



College of Nurse Aoteroa Submission – Heath and Wellbeing Qualifications July 2024

Feedback to NZQA re

- New Zealand Certificate in Health and Wellbeing (Level 2) [2469]
- New Zealand Certificate in Health and Wellbeing (Level 2) [2469]: Guidance Notes
- Health and Wellbeing Review Level 3: Draft Qualifications Options

Thank you for asking for our professional input into these reviews. It is good to see your note that there has been previous consultations to reach this stage but would like to note this is our first response. On consideration of the scope, we are commenting generically across the reviews, guides and pathways, although have made a few specific suggestions. It is great to see the commitment “... to ensure the qualifications are fit-for-purpose for the sector – and that graduates can meet the requirements of the Health and Wellbeing workforce...” using a combined, collaborative approach.

We believe that the reviews are missing an important piece of the puzzle. Training organisations should cover the health, safety and wellbeing in three areas: that of the person being cared for (and their family/whānau); the worker and the organisational factors and responsibilities that impact on both of these. Under the Health and Safety at Work Act (2015) organisations are required to provide a healthy and safe working environment (physically and psychologically). Workers have equal responsibilities to the health, safety and wellbeing of themselves and others. Those being cared for and families/whānau need to understand the employers’ responsibilities to ensure workers are safe and have a right not to engage in unsafe activities and to work with all, to identify and manage any risks wherever that work occurs. Once the risk are identified, such as manual handling, isolation of work, shift work etc, then training should also focus on these.

A question to consider is: Have all of the contributing industry groups looked at their identified risks and is the training content based on these? These should be categorised into five areas: physical, ergonomic; chemical; biological and psychosocial. Sadly, the latter is often not considered, yet should be an antecedent to all the others. The evidence base is enormous in caring for the carers is an antecedent to providing the best quality and safety of service, care, outcomes and experience.

Unfortunately, healthcare in general has a poor record of ‘caring for the carers’ and there is a plethora of evidence to support this. Often workers do not understand their rights and responsibilities or that of the employer, which can lead to harm through action or inaction. It is good to see that there is a focus on the individual health and wellbeing to give them the skills to care for themselves in these sometimes challenging environments, but these alone do not address that factors that cause harm.

Training organisations need to take the responsibility and opportunity to empower and enable the participants with knowledge to take back to their respective employers. Basic health, safety and wellbeing should start at induction where identified hazards are noted and information around how they are managed is given and how this links to policy and procedures. Each specific workplace should do a risk analysis and adapt the work and the environment. There should be reporting structures in place for hazard identification and reporting of issues and incidents. Those being cared for, their families/whānau also need to be engaged to understand this.



This information should be considered as part of all NZQA training where workplaces are involved

New Zealand Certificate in Health and Wellbeing (Level 2) [2469]: Qualification Detail

Change in your purpose Qualification Details: Strategic Purpose to include:

- To enable and empower participants to understand the employer and employee rights and responsibilities under the Health & Safety at Work Act (HSAW 2015).

Graduate Profile: to include

- To understand the HSWA (2015), to recognise and report health, safety and wellbeing risks and hazards for: person being cared for (and family/whānau); themselves and other care workers
- To be able to identify risks and hazards related to the work, understand the management of these and the associated reporting in respective to their places of employment.

Qualification Outcomes:

To have a section to reflect the above

New Zealand Certificate in Health and Wellbeing (Level 2) [2469]: Guidance Notes

- Information as previously indicated
- Programmes should include reference to Health and Safety at Work Act - HSWA (2015)
- Effective Unit standard and the programme content should reflect previous suggestions. These could be divided to the three areas as noted
- 2. Work within boundaries – to include the information

Level 3 strands and changes

- Good to see recognition of wider field of sectors, need to be flexible and adaptable to meet our changing needs
- Consultation essential from the differing needs of specialist areas. This should include our comments re health, safety and wellbeing need to be integrated across all sections
- Guided by your knowledge of the sector

Ngā mihi nui

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More information can be found to inform the training:

WorkSafe NZ

<https://www.worksafe.govt.nz/managing-health-and-safety/getting-started/introduction-hswa-special-guide/>

<https://www.worksafe.govt.nz/topic-and-industry/work-related-health/mental-health/mentally-healthy-work/>

<https://www.worksafe.govt.nz/research/a-psychosocial-survey-of-healthcare-workers/>

<https://www.worksafe.govt.nz/research/health-care-and-social-assistance-report/>

ISO: 45001 and 45003

[https://edarasystems.co.nz/iso/iso-](https://edarasystems.co.nz/iso/iso-45001/?gad_source=1&gbraid=0AAAAAqmW_Voj4KqNiqHvQFfk1x0T9asSi&gclid=EAIaIQobChMI6uSYw_vMhwMV5jh7Bx3dpySXEAAYASAAEgIj2fD_BwE)

[45001/?gad_source=1&gbraid=0AAAAAqmW_Voj4KqNiqHvQFfk1x0T9asSi&gclid=EAIaIQobChMI6uSYw_vMhwMV5jh7Bx3dpySXEAAYASAAEgIj2fD_](https://edarasystems.co.nz/iso/iso-45001/?gad_source=1&gbraid=0AAAAAqmW_Voj4KqNiqHvQFfk1x0T9asSi&gclid=EAIaIQobChMI6uSYw_vMhwMV5jh7Bx3dpySXEAAYASAAEgIj2fD_BwE)

[BwE](https://edarasystems.co.nz/iso/iso-45001/?gad_source=1&gbraid=0AAAAAqmW_Voj4KqNiqHvQFfk1x0T9asSi&gclid=EAIaIQobChMI6uSYw_vMhwMV5jh7Bx3dpySXEAAYASAAEgIj2fD_BwE)

[https://www.bsigroup.com/en-GB/capabilities/health-and-safety/iso-45003-psychological-health-and-safety-at-](https://www.bsigroup.com/en-GB/capabilities/health-and-safety/iso-45003-psychological-health-and-safety-at-work/#:~:text=Prioritize%20your%20people's%20mental%20well%2Dbeing%20with%20ISO%2045003&text=Improved%20recruitment%2C%20retention%20and%20diversity,Legal%20compliance.)

[work/#:~:text=Prioritize%20your%20people's%20mental%20well%2Dbeing%20with%20ISO%2045003&text=Improved%20recruitment%2C%20retention%20and%20diversity,Legal%20compliance.](https://www.bsigroup.com/en-GB/capabilities/health-and-safety/iso-45003-psychological-health-and-safety-at-work/#:~:text=Prioritize%20your%20people's%20mental%20well%2Dbeing%20with%20ISO%2045003&text=Improved%20recruitment%2C%20retention%20and%20diversity,Legal%20compliance.)