

CREDITS:  
120

AVERAGE  
DURATION:  
18-24 months

COST:  
REFER TO WEBSITE

## IDEAL FOR:

- **Consumer advocacy roles**
- **Victim support roles**
- **Navigation roles**
- **Violence intervention roles**
- **Play specialist roles**
- **Advanced Youth Worker roles**



## New Zealand Diploma in Health and Wellbeing (Level 5) *Applied Practice*

### Qualification and programme overview

This is an Applied Diploma which means you need to do 200 hours of practical work. The Diploma is designed to qualify advanced support workers who work closely and collaboratively to support people and whānau with complex needs.

The programme is centred on developing the competencies needed to support your client's complex needs. The learning is transferred into work practices.

#### The Diploma includes developing/recognising the following competencies:

- Being client-focused, working independently and continuously improving.
- Working alongside tangata whenua.
- Working with people from diverse cultures and backgrounds.
- Specific skills, knowledge, attributes and statutory responsibilities required for the role.
- Understanding relevant developments in New Zealand.

### Programme structure

#### Module 1: Critical thinking to improve practice

Support workers will benefit from developing skills in problem-solving and independent decision-making in complex situations. The assessment asks for three situations where you have reflected on and adapted your practice to meet different situations.

#### Module 2: Meeting needs: Joining up knowledge, skills and theory

This module is about understanding the clients' needs. For example, the provider will be contracted to deliver a service to clients – this is the identified need. The module identifies what competencies the support worker needs to support the client and why they are important. An opportunity is then taken to identify the evidence that already exists of the support worker's good practice and where there may be gaps in knowledge, skills and attributes.

### Module 3: Supporting cultural diversity

This module involves developing the skills and strategies to work with people from diverse cultures and backgrounds, and being confident to apply these in any situation. Ensuring that clients and whānau feel safe no matter what their background is essential in your practice. The addition of an ethics component ensures that support workers manage their own professional safety, maintain professional boundaries and can manage ethical dilemmas.

### Module 4: Working within Te Ao Māori

This module is about supporting tangata whenua to achieve their aspirations. It involves identifying concepts, theories, models or case studies that are developed from a Māori worldview and understanding how you apply them when engaging with tangata whenua.

### Module 5: It's About Aotearoa

This module allows support workers to become aware of current issues and developments that are relevant to their role. This may be something broad or specific.

### Module 6: Support practices – Practicum

This module assesses all competencies identified in Module 2. It is assessed by the workplace assessor. As part of the assessment for this Module, you are required to complete at least 200 hours of applying what you have learnt in your workplace.

### Learning and assessment resources

Online learning and assessments can be done through Aka Toi, the Careerforce online learning platform. Access to interactive learning activities, theory content and assessment is now available for this qualification.

### Supporting you

*Careerforce is a division of Te Pūkenga. We support workplace-based training, enabling employees to achieve nationally recognised qualifications, and deliver superior outcomes across the health and wellbeing, social and community, cleaning and urban pest management sectors.*

#### Get in touch with your regional Workplace Advisor:

Across New Zealand, we have Careerforce Workplace Advisors ready to help. Tap into their expertise to find a suitable qualification for your staff at different levels, and ask about the grants and funding available. We'll work together to develop your workforce.

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