



STAKEHOLDERS' ROADSHOW 2021

Stakeholder Information **Careerforce**

Careerforce Registering a Private Training Establishment

Over the past 2 years, Careerforce has sought to minimise disruption from the Reform of Vocational Education (RoVE) for our employers and learners. At the same time, we have been in collaboration with the Tertiary Education Commission (TEC; the lead government agency for RoVE) and other parties such as Te Pūkenga (the entity under which the 16 Institutes of Technology and Polytechnics have been amalgamated) to both understand and influence outcomes of RoVE.

We have learnt a lot over this period, and reflecting on the intent of RoVE and the support that Careerforce receives from our stakeholders, we are proposing that Careerforce registers as a Private Training Establishment (PTE) and build upon the services it currently offers.

We have carefully considered a range of possibilities and believe that Careerforce is ideally suited to undertake a transformation to a PTE while continuing to provide essential training services to our stakeholders.

PTEs are privately owned but are eligible to receive government funding through TEC (in a similar manner to Te Pūkenga). PTEs are also subject to the same regulations and performance expectations as other Tertiary Education Organisations (TEOs). While ITOs can currently only arrange the delivery of training, PTEs are permitted to also complete the delivery of training.

The suggestion that Careerforce registers as a PTE has come from our sectors and informal support has already been provided. The Careerforce Board of Directors, which are largely sector/industry appointments, made the decision to pursue this option having considered the early feedback received from stakeholders.

Careerforce will include this solution within its transition plan (for submission to TEC) only if it has the formal support of a majority of our stakeholders, as ultimately it is the needs of our employers and learners that remains our priority.

Discussions have been held with stakeholders throughout 2020 and 2021 and the following themes (outside of direct encouragement to establish a PTE) have emerged:

- Employers require a seamless transition of training support to receiving entities that give them no less than the same level of service and support that they receive throughout the learning journey with Careerforce
- Employers need, as a minimum, the continuation of:
 - identification of needs for learning in their workplace context
 - the ability to create learning supports and pathways specific to the organisation that result in competence of the employee
 - the development of employer training solutions that meet both employer and employee needs, align with government regulations, and meet commissioning requirements

- Employers cannot afford (in either time or cost) to release staff from shifts to attend off-job learning and the demographic of the workforce means they are unable to attend off-job training in their own time. Careerforce is quite unique in that its learners are 100% workplace based, with no off-job training, and on-job solutions need to be prioritised
- That the sector is already under huge pressure due to COVID-19, workforce shortages, funding mechanisms for their organisations, and the recently announced Health Reform. There is very little scope left for disruption and uninvited unnecessary change

This document provides information on Careerforce and our proposed way forward as a PTE.

Careerforce at a glance

Our Purpose:

**Enabling the workforce to enhance
people's health and wellbeing**

Our Values:

Kaitiakitanga

Upholding responsibilities

**We are committed to our responsibilities,
delivering on our purpose and enhancing the
wellbeing of the communities we serve.**



Kotahitanga

Connecting people

**We come together to improve the health
and wellbeing of New Zealanders.**



Manaakitanga

Honouring others and ourselves

**We respect and care for each other
and provide an environment where everyone
can participate in a meaningful way.**



NZQA Quality Assurance Rating (EER):

NZQA uses External Evaluation and Review (EER) to review the current quality of performance within tertiary education organisations.

NZQA is **Highly Confident** in the educational performance and Highly Confident in the capability in self-assessment of Community Support Services ITO Limited trading as Careerforce.

Careerforce is therefore a **Category 1** education provider.

