

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



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

Micro-credential

6 credits

Expected duration:
1 month

Ideal for roles that could include, but are not limited to:

- Mental health and addiction support workers
- Residential support workers
- Community support workers
- Peer support workers
- Team Leaders
- Pasifika Youth Wellbeing Practitioners
- Recovery Facilitators
- Home and community support workers
- School student support roles
- Other health and wellbeing roles requiring de-escalation skills

Programme overview

This micro-credential is designed to provide de-escalation skills and techniques for people working in the health and wellbeing sector.

The purpose of this micro-credential is to formally recognise the skills and techniques required to manage and de-escalate challenging situations.

By mastering de-escalation approaches, graduates help reduce the risk of harm, foster respectful interactions, and support recovery-oriented care. Learners who complete the *De-escalation Skills and Techniques for the Health and Wellbeing Sector micro-credential* will make meaningful contributions to their communities by enhancing safety, communication, and wellbeing in high-stress environments.

Careerforce Micro-credentials

Micro-credentials are short, NZQA recognised training programmes that have fewer credits than a qualification (between 1 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.

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:

Learners will have theoretical and practical knowledge to demonstrate competencies required to:

- Describe the role of communication in de-escalation when working in a health or wellbeing setting.
- Describe the triggers that can lead to behaviours of concern, and the correct use of de-escalation when working in a health or wellbeing setting.

Content includes:

- Communication (verbal / non-verbal)
- Active listening
- Self-awareness and building relationships
- Setting boundaries
- Triggers and stages in an aggressive event (trigger, escalation, crisis point, recovery, post-crisis depression)
- De-escalation techniques (verbal / non-verbal)
- Safety plans
- Team planning and process
- Sensory modulation
- Use of family / whānau and community supports (e.g. formal and informal peer support).

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). It is recommended but not a requirement for learners to hold a Level 4 health and wellbeing qualification.

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 your Regional Workplace Advisor at careerforce.org.nz/rwa

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

