



Te Ara Institute
A DCMi and RVA Collaboration

Professional development specifically designed by retirement village industry professionals at the DCM Institute and the RVA.

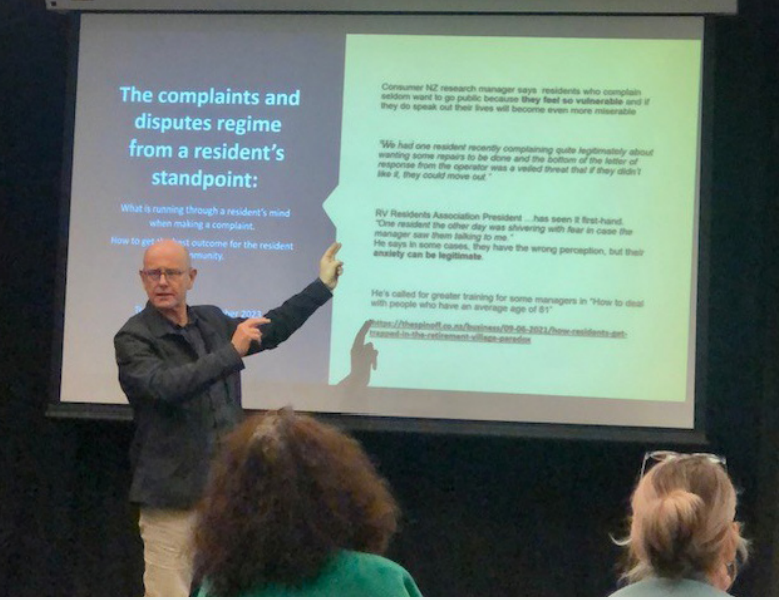
Te Ara Institute Village Management Professional Development Programme



Learn, Grow, Connect:

Master today's in demand Village Management skills with New Zealand's most dynamic and supportive Village Management Professional Development Programme.

Gain access to a regular eLearning programme with videos, webinars and masterclasses



Introducing the six foundation topics developed specifically to establish a solid foundation of village management competence and confidence. The six foundation topics are recognised by the Te Ara Ahunga Ora Retirement Commission, the Retirement Villages Residents' Association and operators as essential learning.

Building the Village Management of Tomorrow:

Te Ara Institute offers an ongoing Professional Development Programme that supports village staff to improve their operations and build a competitive edge.

Te Ara learners earn recognition for each topic completed, which includes Continuing Professional Development (CPD) Points, Certificates for each module and a updated transcript on the Te Ara portal as evidence of your professional development journey.

Te Ara gives its learners the opportunity to:



Build Operational Excellence

Equip your team to deliver regulatory compliant and best practice operations



Develop Business Strength

Deliver strong business growth through continuous improvement



Achieve Professional Development

Personal growth and ongoing compliance through upskilling

Foundation Programme

Resident Wellbeing - Establish a service model that supports independence and promotes resident wellbeing.

Resident Committees - Investigate why resident committees exist, how to support them to contribute to a harmonious village and why they can be an invaluable resource for a Village Manager

The Customer Experience - Achieve quality customer experiences, from inquiry to termination, by placing the resident at the centre of all that you do and understand how the customer experience can impact sales results and marketing spend.

Complaint Management - Understand the benefits and purpose of a complaint management system and how to transform feedback into improvements which enhance the resident experience.

Annual General Meetings - Understand the purpose of the AGM including the statutory, operational, financial and management reporting required to meet your legislative obligations.

Time Management - Managing competing priorities, identify strategies and activities to achieve more when time is scarce.

\$2000 investment in the full Professional Development Programme includes up to 3 Forums, Webinars and Masterclasses annually, in selected locations around NZ plus the opportunity to earn 10 CPD points for attending.

For Foundation Learners the cost of \$195 to attend will be credited to an upgrade to the Te Ara Professional Development Programme if this option is taken within 30 days of the Masterclass.

For all other non-learners, the cost is \$195 to attend but this is credited against the Te Ara full Professional Development annual subscription if this option taken within 30 days of the Masterclass.

When learners enrol in the full professional development programme, they gain access to the six foundation topics and all other new module releases each year.

This programme is ideal for both new and established village professionals. Te Ara Institute delivers a rich and expanding library of key topics, polices, online tools, video sessions and guest expert speakers plus up to three Masterclasses throughout NZ each year.

Professional Development Programme:

The Vacancy Pipeline & Refurbishments - Understand the vacancy pipeline and strategies to assist with managing refurbishments.

The Sales Process - Understand the importance of a sound sales process that includes engagement with the operational team and tools to ensure compliance and positive customer experiences.

Content Marketing - Understand Content Marketing, and how to create a marketing strategy that increases brand awareness and grows your connection with prospective clients.

Decisions, Directives and Guardianship - Understand the importance of Enduring Powers of Attorney and identify the legislative requirements of decisions, directives & guardianships.

Sponsorship - Sponsorship is often an undervalued part of the marketing mix for retirement villages. Learn how you can use sponsorship to attract more potential residents, provide unique 'money-can't-buy' experiences, and how it can help win the hearts and minds of those you serve.

