

Guidance notes for the Graduate Profile Outcomes

New Zealand Certificate in Health and Wellbeing (Social and Community Services) (Level 4) with strands in Community Health Work; Disability Support; Diversional Therapy; Mental Health and Addiction Support; and Whānau, Community and Social Services [Ref:2992-2]

These guidelines have been developed to provide programme developers guidance from the sectors as a result of consultation during the qualification review.

Programme developers are encouraged to consider

- inclusion and accessibility for all learner abilities e.g. success for disabled learners and include appropriate resources, and delivery and assessment methods to support learner achievement. For example, appropriate resource design such as easy read, the use of oral rather than written resources, reader/writer, extra time for comprehension/processing, etc.
- weave throughout the programme learning and/or demonstratable opportunities where learners enhanced the mana of the tangata they work with.

Other requirements for this qualification	Credits	Guidance for Programme Developers	
<p>To establish a fit and proper person, check's will be required and, depending on the context they work in, may include:</p> <ul style="list-style-type: none"> - Police checks, - Drug and alcohol testing, - Two references, - Checks against children's Act 2014, - Checks against any other relevant legislation. 		<p>Where references are required, they must be one of character and the other from an employer they have worked for. In cases where a person has not held a job, a reference should be from someone who is not a relative or from a person who lives in the same household.</p>	
<p>Graduates of this qualification will be able to:</p>			
<p>1.</p>	<p>Engage and communicate with tangata, family and/or whānau accessing social and community services in a manner which respects their socio-cultural identity, experiences and self-knowledge.</p>	<p>15</p>	<p>Programmes may include</p> <ul style="list-style-type: none"> - building trust and rapport - appropriate communication skills - influences when providing support - information provision - develop supportive relationships - Tikanga and kawa - knowledge and skills to reflect cultural and social aspirations of communities e.g. Māori, Pacific People

			- person centred approach in service delivery
2.	Apply knowledge of Te Tiriti o Waitangi to honour the history and context of Māori as tangata whenua and apply knowledge of person-whānau interconnectedness to own role in a health and wellbeing setting.	15	Programmes may include <ul style="list-style-type: none"> - Tikanga and kawa - apply Te Teriti o Waitangi - impact of colonisation on health and wellbeing outcomes for Māori - interconnectedness between individuals and whānau - identify local cultural support - strength based approaches
3.	Demonstrate self-awareness, reflective practice, personal leadership and self-care in a health and wellbeing setting.	15	Programmes may include <ul style="list-style-type: none"> - use tools of self-reflection - critical thinking - providing feedback - working under supervision - personal leadership skills - self-care strategies - cultural safety, awareness and support
4.	Actively contribute to a culture of professionalism, safety and quality in a health and wellbeing organisation.	15	Programmes may include (within the context of the job role) <ul style="list-style-type: none"> - ethical issues and practice - working as part of a team - safety and risk management processes - relevant legislation - Tikanga and kawa
5.	Use knowledge of the aims and purpose(s) of the wider health and wellbeing sector and its impact on your role.	10	Programmes may include (within the context of the job role) <ul style="list-style-type: none"> - understands how own role contributes to the health and wellbeing outcomes - knowledge of Aotearoa New Zealand health and wellbeing sector - legislation relevant to own role - critical thinking, consequences and solutions
Elective strand - Community Health Work			
6.	Apply community health work tools and strategies when working alongside tangata, family and/or whānau to support autonomy and promote the self-determination of health and wellbeing.	50	Programmes may include (within the context of the job role) <ul style="list-style-type: none"> - knowledge of relevant health conditions - contributing to planning, assessment and evaluation - health education and promotion - observing, monitor and responding to change - using tools and strategies to implement relevant model(s) and approaches

			<ul style="list-style-type: none"> - understanding Māori health and wellbeing policies and initiatives - Tikanga and kawa
Elective strand – Disability Support			
7.	Apply disability tools and strategies when working alongside tangata, family and/or whānau to support autonomy, identify goals and opportunities to overcome challenges to enable good lives.	50	<p>Programmes may include (within the context of the job role)</p> <ul style="list-style-type: none"> - knowledge of relevant conditions - enabling good lives principals - goal setting - identifying challenges and solutions - contributing to planning, assessment and evaluation - person directed planning and/or support - observing and responding to change - use of relevant model(s) and approaches - using strategies to facilitate the services - understanding disability health and wellbeing policies and initiatives - understanding Māori health and wellbeing policies and initiatives - Tikanga and kawa
Elective strand – Diversional Therapy			
8.	Apply diversional therapy tools and strategies when working alongside tangata, family and/or whānau to enhance their spiritual, emotional and physical wellbeing.	50	<p>Programmes may include (within the context of the job role)</p> <ul style="list-style-type: none"> - knowledge of relevant conditions - develop, implement, evaluate and adapt plans - observing and responding to changes - knowledge of grief - using tools and strategies to implement relevant model(s) and approaches - knowledge of key service philosophies - understanding Māori health and wellbeing policies and initiatives - Tikanga and kawa - provision in aged care, disability, mental health and/or addiction, or social services - working in residential care or the community.
Elective strand - Mental Health and Addiction Support			
9.	Apply mental health and/or addiction tools and strategies when working alongside tangata, family and/or whānau to support	50	<p>Programmes may include (within the context of the job role)</p> <ul style="list-style-type: none"> - knowledge of relevant conditions

	autonomy, foster hope, and build resilience.		<ul style="list-style-type: none"> - Knowledge of potential impacts of co-existing issues - behavioural support - risks factors and signs of distress and intervention - goal setting and identifying barriers - contributing to planning, assessment and evaluation <p>Knowledge of key service philosophies</p> <ul style="list-style-type: none"> - observing and responding to change and symptoms - using tools and strategies to implement relevant model(s) and approaches - understanding Māori health and wellbeing policies and initiatives - Tikanga and kawa
Elective strand – Whānau, Community and Social Services			
10	Apply community and social services tools and strategies when working alongside tangata, family and/or whānau to support autonomy, identify goals, reduce vulnerability and develop resilience or achieve aspirations.	50	<p>Programmes may include (within the context of the job role)</p> <ul style="list-style-type: none"> - knowledge of service philosophies - assist with planning, implementation and evaluating projects - knowledge of co-existing issues - identify, assess and provide support for issues for abuse, neglect or violence - mentoring and supporting - observing and responding to change and symptoms - using tools and strategies to implement relevant model(s) and approaches - knowledge of professional supervision in youth development - goal setting and identifying barriers - understanding Māori health and wellbeing policies and initiatives - Tikanga and kawa