Size

- Number of employees as at 30 June 2021: 154
- Number of learners in 2020: 19,611

Geographic coverage

- 3 Physical sites (Auckland, Wellington, Christchurch)
- Nationwide coverage – Staff in place from the top of the North Island to the bottom of the South Island and everywhere in between
- A dedicated and nationwide Employer Services field team, with health and wellbeing experience and expertise, working across over 2,000 worksites



NZQA Quality Assurance Rating (EER): Category One (Highest)



Educational Performance and Capability in Self-assessment: Highly Confident

Employees as at 30 June 2021:

154

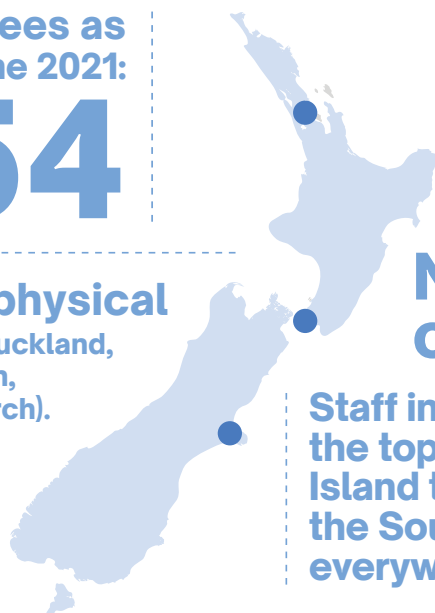
Learners in 2020:

19,611

Three physical sites (Auckland, Wellington, Christchurch).

Nationwide coverage

Staff in place from the top of the North Island to the bottom of the South Island and everywhere in between.



Careerforce – The Current View

Careerforce supports employers nationwide to enhance staff skills and improve health and wellbeing outcomes in our community.

We offer programmes and qualification pathways in the following sectors:

- Aged residential care
- Cleaning
- Disability support
- Healthcare services
- Home and community services
- Mental health and addiction support
- Social and community services
- Urban pest management
- Youth work

We design customised work-based training programmes alongside employers, linking training to policies and workplace practices. We then provide the tools, resources and support employers need to train their staff. Our employer-led training model is built on quality and sustainability. Careerforce training and apprenticeship programmes respect the existing skills and knowledge of learners and make efficient use of the evidence of competence that occurs in the natural flow of work.

Careerforce supports training via either paper-based learning resources and assessments or digital based (Aka Toi). We are seeing a consistent shift towards digital learning, but we have a commitment to support the modes of learning that will ultimately deliver the best learner outcomes.

Careerforce supports the arranging workplace training function via:

- Dedicated Careerforce Workplace Advisors visiting workplaces and supporting training
- Dedicated training and support of workplace assessors and verifiers
- Provision of workplace based training programmes that lead to nationally recognised NZQA qualifications
- Provision of learning and assessment resources, and learning platforms (Aka Toi)
- Moderation of workplace assessors
- Workshops and hubs supporting workplaces, assessors and trainees
- Pastoral care, and one to one support of apprentices
- Literacy, language and numeracy support and guidance



Current Programmes and Learner Numbers (2020)

Programme	Learners
New Zealand Certificate in Health and Wellbeing Level 2	4,668
New Zealand Certificate in Health and Wellbeing Level 3	6,160
New Zealand Certificate in Health and Wellbeing (Advanced Support) Level 4	2,457
New Zealand Certificate in Health and Wellbeing (Primary Care Practice Assistance) Level 4 (Apprenticeship)	60
New Zealand Certificate in Health and Wellbeing (Rehabilitation Support) Level 4 (Apprenticeship)	199
New Zealand Certificate in Health and Wellbeing (Social and Community) Level 4 (Apprenticeship)	1,707
New Zealand Certificate in Health and Wellbeing (Peer Support) Level 4 (Apprenticeship)	17
Dementia Limited Credit Programme Level 4	1,542
New Zealand Diploma in Health & Wellbeing Level 5	271
New Zealand Certificate in Youth Work Level 3	218
New Zealand Certificate in Youth Work Level 4	24
New Zealand Certificate in Cleaning Level 2	813
New Zealand Certificate in Cleaning Level 3	883
New Zealand Certificate in Pest Operations Level 3	236
New Zealand Diploma in Business Level 5	356

The current priorities for Careerforce are:

- Focus on equitable outcomes, with specific strategies to enhance the learning outcomes for Māori and Pasifika learners
- Increasing direct engagement with learners, to support our employers, and to ensure that our learners are supported and motivated to succeed
- Extensive research and insights programmes (employers and learners) to inform improvements
- Working closely with younger people (through youth events and the Workforce Diversity Campaign) to encourage younger people into our sectors, and improve perceptions of career pathways within our sectors
- Enabling access to digital learning

What would transition look like:

Careerforce employers and learners will not experience any noticeable disruption as the transition from Careerforce as an ITO to Careerforce as a registered PTE would happen in the background.