Event Planning - Identify what makes a great event and how to plan, conduct and manage successful events.

Ageing 101 - This module talks us through the science of ageing, gives us some well-respected facts on the evolution of human ageing and really makes us stop to think about what it is ageing is actually all about (other than us all getting older!)

Valuations - Understand the methods of valuation for retirement villages, the legislated obligations and the operational decisions that can impact the value of the village.

Financial Management - Identify the financial management components required to meet legislative compliance and understand the importance of sound financial accountability for residents.

Social Media Marketing - Judi Carr, Director, Content Republic, shares the golden rule of social media marketing is to EDUCATE first & SELL second

Insurance - Understand the insurance requirements of retirement villages, the cover needed for your village and insurance jargon, so you can effectively compare policies.

Sustainability - The module looks at the importance of Greenstar design and construction and outlines a range of sustainability initiatives for managers to implement.

Handling Difficult Conversations

Being able to navigate difficult conversations is an important skill for anyone to have. While not all difficult conversations involve conflict or confrontation, they do need to be handled correctly to maintain the relationships with all parties involved. In today's fast-paced and interconnected world, we frequently encounter diverse perspectives, opinions, and emotions, making challenging discussions inevitable.

Health & Safety #1 - As we are all aware, Workplace Health & Safety is an essential part of village management. For us to maintain a certain level of safety in the workplace for our residents, staff, and ourselves, it is critical we have processes and procedures in place.

5 Intentional Leadership modules - The Intentional Leadership Series begins with an introduction to leadership and how to develop a Leadership Mindset. It then explores how we can adapt our Leadership style to get optimum results. The third module helps us 'Prioritise for Purpose' and determine if we are "Busy" or "Productive". We then look at developing a leadership mindset and delves into delegation as the bedrock of successful collaborative leadership. The fifth leadership module looks at ways of Coaching for Success.



Bobby Shen, Green Building Council: Presenter Sustainability Module



John Collyns, Executive Director, RVA



Ongoing Professional Development

Our ongoing Te Ara Professional Development Programme is designed to support and expand the competency of village and head office management staff in a dynamic sector. Operational and regulatory knowledge is supported with evolving topics keeping pace with a fast-changing industry.

Our new module releases 2024-25 include:

Commerce Act & Cartel Behaviour: An overview of competition law, what constitutes anti-competitive behaviour, the Fair Trading Act and how that regulates advertising, and cartel behaviour.

Residents' Induction: How to ensure your new resident gets the best experience possible from the first time they come up the drive to settling into the life of the village.

Intentional Leadership #6 - Delivering Positive & Constructive Feedback: This Leadership module deals with delivering positive and constructive feedback to those around us in a non-confrontational and more approachable way.

Asset Management: This topic gives village managers a better understanding of the importance of property and asset management, as well as gaining knowledge and skills for effective decision-making and risk management.

Intentional Leadership #7 - Resilience in Leadership: The final Leadership module in the series explores resilience in leadership and the coping mechanism of stress and adversity.

Health & Safety #2 - Emergency Management - This module focuses on villages' emergency planning and risk management, including planning and tools required to ensure villages can recover quickly from unplanned events.

Privacy - Effective Record Keeping for Village & Community Managers: Managing information through records involves taking care of the information created, received, stored, digitised, or discarded in your village. Companies need to follow rules and procedures for record keeping, understanding the privacy component and know how long to keep different types of information, such as employee files, financial reports, emails, and social media posts.

The Art of Report Writing - A Guide for Managers: This topic focuses on the essential skills and techniques required by Management in retirement villages to produce clear, concise, and informative reports. As the primary communicators within the village, Managers need to master the art of report writing to effectively convey information to residents, staff, and external partners.

Elder Abuse - This module takes you on a systematic journey of discovery, understanding and action by teaching everyone what to look out for and how to respond to Elder Abuse. In particular, how to recognise the signs of abuse, including financial, physical, sexual or psychological, and know what to do when the abuse is identified.

Duty of Care: This module covers information to assist you with knowledge of parameters and what 'good' looks like from the lens of a village and a resident.

***The RVA/Te Ara Institute reserves the right to vary the module release schedule as required.**

All modules deliver Continuing Professional Development (CPD) Points.

Six Foundation Topics	\$600 + GST,
Upgrade to 12 month Professional Development Programme	\$1400 + GST,
Full Professional Development Programme/Masterclasses	\$2000 + GST (annual subscription).

Learners can upgrade from the Foundation enrollment to the full Professional Development Programme at any stage for an additional \$1400. Includes complimentary face to face training days and an interactive learning portal.

Please contact us for more information about a bespoke pathway which can be personalised and designed for you as an Operator and tailored to meet the specific requirements for each of your team members.

Due to our partnership with DCM, Te Ara Learner enrollments are non-refundable in most instances, but can be transferred to a different member of staff if they have not been activated by the learner,

Please refer to our website for further details regarding programme pricing.

For further information about a Bespoke Learner Pathway for your team please contact:


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