

41015 Implement professional and ethical behaviour in a health and wellbeing setting

Kaupae Level	3
Whiwhinga Credit	10
Whāinga Purpose	<p>People credited with this skill standard are able to implement professional and ethical behaviour, self-reflect on own professional practice and relationships, implement actions to support wellbeing, learning and development, and explore safe and ethical use of technology in own role in a health and wellbeing setting.</p> <p>This standard aligns with the New Zealand Certificate in Health and Wellbeing (Level 3) with strands in Healthcare Assistance; Newborn Hearing Screening; Orderly Services; Support Work; Vision Hearing Screening [Ref: 2470].</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Implement professional and ethical behaviour in a health and wellbeing setting.	a. Describe how workplace's philosophy, aims and values guide own professional practice.
	b. Apply the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996, or other relevant code, to role-specific situations.
	c. Outline how own role contributes to the effectiveness of a team supporting a person.
	d. Identify challenges in maintaining ethical boundaries.
2. Self-reflect on own professional practice and relationships in a health and wellbeing setting.	a. Reflect on own behaviour, biases, values and practice and identify areas for improvement.
	b. Identify ways to strengthen professional relationships.
	c. Explain how differences in personal values can impact on working relationships.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
3. Implement actions to support wellbeing, learning and development in own role.	a. Apply strategies and use workplace resources to support own wellbeing.
	b. Explain how own wellbeing impacts on own role.
	c. Outline ongoing learning and development opportunities in own role.
4. Explore safe and ethical use of technology in own role in a health and wellbeing setting.	a. Describe how technology can support safe provision and improve health and wellbeing outcomes.
	b. Explain how to mitigate risks associated with technology use.
	c. Demonstrate safe and ethical use of technology in own role.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

Evidence provided for assessment against this skill standard must be:

- collected in a health and wellbeing setting.
- collected in accordance with workplace or organisational policies and procedures.
- collected within the boundaries of the role.

Health and Wellbeing settings include but are not limited to – aged care, hospital, home and community, residential care, disability services, social services, mental health and addictions, rehabilitation, hospice and youth development services.

Professional relationships include the person requiring support, their family, whānau, and natural supports, work colleagues, and other health professionals.

Definitions:

- *Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996*, otherwise referred to as the 'Code of Rights', or simply as 'The Code', establishes the rights of people using health and disability services, and the obligations and duties of providers to comply with it.
- *Reflective practice* refers to the process of thinking about and learning from experiences to improve the way you work.
- *Self-reflection* refers to the process of examining your own thoughts, feelings, actions, and behaviours to better understand yourself and how you affect others.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Professional and ethical behaviour

- Understanding the scope of the role.
- Working under delegation, monitoring and supervision (as appropriate for role).
- Workplace values in action: applying them to decision-making.
- Difference between medical and social models of care.
- Ethical principles: respect, autonomy, beneficence, non-maleficence.
- Common ethical issues and challenges in practice (e.g. dual relationships, conflicts of interest).
- Applying the Code of Rights (or other relevant codes) in practical scenarios.
- Privacy and confidentiality.
- Feedback, complaints and grievances processes in relation to a code.

Reflection and relationship quality

- Self-reflection to maintain professional relationships and to provide quality support.
- Teamwork, working in a multi-disciplinary team.
- Awareness of self, and how to work with others.
- Purpose and benefits of reflection for professional growth.
- Identifying impact of biases and personal values.
- Setting improvement goals based on reflection.

Wellbeing and continuous learning

- Purpose of self-care and self-development when working in health and wellbeing.
- How to manage own stress.
- Implementing self-care strategies (sleep hygiene, mindfulness, workplace EAP services).
- Reflecting on wellbeing strategy effectiveness.
- Professional development opportunities – courses, supervision, peer feedback.
- Linking learning to improved service quality.

Ethical and safe technology use

- Technology used in role.
- Practical use of workplace technology for documentation and communication.
- Risks (cybersecurity, accidental breaches, inappropriate sharing).
- Ethical considerations.
- Organisational policies for technology use.
- Case studies – using technology to improve service delivery.

Rauemi | Resources

- Health and Disability Commissioner. (2022). *About the Act and Code*. Available at <https://www.hdc.org.nz/your-rights/about-the-code/>
- New Zealand Legislation. (1996). *Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights)*. Available at <https://www.legislation.govt.nz/regulation/public/1996/0078/latest/DLM209080.html>.
- New Zealand Legislation. (2015). *Privacy Act 2020*. Available at <https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html>.
- Standards New Zealand. (2021). *NZS 8134:2021 Ngā Paerewa Health and Disability Services Standard*. Available at <https://www.standards.govt.nz/shop/nzs-81342021>.

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Community and Social Services > Health, Disability and Aged Support > Health and Disability Principles in Practice
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0024

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	18 December 2025	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2030		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at qualifications@toitutewaiora.nz to suggest changes to the content of this skill standard.