

SUPPORT WORKER TRAINING FOR THE NEXT DECADE



Community Support Services
[Industry Training Organisation]

WHO IS CSSITO?

We are the industry training organisation for the community support services industry.

We exist to equip people who work in the care and support services industry in NZ communities in health and disability to provide quality health care support nationwide.



WHAT DO WE DO?

- We equip people through providing quality training
- We offer national qualifications in:
 - Support of the Older Person
 - Diversional Therapy, Human Services
 - Foundation Skills
 - Epilepsy Care
 - Mental Health
 - Hearing Therapy and Fieldwork, including:
 - Parkinson's
 - Multiple Sclerosis
 - Traumatic Brain Injury

WHY THE NEED FOR NEW QUALIFICATIONS?

- 5 years since CSSITO last fully reviewed its training product
- A lot of changes have happened in the health and disabilities sector over this period
- New qualifications have been developed to reflect and adapt to these changes

WHAT WERE THE KEY CHANGES REQUIRING ADDRESS?

- Government policies and new health strategies
- Changes in the health sector
- Community-based health care support expansion
- An up-to-date assessment of trainees' needs

HOW WAS THE ENHANCED TRAINING PRODUCT DEVELOPED?

- An intensive 18 month consultation process was conducted by CSSITO
- Evaluation of new content for the care and support industry's training requirements took place
- CSSITO's aim was to address every sector
- Quality consultation with all of its stakeholders took place
- Substantially revised qualifications have been developed as a result

EXTENSIVE CONSULTATION

Key contributors (stakeholders) in forming the new quals were:

- Training providers
- Ministry of Health representatives
- Service providers
- National representative bodies (eg: Epilepsy NZ, Disabled Persons Assembly, National Diversional Therapy Society, etc)
- Union and employee groups representing the trainees working conditions



EXTENSIVE CONSULTATION (cont)

- Existing care and support workers
- Client groups
- Mental Health specialists
- Subject specialists
- Leading health academics
- Maori and Pacifica representatives

OUTCOME OF REVIEW

There were several main outcomes from the Review:

- The development of CSSITO's new training product
- The existing, stand-alone qualifications have been developed into dynamic new Career Pathway Qualifications
- Stronger relationships with all stakeholders have been developed in the health and disability industry's training sector as a result
- CSSITO has realigned its training leadership role with the strategic direction of government and industry
- The benefits of the review will be maintained through an on-going biennial review process



DEFINITION OF CAREER PATHWAY QUALIFICATIONS

“Flexible career pathway qualifications that are sensitive to the changing social strategies of government, preparing a competent and professional workforce in the care and support industry for the 21st Century.”



KEY ADVANTAGES OF THE NEW QUALIFICATIONS

- They are relevant to policy directions in health and disability
- They define what is current practise
- They are representative of key stakeholders' views on providing quality health care and training in communities
- They are cutting edge in the practice of care and support
- The new qualifications have good buy-in from people who will benefit from them
- The end-user viewpoint was a part of developing the qualifications
- CSSITO facilitated the many voices within the industry for input

NEW CAREER PATHWAY QUALIFICATIONS

- They are a lot more user-friendly for trainees to obtain
- Qualifications are now more compact
- Improved quality of the training product as opposed to quantity
- The qualifications packages are focussed on industry requirements
- The number of unit standards per national certificate now ranges from 74 - 87 credits
- Streamlined learning systems
- Easier flexibility in training for trainees to upskill themselves
- Different skill sets for the care and support industries are obtainable quicker



KEY WORDS AND CONCEPTS INHERENT IN THE NEW QUALIFICATIONS

- A 'community' focus in addition to 'residential'
- 'On-job learning' for support workers as preferable to 'off site' learning
- 'Support' not solely 'care'
- A greater sensitivity to the way people with disabilities are:
 - referred to
 - viewed
 - understood
 - supported
 - valued

KEY WORDS AND CONCEPTS INHERENT IN THE NEW QUALIFICATIONS (cont)

- A greater appreciation of how 'diverse' and complex the care and support industry is
- Acknowledging the 'interdisciplinary' nature of the health and disability sector
- Recognising the need for a more multiple-skilled workforce in communities
- Workforce is better equipped to handle the diversity of care and support that is required

HOW WILL THE NEW QUALIFICATIONS BE INTRODUCED

- There will be a two year transition period in the Career Pathways Qualifications being introduced
- During this period, people can:
 - start in the existing quals
 - then transfer to the new quals
- CSSITO will support in this transition process between qualification pathways
- CSSITO is obliged by NZQA to ensure that trainees are not at a disadvantage when qualifications have undergone a review
- CSSITO has employed six full-time field based Career Pathway Advisors
- The Advisors will support the new quals implementation
- The six advisors started work in March 2006
- Advisors will assist employers and trainees with training and transitioning



GREAT FOR EMPLOYEES AND EMPLOYERS

- Providers of care and support services (employers) need to be:
 - aligned to the requirements of government
 - aligned according to certain new service specifications
- CSSITO's new quals:
 - ensure that employees meet new service specifications



CLIENT SATISFACTION

- Future trainees are better equipped under the new training to provide care and support (eg, learn and do)
- Client end-users' needs have been identified within these new quals
- Training product is what they want from care and support health professionals



HOW WILL SUCCESS BE MONITORED

- The number of people that get through the new quals in five years time
- Employers will log incidents in the transition period
- Feedback goes into their Quality Assurance systems
- Improvements in the quality of service delivery is ensured
- Moderation of assessments by training providers and CSSITO will happen
- All are involved in the monitoring process of quality training

HOW WILL SUCCESS BE MONITORED (cont)

- CSSITO will moderate assessments 2 x each year in geographically aligned sector groups
 - eg: in the Support of Older Person sector:
 - there are six different cluster groups of assessment moderators
 - they will meet twice a year
 - eg, 12 assessment moderation meetings per year in SOP
- A culture of bettering the practice of 'care and support' is occurring
- CSSITO is a leader in care and support services

CSSITO ensures that training is successful and successfully implemented

