



FACT SHEET

Last updated 3/4/24 BM

REACH Programme – open option

The REACH Programme is a learning programme provided by Community Housing Aotearoa in partnership with Training Systems and Solutions Limited, a New Zealand owned-and-operated private training organisation.

REACH stands for *Responding to Emergency Actions in Community Housing* and is a package of courses to support community housing staff feel confident and competent in situations of interpersonal or physical risk, as well as increasing their knowledge of workplace health and safety. Successful completion of all of the courses in the REACH programme will provide participants with 2 micro credentials and 3 unit standards which can be credited towards other qualifications. Additionally, it gives an employer indisputable evidence of having provided health and safety training to their staff – in case WorkSafe were to ever ask for this.

Who is this programme for?

This programme is best suited to front line workers in community housing organisations. You do not need to be a CHA member to attend this training.

The course content is taught at levels 1-3 of the NZ Qualifications and Credentials Framework. This [NZQA page](#) helps to explain the framework levels.

What are the dates and venues?

| Course name | In-person date | Venue | eLearning |
|---|---|--|---|
| De-escalation and personal safety for front line workers and Workplace Health and Safety | Option one Date: Tuesday 1 st May 2024 Time: 9am - 4pm | Lynfield Room Fickling Centre 546 Mt Albert Road Three Kings, Auckland (venue is beneath the library) | Online, at your own pace after the in-person session is completed |
| | Option one Date: Tuesday 28 th May 2024 Time: 9am - 4pm | Senior Citizens Room Fickling Centre 546 Mt Albert Road Three Kings, Auckland (venue is beneath the library) | |

Alternatively, if you'd like to arrange an in-house course for your organisation, check out [this fact sheet](#)

What's involved?

The programme starts with a face-to-face training session. Participants then work through eLearning at their own pace for another two months. Before and during the in-person session, we'll help participants to get up and learn to navigate the system, and support from tutors is always available throughout the two-month period.

The course is free of charge at the moment, thanks to the generosity of the course provider – Training Systems & Solutions Ltd.

What are the cancellation terms?

You can swap participants at any time at no cost – please let us know as soon as you can so we can set up online access for the new person.

What does the programme include?

| Course name | What is it about? | Delivery Mode | Award |
|--|--|--|---|
| De-escalation and personal safety for front line workers | <p>This course builds skills to</p> <ul style="list-style-type: none"> - identify and prevent escalating behaviour or conflict - use strategies to deescalate situations using approaches that include cultural safety, behaviour identification and communications strategies | <p>Part one – in person</p> <p>Part two –self-directed eLearning (tutor support available)</p> <p>Part three – online debrief session via Zoom</p> | <p>Calming Agitated People (CAP) (Micro-credential) -Level 3, 10 Credits</p> <p>AND</p> <p>De-escalation and personal security for front-line GLAM sector workers (Micro-credential) -Level 3, 10 Credits</p> |
| Workplace Health and Safety | <p>This course teaches knowledge and skills around identifying personal safety, situational awareness, and risk assessment as it relates to workplace health and safety, including where the work site is a tenant's home.</p> | <p>Part one – in person</p> <p>Part two –self-directed eLearning (tutor support available)</p> | <p>Unit standard 497 (Level 1, 3 credits)</p> <p>Unit standard 30264 (Level 3, 3 Credits)</p> <p>Unit standard 30266 (Level 3, 6 credits)</p> |

To read more about each unit standard or micro credential, search the NZQA website – www.nzqa.govt.nz
Please note that any references to a security context don't mean that the learning material will be for

security personnel: the training provider has adapted it for a community housing context which was widely praised during the pilot phase of this programme.

What is expected of a participant?

Participants will be required to attend face-to-face and online sessions, to keep up with eLearning (which includes assessment), and to reach out early if they need help or have questions.

Participants will need access to a computer with an internet connection to complete online learning modules.

Participants will not earn the qualifications if they do not complete the eLearning.

How do I enrol?

Please complete [this online form](#) with your details.

What is a micro credential?

“Micro-credentials are small, stand-alone awards with set learning outcomes. They're part of Aotearoa's education and training system. Micro-credentials recognise learners' skills, experience or knowledge, while meeting demand from employers, industry and communities. Micro-credentials that we've quality assured are:

- listed on the New Zealand Qualifications and Credentials Framework (NZQCF)
- 1 to 40 credits in size
- taught at all levels of the NZQCF
- delivered by accredited education providers
- developed because there's evidence they're needed.”¹

Micro credentials are just as valid as full-size qualifications, though they take less time to earn and are more focused on a specific skill or smaller set of related skills. Micro credentials are often made up of achieved NZQCF-registered unit standards or skill standards, so they can be 'stacked' towards a full-size qualification at a later date. Earning micro credentials rather than a full-size qualification costs less for the learner and employer in terms of time, effort and availability for work, and is a good way to focus on one required skill at a time.

What is a unit standard?

A unit standard is an NZQA-approved document that specifies what evidence is required in order to be deemed competent in a particular area. Unit standards are awarded at levels of achievement and are weighted in 'credits'. If you have earned a unit standard this is shown on your Record of Learning, held by

¹ <https://www2.nzqa.govt.nz/tertiary/approval-accreditation-and-registration/micro-credentials/>

NZQA, and an employer or educational institution can see that you have proved your competence to the prescribed level by showing the prescribed type of evidence.

Unit standards can be credited towards NZQA qualifications.

For more information, check out [this page on the NZQA website](#).

Who can I contact if I have more questions?

Please get in touch with [Bridie Morell](#), Project Lead for the CHA Workforce Capability Project or [Amanda Kelly](#), CHA Policy and Practice Lead.