

The Careerforce Difference

30 years of supporting
work-based training across
the health and wellbeing sectors



30 years, 15 reasons why ...

In the following pages, we detail 15 reasons why organisations should entrust their workforce development to Careerforce, not least of which is that we have been specifically focused on work-based training across the health and wellbeing sectors since 1994.

Ultimately, what matters most to us is that your staff achieve recognised qualifications, and that they are able to perform their roles to a higher standard as a result.

If you're not currently training your employees with us, or perhaps not engaging in training that leads to nationally recognised NZQA qualifications, we would welcome the opportunity to discuss how we can support your future workforce development needs in future.



15

reasons

#1 On-job, on-task

We know that our sectors want their employees to be trained on the job, and for their competencies to be observed and assessed in the workplace. No need for complex rostering arrangements or for employees to go off-site.

Many of your employees are 'second chance' learners, having not achieved formal qualifications in traditional education settings, but who absolutely thrive in work-based learning which recognises their experience and existing competencies. As employers, you can be confident that your staff will have demonstrated the required practical and theory competencies to the required standard, in an actual workplace setting.

#2 Experience counts

Industry Training Organisations (ITOs) were created in 1994, with a sole focus on on-job or work-based learning. This has remained the case since, affording Careerforce 30 years of experience evolving our work-based training programmes, and ensuring they meet the evolving needs of employers and industry. Every year for the last 30 years, we have supported thousands of learners into life-changing qualifications.

We intimately understand our sectors, our employers, and our learners.

#3 Our people are your people. Local and national

We have over 80 field-based Careerforce whānau across the length and breadth of Aotearoa supporting our employers and learners. Our staff come from your sectors, and they intimately understand your challenges and needs. Our recent recruits have included a registered nurse, disability team leader, support work coach, community health regional trainer, and a health coach. They get you!

“Programmes fit our current training needs for staff. Back up and support is there when you need it, and the content of the assignments is relevant and reflects current practice.”

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#4 Integrity matters

Careerforce on-job training programmes lead to nationally recognised NZQA qualifications. These qualifications, together with our own NZQA endorsed programmes that lead to them, are regularly reviewed to ensure they remain current, and continue to meet the needs of industry. They are also required to meet rigorous moderation requirements that ensure that learners are truly demonstrating the competencies required for the qualification, and for the workplace.

All programmes are supported by high quality learning and assessment resources that ensure learners have demonstrated the required competencies within the workplace.

5

One size does not fit all

Careerforce has supported tens of thousands of learners into life changing qualifications. We work with over 2,000 employers across Aotearoa.

We have specialist staff supporting learners with literacy and numeracy challenges, our Māori and Pasifika learners, and specialist teams supporting workplace assessor and observer capability/capacity.

Now into our 30th year, our organisation has grown and evolved to ensure we have the right resources in the right places to support learner success.

We understand that one size does not fit all.

6

The ultimate flex

Paper-based or digital learning and assessment, whatever suits the learners best.

'Employer-led' or 'full-service'. Have it your way. Support your learners in-house with your own workplace-based assessors, or let us support them with pastoral care and assessment support.

Different learners require different means of assessment – we offer assessment via Kōrero Matanga (conversational assessments), and can also mark assessments in te reo Māori.

We're flexing our flex.





#7 Just in time

Your learners can enrol in and commence a training programme on any day of the year. No opening or closing enrolment dates to try and work around.

We have average expected durations for our training programmes based on their credit values, and recognising that our programmes are workplace-based (learners are employees first and foremost). However, all workplace training programmes are competency-based, and so the sooner and faster that learners can provide evidence of the required competencies, the sooner they can be awarded their qualification. Some will finish early, some may take a little longer.

#8 Step right up

We offer qualification pathways, from Level 2 through to Level 6. We also work closely with schools across Aotearoa, offering Gateway packages to students as an introduction to the plentiful and rewarding career pathways across our sectors.

These qualification pathways support career progression, from entry level roles through to supervisory and management positions. We love sharing these success stories.

“The Careerforce team are an integral part of *our* team. They are wonderful, customer- focused and passionate about what they do. I love working with them.”

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#9

Walk this way!

We walk alongside both you and your employee in their learning, providing pastoral care via our nationwide team of advisors.

All Careerforce learners are thoroughly on-boarded to ensure they understand their responsibilities as part of the tripartite agreement, and they receive regular updates and encouragements through their learning journey, culminating in their programme completion, and the awarding of their qualification certificate.

We recognise that not all learners are the same, and they all learn differently. We are constantly evolving our learner supports to improve learner outcomes. We are running increasing numbers of kanohi-te-kanohi (face-to-face) learner hubs where they can collaborate with fellow learners, and receive additional support from our Careerforce whānau.

