



De-Escalation Skills and Techniques for the Health and Wellbeing Sector (Level 4)

Micro-credential

6 credits

Expected duration 1 month

Ideal for:

- Mental health and addiction support workers.

Work-based learning
supported by **online** learning
resources and assessments

careerforce.org.nz



Careerforce
te toi pūkenga



Te Pūkenga

Programme overview

This micro-credential is designed to provide de-escalation skills and techniques for people working in mental health and addiction support settings.

Careerforce Micro-credentials

Micro-credentials are short, NZQA recognised training programmes that have fewer credits than a qualification (between 5 and 40) and either lead into a qualification or focus on specialised skills and knowledge that top up a full qualification certificate or apprenticeship programme. They can also be coherent standalone programmes of specialised skills or professional development.

Careerforce micro-credentials are designed to credentialise the achievement of a coherent set of skills and knowledge; and are specified by a statement of purpose and learning outcomes.

How the learning is delivered and assessed

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

Online learning and assessment can be completed through Aka Toi, Careerforce's online learning platform which includes interactive learning activities, theory content and assessment. Learning is also available via the Te Pou e te Whakaaro training programme.

Workplace and learner requirements

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

Learner: Learners are encouraged to try to manage their work and training commitments as best they can and complete them within the timeframe agreed between themselves, their assessor and their employer.

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:

- The ability to communicate effectively in situations that require de-escalation.
- Being able to identify and explain the triggers that can lead to the occurrence of aggressive behaviour.
- Correctly and confidently applying de-escalation techniques.

Prerequisites

Learners need to be working in a relevant sector. Learners are also required to have reasonable computer literacy as micro-credential assessments are only offered online (via Aka Toi).

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.



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