

Health and Wellbeing





Lily



Health and Wellbeing



Crisis Support Worker

Before Lily started her health and wellbeing journey, she was a stay-at-home mum. But she always had the interest to study in the back of her mind. When Lily realised she was able to study the level four Certificate in Health and Wellbeing flexibly and part-time she jumped straight in, starting on a path where she could learn skills to help others in her community.

“When my youngest was five I decided to get back into work, but I still had study in the back of my mind.

I found out the Level 4 Health and Wellbeing programme was a pre-requisite for the Bachelor of Social Work, and I thought a part-time programme would be a good step back into study.”

With the encouragement of her aunty, Lily chose to study at Whitireia, where the support networks of her tutors and library staff were instrumental in helping her achieve her study goals.

“My aunty was the one that really sold it to me. She’d studied there and mentioned how good the support for students was. She said that there was a team in the library who could answer your questions and help you with assignments.

She was right, there was heaps of support and it really helped me through. Sometimes I can experience a bit of self-doubt, but my tutors really helped me overcome that.”

‘I tell all my friends and family that if they need a place to start, health and wellbeing is it. You can fit it into your life, and there’s tonnes of support.’

For Lily, the most important thing she learned while studying Health and Wellbeing was setting boundaries. She was then able to take what she learned to apply them in her current job, working as a crisis support worker.

“One of the most helpful things we learnt about was setting boundaries. I’m such an open person, I find it easy to go above and beyond what’s needed. When we spoke about it in class, almost everyone felt the same. Another subject I found really interesting was cultural responsiveness. We learnt about different customs and how that affects the way you approach different situations.”

By completing the New Zealand Certificate in Health and Wellbeing, Lily has been able to fulfil her goal, by being able to be out in the community, helping people.

“I tell all my friends and family that if they need a place to start, health and wellbeing is it. You can fit it into your life, and there’s tonnes of support.”

Follow the QR code below to read the full story.





'WelTec gave me the help and support I needed to change my career.'

Gareth



Health and Wellbeing



Mental Health Support Worker

At the age of 55, Gareth decided to change careers. He was managing Koru lounges for Air New Zealand when COVID-19 hit, the effects of which meant Gareth found himself out of a job.

Gareth decided to turn his redundancy into an opportunity for change. He had always wanted to find a rewarding and fulfilling career path, and after exploring Whitireia and WelTec's programmes online, came across the Health and Wellbeing Support Work programme.

Taking the leap back into study was a little daunting for Gareth, who'd never enjoyed school. After some awful experiences, he left school at 15, and told himself he would never step foot into a classroom again.

However, his fears were squashed when he started at WelTec and met his tutors, who were encouraging, supportive and charismatic. They were always happy to answer his questions. "It was the best experience I've ever had in a learning environment."

After completing his studies, Gareth is now able to support people on their journeys. He helps people with intellectual disabilities to overcome challenges and sets them on a path to rediscover their purpose.





For Gareth's clients, tasks that seem simple to most can be a big challenge. It's important that as they re-learn basic tasks and processes, they get support in a non-judgemental environment. "I love seeing my clients grow and being part of their journey. I get to make a real difference to the lives of people who are disadvantaged in our society and have experienced a lot of hardship."

To anyone thinking of studying at WelTec, Gareth says, "Go for it - you'll feel like you're on a journey to something really positive and worthwhile."

Follow the QR code below to read the full story.



New Zealand Certificate in Health and Wellbeing (Social and Community Services) (Level 4) - (Whānau, Community and Social Services)

 Level 4
 1 year, full-time, part-time options available
 07 Jul 2025 (Porirua)
 \$5,600 (indicative for 2025 intake)

For people working in the community alongside individuals, whānau/family. Focus on developing autonomy and using tools and strategies to reduce vulnerability and build resilience. Develop skills in building relationships, leadership and cultural responsiveness.

Programme outline

This programme is delivered using blended learning methods which combines face to face, online delivery, and work-integrated learning.

Teaching and learning

This programme offers the following four courses:

HWB4001: Whānaungatanga Building Relationships (30 credits)

This course develops skills and knowledge to enable students to build effective professional relationships with people, families and whānau, and community networks in a health or social service setting. Students demonstrate an understanding of socio-cultural and historical factors that impact on health and/or social outcomes. Students reflect on their use of appropriate communication strategies that are respectful of diversity and that demonstrate working in partnership with others.

HWB4041: Safety and Practice in Social Services (30 credits)

This course develops skills and knowledge that enables students to protect and promote the health and wellbeing of people, whānau and families engaged in a social services setting. Students demonstrate an

understanding of advocacy relevant to working with people, whānau and/or family accessing mental health addiction services. Students reflect on ethical and legal implications related to their role.

HWB4002: Leadership and Cultural Responsiveness (30 credits)

This course develops skills and knowledge to enable students to provide culturally responsive care and advocate appropriately. Students demonstrate an understanding of their role in quality improvement and its impact on improving health and wellbeing. Students reflect on their own personal leadership and their ability to influence effective teamwork to work alongside and promote self-management and health literacy of people, families and whānau.

Social Services in the Aotearoa New Zealand Context (30 credits)

This course develops the skills and knowledge to enable students to demonstrate the ability to work effectively as a supporter worker in a community setting. Students will demonstrate an understanding of policy and theory relevant to social service practice. Students will reflect on the tools and strategies used to reduce vulnerability and build resilience.

Entry requirements

Domestic

NCEA Level 1 or equivalent; evidence of suitability based on referees and safety check, to meet relevant legislation. A Health Screening may be required for specific placement settings.

International

Proven equivalence for Domestic Entry Requirements plus IELTS 6.0 (or equivalent) with no band score lower than 5.5.

Find your country's [equivalent academic entry requirements here](#)

**For fee exclusions, please see our [terms and conditions](#).*

How to apply

Before you start your online application, you will need to have the following documentation available to upload when requested:

- Completed [supplementary application form](#)
- [Referee report](#)
- Verified ID
- Verified official transcripts

Give the referee report to a person who is willing to be your referee. Ask them to complete the forms and either return to yourself (so you can upload with your application), or scan and email to enrolments@wandw.ac.nz within 10 days.

Alternatively, completed applications can be emailed to enrolments@wandw.ac.nz or dropped into:

Enrolments, Whitireia, 3 Wi Neera Drive, Porirua

[Supplementary application form](#)



[Referee report Form](#)