#10

All things being equal...

Within Careerforce, we have a relentless focus on achieving equitable learning outcomes across our priority groups. Those who have been underserved in the past.

If you have employees who are Māori/Pasifika, perhaps have English as a second language, or have a disability which impacts upon learning, we can provide a range of additional learner supports to get them through.

#11

Performance, not profit

We are funded by the Tertiary Education Commission, and rightfully judged on learning outcomes – that our learners learn. We closely monitor all aspects of our learner journey, from enrolment, through to encouraging regular learning progression, and through to completion. We continually invest in additional learner supports that support greater learner success.

#12 Listen and learn

We continually seek feedback from both our employers and our learners, and we're always looking for opportunities to improve outcomes. Via our regular feedback mechanisms including employer and learner surveys, we receive thousands of pieces of feedback, then use them to inform ongoing improvements.



#13 Communication - art or science?

Certainly not rocket science. Just a matter of continuously telling you what you need to know, when you need to know it. Not too much, not too little. We know you're busy folk, and our aim is to make your life easier.



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Data is power

As a tripartite agreement between you as an employer, us as the training provider, and your staff member, it is critical that we all track the training progress of your staff, and become aware of learners where intervention (in the form of additional supports) may be required.

We support employers with regular (and bespoke) reporting, highlighting staff that have completed their programme, and learners that may need some additional encouragement.

Learners receive quarterly progress reports, plus they can access their own 'live' progress report at any time via iPortal, giving them autonomy over their learning journey.

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Cash is king

Nice one, you've made it to #15, but perhaps one of the most important considerations for you. We have consciously and continuously kept our enrolment fees very low, recognising the cost pressures that our sectors face.

Enrolment fees are however just one piece of the puzzle, and what matters most is the service offering, or what you get in return – refer to points 1 to 14 above!

We're pretty proud of our value proposition, evolved over 30 years.

**That's enough from us.
Let's hear what our employers and
learners have to say about things:**

From our employers ...

“Careerforce training materials are well researched and provide sound knowledge and skills development to trainees.”

“Programmes fit our current training needs for staff. Back up and support is there when you need it, and the content of the assignments is relevant and reflects current practice.”

“I see the professional growth of the team as a result of them undertaking Careerforce Health and Wellbeing studies.”

“All the assessments and unit standards are up to the mark and related to the job employees are doing, which enhance their knowledge.”

“Have noticed the carers that are doing the training are engaging more with the residents and understand what is required of them.”

“Keep up the good work! You are making a huge difference in the lives of, not only our staff, but our clients as well.”

“All training undertaken has resulted in an increased staff knowledge and competency, also raised self awareness and self esteem. This has a positive flow on affect for clients and the company.”

“Keep up the great support you offer employers. For us, this relationship meant the world and made a huge difference for our employees to be able to achieve something they never thought was possible.”

“The Careerforce staff couldn't have been more helpful! They are motivating and accommodating, and I appreciate them very much!”

“The programmes are detailed, with very relevant content that is structured in a way that deepens the learners' engagement and knowledge/skills.”

“The Careerforce team are an integral part of our team. They are wonderful, customer focused and passionate about what they do. I love working with them.”

“Careerforce programmes are excellent. Resources are appropriate to roles within our organisation.”

“Strong collaborative relationship with key members of Careerforce team that support us nationally and at sites.”

“Careerforce knows how to compromise. It doesn't function on a one-size-fits-all model.”

“The programmes are detailed, with very relevant content that is structured in a way that deepens the learners' engagement and knowledge/skills.”

From our learners ...

“Through Careerforce, it has helped me improve my skills at work and was able to understand more how my residents are, especially in the Dementia Unit. I was able to know more strategies on how to handle such residents.”

“I’m very satisfied with what I learned in Careerforce. All applicable to work, and some made me understand some situations that are not clear to me, especially with regards to the residents conditions and how to support them.”

“I am beyond grateful that I have been given the opportunity to study through Careerforce and gain a qualification which was my dream. I failed at school and academically I was a struggler, studying something I love has made me feel very proud of myself.”

“Gave me all the tools and knowledge to feel confident doing my job as well giving me the skills I lacked.”

“Overall, the support received from Careerforce was well balanced for me personally. I feel the way the whole course and how it was provided to us was great. Having those group sessions really helped with regards to understanding and getting a clear picture of the assessments and what was required of us.”



If you currently work with us,
you'll know all this already.

If you don't currently support
your workforce development with
us, we'd love to have a chat about
the Careerforce difference.

YEARS
30 / **1994-2024**
Celebration



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