



NZ Apprenticeship in Whānau, Community and Social Services

New Zealand Certificate in Health and Wellbeing (Level 4) (Social and Community Services)
Whānau, Community and Social Services strand

130 credits

Expected duration 21 months

Ideal for:

- Family Violence Support Workers
- Social Justice Advocates, Refugee Support Workers
- Parole or Probation Workers
- Suicide Prevention or Postvention Workers
- Welfare or Refugee Workers
- Community Development Workers
- Employment, Housing and Budgeting Support Work

careerforce.org.nz



Careerforce
te toi pūkenga



Te Pūkenga

Programme overview

This apprenticeship programme leads to the awarding of the New Zealand Certificate in Health and Wellbeing (Level 4) (Social and Community Services) Whānau, Community and Social Services strand qualification. It is well-supported and resourced with a team of Apprenticeship Advisors providing pastoral care and support.

The Whānau, Community and Social Services apprenticeship programme enables apprentices to develop skills, knowledge and behaviours required in community support roles to work alongside people, family and whānau by using tools to support autonomy, identify goals, reduce vulnerability, and build resilience or achieve aspirations.

How the learning is delivered and assessed

This apprenticeship programme is delivered in the workplace, with the support of the employer and Careerforce.

Learning and assessments are done through Aka Toi, the Careerforce online learning platform. Access to interactive learning activities, theory content and assessments is available for this programme.

Workplace and apprentice requirements

Workplace: The employer is responsible for coordinating the apprentice's on-job training activities and support in the workplace. They are encouraged to work alongside Careerforce to support staff to remain motivated and successful in their apprenticeship journey.

Apprentice: Apprentices are encouraged to be organised, engaged and committed to their apprenticeship. They also need to complete 10 credits within the first three months and at least one module every six months.

Grants and funding available

Several grants and funding options are available to help meet the costs of attaining Careerforce qualifications. You can view these options at careerforce.org.nz/fees-funding

Learning outcomes:

- Engaging and communicating with people, family and/or whānau who are accessing social and community services in a manner which respects their socio-cultural identity, experiences, and self-knowledge.
- Developing relationships and supporting a goal of improving outcomes for people accessing services.
- Demonstrating knowledge of Te Tiriti o Waitangi when providing support in their role.
- Demonstrating a knowledge of kawa and tikanga and the ability to relate the unique place Māori have as tangata whenua of Aotearoa in their role.
- Understanding New Zealand's health and wellbeing aims and purpose and the impact on their role.
- Displaying self-awareness, reflective practice, self-care, and personal leadership in the workplace.
- Actively contributing to a culture of professionalism, safety, and quality in your workplace.
- Gaining an in-depth knowledge of a condition, impairment, situation, or issue and applying the new knowledge to support clients.

How to get started

Workplaces can enrol learners at any time, but first:

- The employer and learner must agree to the suitability of the programme to complete.
- Contact the Careerforce Workplace Advisor for your region at careerforce.org.nz/cwa

Scan the QR code to find out more: See the fees, entry criteria and other information about this programme on our website.



0800 277 486

info@careerforce.org.nz

careerforce.org.nz



Careerforce is a business 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 sectors.



March 2023