

Review of Case Management unit standards

Subfield	Domain	ID
Public Sector Services	Case Management	30728-30733, 30925-30931

Ringa Hora – Services Workforce Development Council has completed the review of the unit standards listed above.

Date new versions published

27 October 2022

Planned review date

December 2027

Summary

These unit standards have been reviewed as part of the five-year review cycle. Seven standards will expire due to not being used and not fit for purpose. These standards were reviewed in August and approved by the stakeholders in September 2022.

Main changes

- Standards 30925-30931 will expire due to no usage and not being fit for purpose.
- Standards 30729, 30730, the titles were updated for clarification.
- Legislation and Guidance Information were updated.
- Some ranges have been reworked for clarification.
- Last date of assessment and review dates were updated.
- Standard setting body details were changed to Ringa Hora Services Workforce Development Council.

Category D unit standards will expire at the end of December 2024

The last date for assessment of superseded versions of Category B unit standards is December 2024

Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new ID
D	Standard will expire and not be replaced

Business > Public Sector Services > Case Management

ID	Title	Level	Credit	Review Category
30728	Build and maintain effective and respectful relationships in case management	5	24	B
30729	Keep oneself and others safe in case management situations involving conflict Keep yourself and others safe in case management situations involving conflict	4	5	B

ID	Title	Level	Credit	Review Category
30730	Demonstrate knowledge of and apply strategies to manage the impacts of the case management role for own self-care Demonstrate knowledge of and apply strategies for own self-care in the case management role	5	6	B
30731	Plan and manage workflow and meet case management requirements	5	11	B
30732	Determine and action solutions to complex case management issues	5	12	B
30733	Determine, communicate, apply, and record decisions in a case management context	5	22	B
30925	Provide subject matter expertise in a case management context	6	12	D
30926	Provide risk management leadership in a case management context	6	12	D
30927	Reflect on professional and ethical behaviour, and model skills and strategies, in case management	6	11	D
30928	Identify, build, and maintain effective networks and critical relationships to ensure efficient progression of cases	6	12	D
30929	Investigate, and recommend resolutions to, specialist and escalated cases and to case-related complaints	6	11	D
30930	Influence, lead, and champion improvements in case management policy, procedure, and practice	6	15	D
30931	Engage in improving case management performance through coaching, training, guidance, and support	6	7	D