

## Field: Community and Social Services

### Review of *Health and Wellbeing (Level 2)* New Zealand Qualification

#### Reviewed qualification

Ref	Version	Qualification Title	Credits
2469	2	New Zealand Certificate in Health and Wellbeing (Level 2)	40

#### Review information

Qualification Developer	Toitū te Waiora Community, Health, Education and Social Services Workforce Development Council
Reason for the review	Scheduled review
Review date	September 2024
Outcome date	January 2025
Next review date	January 2030

#### Summary of review and consultation process

The review of the New Zealand Certificate in Health and Wellbeing (Level 2) commenced in December 2023 as part of a wider review of eight Health and Wellbeing qualifications. Consultation included:

- a survey that received over 200 responses from industry, provider, and public stakeholders
- One-on-one kōrero with over 50 industry partners and two provider group workshops, with all Level 3 providers contacted Sector-specific consultation groups (Aged Residential Care, Home and Community Support and Disability Support).
- Publication of proposed changes on the Toitū te Waiora website and circulation via a project mailing list of industry and provider stakeholders. 61 responses were received.

The qualification was determined to be fit-for-purpose as an introductory level qualification in the health and wellbeing sector.

Suggested minor changes to the qualification were published for national consultation on the Toitū te Waiora website on 18 September 2024 with further feedback actioned in the final submission where necessary.

Main changes resulting from the review process
<p>Changes to wording include:</p> <ul style="list-style-type: none"> <li>• Strategic Purpose Statement: <ul style="list-style-type: none"> <li>○ Replacement of 'entry level' with 'introductory' to better reflect NZQA level descriptors, and also to better reflect a sector where level 3 is now considered the entry level.</li> <li>○ Addition of 'respectful', following feedback from the sector.</li> </ul> </li> <li>• 'Entry level' replaced with 'introductory' for consistency in Purpose statement, GPO1 and Employment pathway.</li> <li>• GPO1 updated to replace 'providing culturally safe support' with 'providing respectful, safe and inclusive support' following feedback from the sector.</li> <li>• GPO 4 updated to replace 'culturally appropriate' with 'culturally inclusive' to better reflect the need for employees to be considerate of all needs.</li> <li>• Education pathway updated to reflect the title change: New Zealand Certificate in Health and Wellbeing (Level 3) with strands in Healthcare Assistance, Newborn Hearing Screening, Orderly Services, Support Work, and Vision Hearing Screening [Ref: 2470].</li> <li>• Qualification specification updated to better reflect the current environment.</li> <li>• Last Date of Assessment for Version 2 of the qualification updated to 31 December 2027</li> <li>• Qualification Developer contact details changed to reflect move from Careerforce to Toitū te Waioira.</li> </ul>

## Review outcome

Ref:	Version	Qualification Title	Outcome category	New qualification ID/version (as applicable)
2469	2	New Zealand Certificate in Health and Wellbeing (Level 2)	B-New version of qualification	2469-3

## Qualification review outcome categories

Outcome	Result	Category
Minor changes to the qualification	Qualification version number and ID (Ref) remain the same. New review date is required.	A
Moderate changes to the qualification	New qualification version number. Ref/ID remains the same. New review date is required.	B
Significant changes to the qualification	New replacement qualification with a new Ref/ID The existing qualification will expire.	C
The qualification is no longer required by industry	The qualification will expire with no replacement.	D

## Transition information

Ref:	Version	Qualification Title	Last date of entry*	Last date of assessment
2469	2	New Zealand Certificate in Health and Wellbeing (Level 2)	N/A	31/12/2027

\*only required for outcome category C or D

## Additional information

It is anticipated that no existing candidates will be disadvantaged by these transition arrangements. However, anyone who feels that they have been disadvantaged may appeal to Toitū te Waiora Workforce Development Council at the address below. Appeals will be considered on a case-by-case basis.

Toitū te Waiora Community, Health, Education and Social Services Workforce Development Council  
PO Box 445  
Wellington 6140

Web: [www.toitutewaioara.nz](http://www.toitutewaioara.nz).

Phone: 04 909 0356

Email: [qualifications@toitutewaioara.nz](mailto:qualifications@toitutewaioara.nz)