

Title	Develop and maintain positive relationships to achieve outcomes in a health or wellbeing setting		
Level	4	Credits	10

Purpose	People credited with this unit standard are able to develop and maintain positive relationships to achieve outcomes in a health or wellbeing setting.
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Classification	Health, Disability, and Aged Support > Community Support Services
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Available grade	Achieved
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Explanatory notes

4 Guidance Information

1 Assessment conditions

Evidence for the practical components of this unit standard must be ~~gathered~~generated ~~in the workplace.~~

~~2— Assessment of this standard should be supported by an attestation from a credible person who has current and relevant subject matter expertise and can confirm that the candidate has consistently demonstrated the required competencies over a minimum period of three months. health or wellbeing setting.~~

~~3.— Relationships in~~People awarded credit for this unit standard must be conducted~~work~~ under the guidance and delegation of a health professional in accordance with service philosophy~~own role and responsibilities~~, organisational ~~standards~~policies and ~~people's~~procedures, and respect the characteristics and needs of people accessing support.

4.2 Assessment notes

Evidence generated for assessment against this standard must reflect workplace requirements specified in:

- documented workplace procedures, policies, 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.

3 Definitions

Characteristics and needs ~~includes~~ refer to the physical, spiritual, and mental characteristics and needs of ~~people~~ person accessing support. Characteristics and needs may include but are not limited to: — their age and stage of development, coping strategies, culture, disabilities, experience and knowledge, family or whānau history, gender, health status, personal history, language, sexual orientation, socio-economic situation; and needs for physical comfort, safety, and privacy.

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

—Organisational ~~standards refers to the~~ policies, and procedures and practices which reflect an organisation's service philosophy are the policies, procedures, and the current and relevant ethical, methodologies used in an organisation. They include legislative and regulatory and contractual requirements to which the setting which may apply across an organisation, a specific site, or role is subject. Organisational standards may be a workplace. Requirements are documented in the organisation's vision and values, standard operating procedures, organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents and codes of conduct and/or ethics service user.

Outcomes and evidence requirements performance criteria

Outcome 1

Develop and maintain positive relationships to achieve outcomes in a health or wellbeing setting.

Evidence requirements

Performance criteria

- 1.1 Relationships are developed and maintained with a focus on the intended outcomes.
- 1.2 Appropriate protocols and processes to build and maintain relationships with people are implemented.
- 1.3 Strategies to address barriers to successful engagement and interpersonal communication with people, family and/or whānau, are identified and implemented.
- 1.4 Family, whānau and/or natural supports are included in the support relationship in accordance with the rights and wishes of people.
- 1.5 Approach to engagement is adapted when required to maintain the relationship and focus on outcomes.

Planned review date	31 December 2024 <u>2023</u>
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 June 2016	N/A
Revision <u>and</u> <u>Rollover</u>	<u>2</u>	<u>MM 2021</u>	<u>N/A</u>

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at

~~<http://www.nzqa.govt.nz/framework/search/index.do>~~
~~<http://www.nzqa.govt.nz/framework/search/index.do>~~

Please note

~~Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.~~

~~Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.~~

~~Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.~~

~~Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMRs). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.~~

Comments on this unit standard

Please contact ~~the Community Support Services ITO Limited~~~~Careerforce~~
~~info@careerforce.org.nz~~ if you wish to suggest changes to the content of this unit standard.