The skills and expertise of Careerforce staff will be retained, as under this option Careerforce is continuing operations and expanding support offerings. This ensures continuity of service for our stakeholders.

This is in line with what we have heard from stakeholders; employers need a seamless transition to receiving entities that gives them the same level of service and support that they receive throughout the learning journey with Careerforce.

With the knowledge that the sectors we serve are already under huge pressure, Careerforce is focused on minimising any potential for unwarranted disruption.

Therefore, the transition will not impact on the operations of the organisations we serve. This is except where additional services can be offered to support the learner and employer further (delivery of training).

What is the vision for the future of Careerforce as a PTE?

We engage with our stakeholders every day through the work we currently do in supporting employers and learners in the achievement of qualifications. Throughout RoVE discussions the following two themes have clearly emerged:

- Our stakeholders appreciate the current service offering of Careerforce but there are some areas where direct training by Careerforce would be beneficial
- Employers cannot afford to release staff from shifts to attend off-job learning, and the demographic of the workforce often means they are unable to attend off-job training in their own time.

Taking these themes, we have reviewed what we currently do and determined the key activities which should be retained:

- Deliver expertise in understanding the needs of employers and their workforce that comes second to no other providers within our sectors
- Engage strongly with employers to ensure continued alignment to current and future needs
- Understand that employers want to know that staff are able to perform job specific tasks, to job standards, on the job, i.e. they want assurance of proof of competence
- Focus on our areas of strength, which are within the sectors that we currently serve. We will be delivering to the sectors that are focused on the health and wellbeing of New Zealanders
- Employ the right people, with the Careerforce staff delivering support and learning having sector relevant expertise and knowledge
- Provide nationwide coverage that delivers consistent standards in every region
- Provide support for employee development needs within the workplace – Careerforce understands the difficulty of learners accessing classroom-based learning given the financial and capacity restraints inherent in the health and wellbeing sectors
- Support workforce development in our sectors through the provision of extensive learning and assessment resources, with our team supporting the learners on their journey to achieve their qualification

- Be nimble and able to adapt to the needs of our sectors quickly without the encumbrance of a much larger organisation with multi levels of policy and approvals
- Maintain its not for profit charitable status and keep costs to employers to an absolute minimum whilst still able to invest in future development to meet emerging industry needs. This would also enable the transfer of reserves to benefit employers in the learning of their employees

We have also determined the key activities that can be introduced as we forge the future as an organisation that has the opportunity to deliver more to the sectors we serve:

- As an Industry Training Organisation, Careerforce has been prohibited under the current system from “delivering” training
- As a Private Training Establishment (PTE) under the new system, Careerforce will be able to deliver inclusive training in the workplace through a variety of modes, to fully meet employer and learner needs
- Our existing relationships, capabilities and resources will enable us to operate as a one stop shop for arranging and delivery of training that supports national provision (both geographically, and with consistency of training standards)

The initial transition would be the current programmes and services Careerforce currently offers, as that is what the legislation allows to be transferred.

From this base, Careerforce will co-create with our stakeholders the delivery model for each current Careerforce programme.

We understand that even within sectors, there are organisation specific needs that may require alternate thinking. We have the opportunity to do this design and groundwork before the formal transition occurs to enable a swift progression into delivery of training for our stakeholders.

