worker standards, training and national qualifications
- Actively network with and endeavour to dialogue between the Board and key stakeholders in the sector
- Provide advice on policies that will assist in establishing effective training and development systems that support the needs of the older person's health sector
- Provide advice to the Board on key issues that are referred to it by the Board for active consideration and response

Portfolio

A portfolio is a collection of a trainees working papers that must be assembled to meet the requirements of a particular assessment. A portfolio will include copies of all documents that you have used or written when supporting a person (or people) in a health, disability or community setting. When reviewing your portfolio, an assessor will expect to see clear evidence that the documentation you have provided meets the required outcomes of the assessment task. Click here for more: www.careerforce.org.nz/portfolio_case_studies

**Qualification
and resource
developments**

For information on the qualifications or unit standards that are currently being developed please click on the link below:

www.careerforce.org.nz/future-qualifications

**Qualification
pre –requisites**

A qualification pre-requisite means you cannot be awarded the qualification until you have successfully completed the pre-requisite qualification. You may complete any of the unit standards in the subsequent qualification in any order, however you must complete the last unit standard in the pre-requisite qualification before you complete the last unit standard of your other qualification.

Core Competencies (Level 3) is a pre-requisite for Residential (Level 3), Human Services (Level 3),

Intellectual Disability (Level 3) and Diversional Therapy (Level 4).

Qualifications

The following qualifications are currently available to the sector and are typically delivered as follows:

In the workplace using a variety of delivery models ³	By education providers
▪ Foundations Skills – L2	▪ Mental Health – L4
▪ Core competencies – L3	▪ Epilepsy – L5
▪ Residential – L3	▪ Guide Dog Trainer – L5
▪ Human Services – L3	▪ Hearing Therapy – L5
▪ Intellectual Disability – L3	▪ Human Services – L5
▪ Vision and Hearing – L3	▪ Mental Health – L6
▪ Dementia Limited Credit Programme– L4	▪ Epilepsy – L6
▪ Disability Information Provision – L4	▪ Guide Dog Instructor – L7
▪ Diversional Therapy –L4	
▪ Disability Support, Assessment, Planning, Coordination – L5	

Recognition of current competency (RCC)

Within Careerforce, RCC occurs where credit is awarded after evaluation of assembled evidence of the trainee’s relevant skills and knowledge relating to one or more unit standards, or to a qualification. This evidence, which must be able to be authenticated, can be from employment or other experience.

Roving assessment for

Careerforce no longer pays for roving assessment for expiring qualifications

³ Education providers may be delivering workplace based qualifications on contract to workplaces and a limited number of education providers are offering some of the workplace based training qualifications.

expiring qualifications

Should your workplace have trainees who require assessment against any of the following qualifications you are still able to use the services of a roving or mobile assessor, although Careerforce will **not** pay for this assessment. This becomes a contractual arrangement between your workplace and the assessor.

Foundations Skills – L2
Core competencies – L3
Residential – L3
Human Services – L3

Dementia – L4
Diversional Therapy –L4
Intellectual Disability – L3

Contact your Careerforce Workplace Advisor to assist you to ensure your assessment needs are met.

Roving assessment process for expiring qualifications

Roving Assessors who are charging Careerforce for assessments must be approved and have confirmed the trainees they are assessing with Careerforce prior to undertaking assessment for these trainees.

For a list of Roving Assessors see: www.careerforce.org.nz/mobile-assessors

Shareholding

Becoming a shareholder of Careerforce allows you to vote on governance issues at the Annual General Meeting and at any Special Meetings, and to take part in the elections of Board positions. It also gives you the opportunity to have input into Careerforce's strategic direction. It also allows you to access up to two scholarship vouchers which cover the qualification fees for a Careerforce workplace based national qualification for each year that you are a shareholder.

Click here for more information www.careerforce.org.nz/governance

Standalone Unit Standards

Careerforce has agreed to make the following unit standards available as standalone units of learning and assessment:

Unit Standard 23925

"Support, mentor and facilitate a consumer to maximise independence in a health or disability setting"

Workplaces working within 'restorative' service delivery models are now able to enrol their staff in a stand-alone unit standard on supporting independence. The unit standard is currently in the elective set of Core Competencies (level 3).

Click here for more: www.careerforce.org.nz/restorative

Unit Standard 20827

Support consumers to take prescribed medication

Careerforce has agreed that provided trainees have completed or are enrolled in a relevant national certificate, they can do this unit as a standalone unit standard. A registered nurse needs to assess this level 3 unit standard.

Note: Generally the assessment of standalone unit standards would not be funded by Careerforce as it would set a precedent that we would have to open to all employers, however we look at each request on a case by case basis.

**Supplementary
Credit
Programme
(SCP)**

A Supplementary Credit Programme is a package of unit standards that may be completed by trainees who already have completed a national qualification, to upgrade or widen their existing qualifications. Careerforce does not currently offer Supplementary Credit Programmes.

**Te Mana
Whakahaere**

Te Mana Whakahaere is a Māori advisory group which supports the Board, assists the CEO and the Kaiwhakahaere position (Kaitiakitanga). The establishment of Te Mana Whakahaere is an outcome of Careerforce's decision in 2004 to adopt the Te Tiriti o Waitangi.

TEO

A TEO is a tertiary education organisation, examples of which include universities, institutes of technology and polytechnics (ITPs), colleges of education (COEs), wānanga, private tertiary education providers (PTEs), industry training organisations (ITOs) and government training organisations. N.B. Schools are education

providers, but not TEOs.

