



NZ Apprenticeship in Primary Care Practice Assistance

**New Zealand Certificate in Health
and Wellbeing (Level 4)**

122 credits

Expected duration 20 months

Ideal for:

- Administrative and Clinical Support roles across Primary Care
- Primary Care Practice Assistants
- Medical Centre Assistants
- Kaiāwhina or Kaimanaaki Whānau
- Whānau Ora centric roles

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Programme overview

This apprenticeship programme leads to the awarding of the New Zealand Certificate in Health and Wellbeing (Level 4) Primary Care Practice Assistance qualification. It is well-supported and resourced with a team of Apprenticeship Advisors providing pastoral care and support.

The Primary Care Practice Assistance apprenticeship programme has been designed to support the apprentice to develop skills, knowledge and behaviours required to contribute to the effective operation of a primary care practice. The programme supports the apprentice to perform clinical tasks under the direction and delegation of a health professional and perform administrative tasks to contribute to the effective functioning of primary care and quality systems.

The programme encourages the apprentice to apply the theory into their current work role, to build capability and identify what they will do differently and then consider how it went. They're assessed in real work situations where their new competencies can be observed.

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, and to dedicate at least 3 hours per week to the programme. They also need to complete 10 credits within the first three months and one module every six months.

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.
- 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.
- Actively contributing to a culture of professionalism, safety and quality within a primary care practice or service.
- Understanding New Zealand's health and wellbeing aims and purpose and the impact on their role.
- Applying knowledge of primary care to support people, family and whānau, and the healthcare team.
- Contributing to the effective functioning of primary care administration and quality systems.
- Gaining an in-depth knowledge of a condition, impairment, situation, or issue and applying the new knowledge to support clients.
- Performing routine clinical tasks in primary care practice settings, under direction and delegation.

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

How to get started

Workplaces can enrol apprentices at any time, but first:

- The employer and apprentice 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.



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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.



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