

Information for Managers

National Certificate in Community Support Services (Vision and Hearing Screening) Level 3

The National Certificate in Community Support Services (**Vision and Hearing Screening**) Level 3 is now available for your staff. This national qualification has been developed by the sector for your Vision and Hearing Technicians. The qualification is designed for employees who conduct vision and hearing screening tests with children as specified by the Ministry of Health through the `National Vision Hearing Screening programme` & the `Well Child/Tamariki Ora National schedule`

It enables your staff to complete a national qualification which meets the requirements of the recently revised National Vision Hearing Screening Protocols¹.

Careerforce thanks the sector panel members listed below for their commitment and expertise when developing this qualification, as well as their employers.

Ruth Batters	Waikato DHB
Heather Brenton	Hutt Valley DHB
Denise Forgie	Otago DHB
Michele Grant	Hawkes Bay DHB
Mary Ineson	Southland DHB
Glynne Morresey	Vision Hearing Technicians Society
Jandy Solomon	Tairāwhiti DHB
Kaye Jefferies	Canterbury DHB
Megan Sweeney	West Coast DHB
Richard McLachlan	Ministry of Health

¹ "The draft MOH Vision & Hearing Screening Protocols, now in the final stages of development and review, form the basis for current screening practice, in association with the B4 Schools document"

What is in the National Certificate?

The qualification is a level 3 qualification on the National Qualification Framework and consists of nine compulsory unit standards and one elective unit standard, as shown in the table below. The qualification is made up of either 50 or 51 credits depending on which elective unit standard is chosen.

Trainees complete **all** of the following compulsory unit standards:

Number	Unit standard title	Level	Credit
1836	Recognise indicators and describe responses to suspected abuse of people using health or disability services	3	4
9694	Demonstrate and apply knowledge of communication process theory	3	5
20826	Demonstrate knowledge of infection control requirements in a health or disability setting	2	3
23375	Demonstrate knowledge of hearing impairment	3	3
23380	Describe and apply culturally safe operating principles and Maori values in a health, disability, or community setting	3	6
24892	Undertake audiometry screening tests with children in a health, disability, or community setting	3	8
24893	Undertake tympanometry screening tests with children in a health, disability, or community setting	3	6
24894	Undertake vision screening tests with children in a health, disability, or community setting	3	4
24895	Demonstrate knowledge of the visual system and visual impairment	3	6

Trainees choose to complete **one** of the following elective unit standards:

1816	Analyse personal and community values and attitudes and their impact on people with disabilities	4	5
25987	Describe culturally safe operating principles and Pacific values in a health, disability, or community setting ²	3	6

² Unit Standard 23381 has been replaced with Unit Standard 25987 in Version 2 of the qualification. National Certificate in Community Support Services (Vision and Hearing Screening) Version 2 is currently being registered with NZQA.

Who should complete the National Certificate?

Everyone who is doing vision and hearing screening should complete this National Certificate. It is anticipated that this certificate will become compulsory for Vision and Hearing Technicians who do not already have a higher and relevant national qualification and will be required to be completed by all new staff within 12 months of their employment commencing.

The National Certificate is endorsed and strongly supported by the Vision and Hearing Technicians Society (VHT Society).

How do my staff complete the National Certificate?

When developing this qualification the sector panel was cognisant that some of your employees will have participated in National Audiology Centre (NAC) training and will have significant experience in their role while other employees will be new to their role or have had less opportunity to gain formal learning. As a result there are two options for completing this qualification.

Option one – your employee has his/her current competencies assessed without undertaking a formal learning programme i.e. he/she completes the Recognition of Current Competencies programme (RCC).

Option two – your employee participates in a workplace based learning and assessment programme.

Refer to pages 6 and 7 of this information sheet for more information about options one and two.

What is my role?

Your role as a manager is to:

- Encourage your employees to take up this opportunity and complete their National Certificate.
- Enable the person who supervises your employees to verify their skills and knowledge.
- Provide support and coaching for employees who undertake the workplace based learning and assessment option.
- Provide an assessor to complete the assessments; this could include using a mobile assessor from another DHB. Careerforce can provide a list of suitable assessors.
- Provide release time for your in house assessor or pay any assessment costs including travel and accommodation if required for a mobile assessor.
- Make it possible for all VHT staff to attend the annual VHT training seminar during the annual conference of the VHT Society

How does the assessment programme work?

As part of the development programme assessors have been trained to undertake both RCC assessment and workplace based assessment. If you currently employ one these assessors then they will need release time to assess your staff and if possible to assess staff from other DHBs.

If you do not have an assessor on your staff then you will either need to use a mobile assessor from another DHB. Careerforce can provide a list of suitable assessors.

How much does the qualification and assessment programme cost?

- For staff undertaking the RCC programme the cost is \$700 (GST incl.)
- For staff undertaking the workplace based learning and assessment programme the cost of the programme is \$800 (GST incl.)

For each programme there is a \$500 assessment rebate which is paid to the employer when the trainee completes the qualification, as long as it is completed within 12 months from commencement. This rebate is paid by Careerforce and is designed to help offset the cost of assessment³.

The cost of Assessment including mobile assessor and travel and accommodation costs for assessment are the responsibility of the employer.

The process for assessment rebates is 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) who will be eligible for payments through the assessment rebate programme. This report will specify the qualification in which the trainee has enrolled, and the timeframe in which it has been completed.