**Trainee
Assessment
Portfolio (TAP)**

A Trainee Assessment Portfolio (TAP) is an assessment book that the trainee completes. TAPs are developed for each unit standard. It generally contains both assessment tasks and workplace verification tasks. TAPs can be downloaded from the Careerforce website

**Trainee
demographics**

Over 13,406 trainees from across the health, disability and community sector were enrolled in Careerforce qualifications in 2009. In 2009 2,572 national qualifications were completed, and 135,949 credits were submitted to NZQA.

In 2009 40% of our trainees had no prior educational qualification (and 10% did not specify a qualification). 70% were aged 40 and over, and 94% were women. Trainees may be part time, casualised, transitory workers with lower retention rates and significant literacy issues. For many in the health and disability workforce, industry training provides the first opportunity they have had to gain recognition for their skills and knowledge and achieve educational success.

**Trainee Record
of Learning**

If you have your NZQA hook-on number you can access your own record of learning on the NZQA website www.nzqa.govt.nz. You can then look up what unit standards and credits you have achieved. Note that if the credits have been registered with Careerforce in the last seven days, they may not yet show up on the NZQA website.

Trainee progress reports are available to employers on request. The report details each trainee, the qualification they are enrolled in, the unit standards they have completed and those still to be completed. Requests should be directed to Training Support at info@careerforce.org.nz

Training agreement

A training agreement is an agreement to train towards and complete a national qualification within a specified time. This agreement is between an employer, their employee (“trainee”) and is registered with Careerforce. The training agreement specifies the conditions under which a training agreement remains active.

In order to have a valid training agreement with Careerforce the following criteria must be met:

1. The trainee must have a current NZ work contract with a Health and Disability sector workplace
 - a. A NZ employment contract; or
 - b. A volunteer/unpaid worker contract agreement
 - i. There must be a clear contractual obligations between the volunteer/unpaid worker and the host organisation
 - ii. The volunteer/unpaid worker is committed to regular or rostered hours of voluntary/unpaid work
2. The trainee must be legally eligible to work in NZ
3. The trainee must be actively engaged in training towards a National Qualification
 - a. Activity is measure by the registration of unit standard credits towards the National Qualification.

Unit standard terminology

Elements are learning outcomes within a unit standard (collectively the elements form the title and purpose of the unit standard).

Performance criteria are statements against which the standards of performance of an element are assessed.

A range statement clarifies meaning or scope within a unit standard. The range statement will clearly state how many items in the range statement are to be assessed.

Verification in the workplace

Workplace verification includes:

- Capturing naturally occurring evidence in the workplace to confirm current competencies.
- Capturing naturally occurring evidence in the workplace to confirm transference of knowledge and skills or learnings into practice.
- Confirming practice meets organisation’s policies and procedures.

Verifiers

A good workplace verifier is someone who:

- Knows what task or activity they are verifying.
- Knows the standard the task has to meet and will record the results.
- Knows and can apply the organisation's policies and procedures.
- Knows who they are verifying and is prepared to give feedback to that person.
- Has a workplace role which allows them to see or hear the task as part of their everyday work.
- A workplace verifier is generally not an assessor and could be a client or consumer as long as they can meet the above requirements.
- Workplace verifiers get supervised by Careerforce Registered Workplace Assessors.

Work permits

In October 2009 the Tertiary Education Commission (TEC) announced that Industry Training Organisations (ITOs) are not able to access Government funding for individuals on work permits.

The migrant workforce plays a significant role in the health and disability sector, and workplace based training is important in ensuring migrants are able to deliver safe and appropriate care and support to their consumers.

Careerforce, in conjunction with the Industry Training Federation, is working with Government officials to reverse this decision. In the interim Careerforce will continue to enrol migrant workers into qualifications and cover the associated costs normally funded through STMs.

Workbook availability and assessment

Careerforce provides employers with a one set of workbooks, Workplace Assessment Portfolios (WAPs) and Trainee Assessment Portfolios (TAPs) for the qualifications they are interested in. Employers are not required to have trainees with Careerforce to get these resources. An additional workbook, WAP and TAP (beyond the initial set) is \$20.

Organisations who work with workplaces to support the learning and assessment needs of trainees in Careerforce Training Agreements can purchase workbooks.

For Education Providers there are two scenarios depending on whether the workbooks are for the Foundation Skills (level 2) national certificate or alternative national certificate:

1. Foundation Skills workbooks: These are available in PDF form to anyone who needs them as their development was supported by the Ministry of Health, they are not available as printed workbooks. There are three conditions under which these are distributed:
 - i. These electronic files will not be amended in any way;
 - ii. These electronic files constitute and remain – the intellectual property of Careerforce;
 - iii. If the institute/employer uses or adapts material from these electronic files for any teaching or training purposes Careerforce’s authorship and the Ministry of Health’s contributions are acknowledged appropriately.
2. For all other workbooks: These are only available where trainees have a training agreement with Careerforce. This excludes PTEs, ITPs, etc, who are providing programmes for which there is no training agreement.

**Workbook
replacements**

Trainees with a current training agreement, who lose any of their workbooks, can request a replacement copy on a buy-per-copy basis. The cost is \$20 per workbook.

Any trainees who enrolled onto Foundation Skills and received the blue and gold workbooks may, if they request, have their workbooks replaced with the new workbook and TAP at no cost.

**Workplace
assessment**

Workplace assessment is assessment that is carried out in the workplace. Workplace assessment relies on evidence produced in real life, real time situations. Workplace assessment may also include the assessment of theory and scenario based assessment.

**Workplace
Assessment
Portfolio (WAP)**

For every Careerforce unit standard, Workplace Assessment Portfolios (WAPs) provide assessors with model answers, evidence and judgements to ensure fair and consistent assessment practices. Assessors can order WAPs by filling out this form on the Careerforce website: www.careerforce.org.nz/Forms