

Title	Apply positive behaviour support in a health or wellbeing setting.		
Level	4	Credits	5

Purpose	<p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> • outline the features of positive behaviour support in a health or wellbeing setting; • describe communication techniques for positive behaviour support in a health or wellbeing setting; • describe escalation cycle stages and positive behaviour support strategies in a health or wellbeing setting; • apply positive behaviour support with a person displaying challenging behaviour in a health or wellbeing setting; • evaluate own approaches to supporting a person with positive behaviour support strategies in a health or wellbeing setting.
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Classification	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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Available grade	Achieved
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Guidance Information

- 1 Assessment conditions:
Evidence for the practical components of this unit standard must be generated in a health or wellbeing setting.

People awarded credit for this unit standard must work under the guidance and delegation of a health professional in accordance with own role and responsibilities, and organisational policies and procedures.

- 2 Range:
Evidence generated for assessment against this standard must reflect workplace requirements specified in:
- documented organisational policies, procedures, and methodologies;
 - applicable health and safety plans, contract work programmes, and quality assurance programmes.

Evidence generated for assessment against this standard must reflect the values, processes, and protocols required to work with Māori, Pasifika, and people from diverse cultures.

Evidence generated for assessment against this standard must reflect the legislative and regulatory requirements specified in:

- Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996 (the Code of Rights);

- Health and Disability Services (Safety) Act 2001;
- Health Practitioners Competence Assurance Act 2003;
- Health and Safety at Work Act 2015;
- Human Rights Act 1993;
- Medicines Act 1981;
- Privacy Act 1993.

Evidence generated for assessment against this standard must reflect the best practice guidelines and principles specified in:

- NZS 8134.0:2008 *Health and disability services (general) Standard*;
- NZS 8134.1:2008 *Health and disability services (core) Standards*;
- NZS 8134.2:2008 *Health and disability services (restraint minimisation and safe practice) Standards*;
- NZS 8158:2012 *Home and Community Support Sector Standard*.

NZ standards can be retrieved from <http://www.standards.co.nz/>.

3 Definitions:

Health or wellbeing setting includes but is not limited to: the aged care, acute care, community support, disability, mental health, rehabilitation, social services and youth development sectors.

Health professional refers to a person who is registered with an authority (which is appointed by or under the Health Practitioners Competence Assurance Act 2003) as a practitioner of a particular health profession to deliver health services in accordance with a defined scope of practice.

Organisational policies and procedures are the policies, procedures, and methodologies used in an organisation. They include legislative and regulatory requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents such as job descriptors and employment contracts.

Person is a person accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, or service user.

Support should aim to maintain, improve, or restore a person's independence by utilising existing strengths and appropriate resources; but may include providing assistance to enable a person's health and wellbeing needs to be met.

4 Reference:

Te Pou o te Whakaaro Nui. (2017). *Positive Behaviour Support*. Retrieved from https://www.tepou.co.nz/uploads/files/resource-assets/DWD_PBS%20sector%20transformation.pdf

Outcomes and performance criteria

Outcome 1

Outline the features of positive behaviour support in a health or wellbeing setting.

Performance criterion

1.1 Positive behaviour support features are outlined.

Range may include but is not limited to: person-centred approach, behaviours, communication, restrictive practices, whānau and support networks, environment, support plan, safety.

Outcome 2

Describe communication techniques for positive behaviour support in a health or wellbeing setting.

Performance criteria

2.1 Verbal and non-verbal communication is described in terms of its potential impact on people in a health or wellbeing setting.

2.2 The role of effective verbal communication when dealing with challenging behaviour is described.

2.3 The role of effective non-verbal communication when dealing with challenging behaviour is described.

Outcome 3

Describe escalation cycle stages and positive behaviour support strategies in a health or wellbeing setting.

Performance criteria

3.1 Escalation cycle stages, and typical behaviours during them, are described.

Range escalation, crisis, de-escalation.

3.2 The use of positive behaviour support strategies in each stage of the escalation cycle is outlined.

Outcome 4

Apply positive behaviour support with a person displaying challenging behaviour in a health or wellbeing setting.

Range evidence is required for supporting four people.

Performance criteria

- 4.1 Positive behaviour support strategies are applied to support the person.
- 4.2 Support for the person maintains own personal safety in accordance with organisational policies and procedures.

Outcome 5

Evaluate own approaches to supporting a person with positive behaviour support strategies in a health or wellbeing setting.

Range evidence is required for supporting four people.

Performance criteria

- 5.1 Applied behaviour support strategies are evaluated in terms of organisational policies and procedures.
- 5.2 Behaviour and communication styles used in the application of positive behaviour support strategies are evaluated.
- 5.3 Potential impacts of applying positive behaviour support are described.

Range may include but is not limited to: maintaining personal safety, managing own fear and anxiety, mental stress, de-personalisation, maintaining professional attitudes and boundaries.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	MM 2021	

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.