Careerforce have already completed research on what modes of learning are being sought within our sectors. This will be expanded as we progress down this pathway. Some opportunities already being either offered or explored are:

- Wānanga / Talanoa / Hubs / Workshops (on-job)
- Online Learning & Resources
- Forums
- Learning cohorts and support
- Literacy, numeracy, and digital capability support

The ability to deliver training creates more opportunities for Careerforce to serve the needs of our priority learning groups. We have already begun this important mahi through the implementation of strategies and advisory groups which will be taken forward:

Māori:

Whāia Te Whanaungatanga (Māori Strategy)

https://www.careerforce.org.nz/wp-content/uploads/2021/07/Careerforce-Whaia-te-Whaungatanga_2020.pdf

Pasifika:

Ala Moni (Pacific Workforce Development Plan)

https://www.careerforce.org.nz/wp-content/uploads/2021/07/V4_Pasifika-Strategy-Plan_double-spreads-Copy.pdf

Disabled people:

Careerforce Disability Advisory Group

Supporting disabled people with individualised funding

What would this look like in 2023?

During 2023, Careerforce will be further broadening its delivery of training through an extension of the co-creation delivery model across each of our programmes. These will be monitored and adjusted as required to meet the needs of industry.

Our sectors and employers will be our key focus and stakeholders. Careerforce learners will continue to be employees first and therefore the skill capabilities required by employers will always be key.

The traditional preferences of other industries and institutes will not have an impact on the decision making of Careerforce.

What would this look like in 2025?

Careerforce will have a full suite of programmes containing blended modes of delivery to meet the learning needs of trainees and the competency needs of employers.

Careerforce will be an entity focused on the employer as our customer. The outcome of our offering will be employees with skills that meet the needs of the employer, as they are being trained with the needs of the employer at the forefront.

Learners will have the delivery of training and direct supports they require to succeed.

Careerforce will be an independent entity that will not be facing rationalisation of its services or subsidisation of poorly performing business units within an education institute which the health and wellbeing stakeholders have no control or influence over.

Why choose Careerforce?

Because we know and live exclusively in your world. We are proactive, we listen and we adjust accordingly. Careerforce has a long history of delivering to the health and wellbeing sectors for over 25 years and our satisfaction levels have continued to increase over the past four years.

With no constraints around ability to deliver actual training, the offering to our employers and learners will be able to meet the full needs of the sectors.

We know from employer feedback that one of our biggest assets is our nationwide field team, who are employed on the basis of their prior practical health and wellbeing experience. This current knowledge platform, along with the motivation to keep up to date with changes in health and wellbeing practices, provide a strong base from which to provide the training that is valued and respected by industry.

We also understand our learners, and their barriers and enablers to success. Many of our learners are 'second chance' learners who have historically not achieved in traditional classroom-based learning environments. Our programmes recognise this and are very practically based.

Careerforce has a proven history of advocating for the workforce development needs of the health and wellbeing sectors. We would continue to promote these essential sectors in the work of the Workforce Development Councils (WDCs - which have a wider sector remit than the current ITO coverage). Our knowledge in combining industry need with educational expertise is already respected and this will be utilised in the advancement of the sector voice with WDCs.

Careerforce does not present the risk of delving into an operating model/environment that is presently uncertain in outcomes and focus areas.

In summary, Careerforce as a PTE offers the following:

- A focus on our sectors and the employers of our learners
- Maintained focus on health & wellbeing sectors with no loss or dilution of industry voice
- 25 years of experience and learnings to optimise our service offerings, and an assurance of staff with extensive health and wellbeing experience
- An absolute and continued commitment to supporting improved outcomes across learners, and with a dedicated focus on equitable outcomes across all learner groups
- Nationwide support and resources
- Continuation of programmes that have been designed to be delivered in the workplace – we understand workplace-based learning, and the needs of employers and workplace-based learners
- Freedom to expand the current service offering, into the delivery space
- The experience and knowledge to increase the voice of the health and wellbeing sectors in Workforce Development Councils
- A seamless transition with minimal disruption (if any)
- Minimal risk of unwanted outcomes
- Operating as a charitable organisation, so any existing or new reserves would stay within the sectors