For the provider to receive the rebate, the trainee must have completed his/her qualification within the 12 month training period. This provision also applies to trainees who have joined the provider after having started their qualification elsewhere. The payment is made to the provider the trainee is employed with when the qualification is completed.

To access the rebate, the provider sends an invoice to Careerforce (Accounts Department) which covers each trainee on the report, their qualification and their related rebate amount. If the report is incorrect please make the correction and send in a corresponding invoice. Providers with VHS trainees should contact Deborah Witheford (Regional

³ If a trainee was to fund their own assessments then the rebate would be paid to the trainee. If another organisation were to fund the assessment the rebate would be paid to that organisation

Coordinator - Careerforce Workplace Advisors) deborah.witheford@careerforce.org.nz if you have any questions about your report.

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).

This assessment rebate programme is due for review in October 2012.

Who should I enrol in the National Certificate?

Currently there are a limited number of assessors who can assess this National Certificate. Those assessors are prioritizing who they can assess and are keen to see those staff that have completed the previous NAC training included within the first enrolled group in 2009 for the RCC option. Other staff can enrol in the full training programme from November 1st.

You should talk to the Vision and Hearing Technicians Society or contact Tim Slow (Careerforce Sector Leader) tim.slow@careerforce.org.nz or Deborah Witheford, Deborah.witheford@careerforce.org.nz

Enrolment in the qualification will be confirmed once an assessor has been assigned to the trainee.

Careerforce contacts and information

- For further information contact Tim Slow, tim.slow@careerforce.org.nz or Deborah Witheford deborah.witheford@careerforce.org.nz or phone 0800277486
- For Training Agreements go to www.careerforce.org.nz
- For further support contact Sarah Barlow of the Training Support Team on 0800 277486 or email Sarah at cpqinfo@careerforce.org.nz for your Training Agreement
- Anyone needing to appeal an assessment decision should go to www.careerforce.org.nz (Quick Links/Forms)
- For information on refunds go to www.careerforce.org.nz (Employers/Qual Fees and Rebates)

National qualification learning and assessment options

Option one – Recognition of Current Competencies (RCC) programme.

The RCC programme is designed particularly for trainees who have completed National Audiology Centre training. Other trainees who feel they have extensive skills and knowledge could also apply to undertake this programme.

The process for RCC is as follows:

1. Once it has been decided that your staff member will participate in the Vision Hearing Screening RCC programme to complete their qualification, contact should be made with Deborah Witheford, deborah.witheford@careerforce.org.nz who will assist you to identify an assessor. The assessor will explain the process and help answer any questions you have.
2. Your staff member will then need to complete a Vision & Hearing Screening RCC Training Agreement which gets sent to Careerforce along with payment for the qualification.
3. They will then be sent a portfolio to complete which, once completed, they return to their assessor.
4. The assessor then contacts yourself or the team leader who will be asked to verify your staff member's skills and knowledge. Information will be provided to assist with this.
5. Your staff member will have their documentary evidence screened before arranging an on-site observation and discussion by the assessor, as part of RCC.
6. The assessor then reviews all the evidence provided and one of three actions will occur.
 - a. The assessor confirms that sufficient evidence has been provided to award your staff member with the national qualification.
 - b. The assessor has insufficient evidence and may need more information from you or your staff member.
 - c. The assessor identifies that the staff member needs some more learning resources to help them to complete the qualification and organises with you a programme of learning and subsequent assessments for your staff member.
7. Once your staff member has met all of the assessment requirements the assessor will send the final results to Careerforce.
8. Careerforce sends the results to the New Zealand Qualifications Authority and organises for a certificate to be sent to the successful trainee.

The cost of the RCC programme is \$700 (GST incl.) Staff should be able to complete the RCC programme within, three months of being contacted by the assessor and it must be completed within twelve months.

Option two – workplace based learning and assessment

The workplace based learning and assessment programme is designed for all new employees and for employees who are less experienced or have not had the opportunity to participate in a formal learning programme.

With a workplace based learning and assessment programme you need to ensure your staff member has a mentor or coach to support them through the programme. The staff member will be sent a set of learning resources which will contain the majority of learning information that is needed to complete the assessments.

The process for workplace based learning and assessment is as follows:

1. Once you have decided that your staff member would like to participate in the Vision & Hearing Screening workplace based learning and assessment programme to complete his/her qualification you should contact Deborah Witheford, deborah.witheford@careerforce.org.nz who will assist you to set up a Training Plan for your staff member. This will include confirming who the assessor will be.
2. Your staff member will then need to complete a Vision & Hearing Screening Training Agreement which gets sent to Careerforce along with the payment for the qualification. The staff member will indicate on the Training Agreement which elective unit standard she/he wishes to complete.
3. The staff member is then sent the learning and assessment resources which consist of:
 - Five workbooks covering unit standard numbers 1836, 9694, 20826, 23380 and either 1816 or 23381 workbooks
 - E-resources for unit standard numbers 23375, 24892, 24893, 24894 and 24895 plus the trainee's user name and password to access these resources online at www.careerforce.org.nz
 - Ten assessments
 - Notification of any additional training supports that are available.
4. Trainees are encouraged to complete a training plan which outlines the order of learning and assessment and timeframes to assist the planned allocation of appropriate assessors.
5. The assessor reports the completed unit standards, as they are completed, to Careerforce.
6. Once the trainee has completed all of the unit standards she/he will be awarded the National Certificate, which Careerforce then sends out.

The cost of this programme is \$800 (GST incl). It is expected that staff will complete this qualification within 12 months of commencing it and that the practical units will be completed within three months.