

THE COURSES



ELEMENTS OF THE CODE OF PRACTICE AND RESIDENTS' RIGHTS

Aimed at everyone who has contact with residents, and covers complaints, residents' privacy, emergencies, residents' rights to consultation, courtesy and respect.

ADVERTISING AND SELLING

Covers the sales and resales process based on the RVA's best practice guide. It's aimed at everyone involved in selling ORAs.

MANAGING THE VILLAGE

Covers the balance of the regulatory regime, the Code of Practice, and RV Act. It's perfect for new managers or people who want to refresh their knowledge.

Each level builds on the previous one, so to start the Managing the Village, the trainee must have completed the previous two courses.

Ask for more information.



CONTACT US



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COMPLIANCE MADE SIMPLE

eLearning modules in retirement village compliance

Do your staff and contractors understand their RV obligations?



Photo above: Bupa Care Services group graduation

The retirement village industry is unique. Our legislation is designed to protect our residents' interests and places an ongoing significant challenge on operators and their staff to understand and comply with the RV Act, associated regulations, and Codes of Practice and Resident Rights. Get any of these wrong, and you could find yourself in strife!

The RVA has developed a three-tier training programme that delivers the understanding and benefits to all who have contact with residents and their families.

These courses are regularly reviewed and updated to ensure they meet the current industry legislation.

THE BENEFITS

Smaller operators benefit because they get ready-made training programmes. Larger operators welcome the independence the RVA's programme offers and can adapt it for their documents and practices.

Associate members that have staff who visit villages will gain understanding of their obligations relative to the residents and should complete The Elements module.

The qualifications are recognised by employers across the sector

Certificates of Achievement for each module are sent on completion.

GETTING STARTED

Training is available to anyone who is interested. Each organisation appoints a sponsor who registers their trainees in the system. The RVA will send each trainee their own log-in details. The sponsor gets updates on each trainee's progress.

The trainees complete each course at their own pace. As a guide, the Elements course is likely to take an hour or so, the Advertising and Selling a couple of hours, and Managing the Village up to eight hours.

Costs per trainee

The Elements	\$30+GST
Advertising & Selling	\$40+GST
Managing the Village	\$75+GST

Completing three courses is \$145+GST per trainee.

Note that each course is cumulative. Trainees must have successfully completed each course before moving to the next.

If you have 50 or more people to train, contact us for some licensing options.