

Title	Interact with people to provide support in a health or wellbeing setting		
Level	2	Credits	5

Purpose	People credited with this unit standard are able to interact with people to provide support 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 gathered in a health or wellbeing setting.
- 2 Assessment notes
Evidence generated for assessment against this standard must be in accordance with organisational policies and procedures
- 3 *Support* should aim to maintain, improve, or restore a person's independence and/or interdependence by utilising the person's existing strengths and appropriate resources; but may include providing assistance to enable a person's health and wellbeing needs to be met.
- 4 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.
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 the individual accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, or service user.

Outcomes and performance criteria

Outcome 1

Interact with people to provide support in a health or wellbeing setting.

Performance criteria

1.1 Instructions received are checked for own understanding and are carried out.

1.2 Interactions relating to support being provided are carried out.

Range interactions may include but are not limited to interactions with – colleagues and/or team member, the person, their family/whānau; evidence is required of two interactions.

1.3 Interactions with the person receiving support are communicated using their preferred method of communication.

1.4 Verbal and/or written reports on the person receiving support are provided.

1.5 Language and terminology used while providing support services is understandable to the person receiving support and relevant others present.

Range relevant others may include but are not limited to the person's colleagues, family/whānau members, the person's community and social support networks.

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	19 March 2015	31 December 2023
Rollover and Revision	2	24 October 2019	31 December 2023
Review	3	24 March 2022	N/A

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>.

Comments on this unit standard

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