

Title	Support the effective functioning of a healthcare facility as an orderly		
Level	3	Credits	5

Purpose	<p>This unit standard is for people who are working as orderlies in a healthcare facility.</p> <p>People credited with this unit standard are able to: describe the role of an orderly; maintain safety and security when providing orderly services; and interact with customers requiring services, in a healthcare facility.</p>
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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 Legislation relevant to this unit standard includes but is not limited to:
Health and Safety at Work Act 2015;
Human Rights Act 1993;
Privacy Act 1993.
The above legislation is available at <http://www.legislation.govt.nz/>.
- 2 Candidates' practice must reflect appropriate values, processes, and protocols in relation to working with Māori and Pacific peoples and/or people from other cultures, in a range of settings and environments.
- 3 Definitions
Customer – both internal and external customers of the healthcare facility. In the context of this unit, customers include people accessing services, their family, and support people as well as colleagues.
Orderlies – people employed in a healthcare facility who undertake a variety of assistive and support tasks that do not involve the medical treatment of clients.
Organisational policies and procedures – policies, procedures, and methodologies of an organisation. They include legislative and regulatory requirements which may apply across a company, a specific site, or a workplace. Requirements are documented in the company's health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents.
- 4 Evidence for the practical components of this unit standard must be gathered in the workplace.

Outcomes and performance criteria

Outcome 1

Describe the role of an orderly in a healthcare facility.

Performance criteria

- 1.1 An orderly's role is described in terms of its impact on a person's experience within a healthcare facility.
- 1.2 The importance of an orderly's role within a team is described in terms of team interaction and support.
- Range may include but is not limited to – handovers, support with tasks, support with challenging behaviours.
- 1.3 The boundaries of an orderly's role are described in terms of organisational policies and procedures.

Outcome 2

Maintain safety and security when providing orderly services in a healthcare facility.

Performance criteria

- 2.1 Hazards relevant to a health or wellbeing situation are identified and actions taken to minimise, isolate or eliminate them in accordance with organisational policies and procedures.
- Range evidence is required of a minimum of two hazards in the candidate's workplace.
- 2.2 Procedures for ensuring people's safety and security when providing orderly services are applied in accordance with organisational policies and procedures.
- 2.3 Procedures for ensuring establishment safety and security when providing orderly services are applied in accordance with organisational policies and procedures.
- 2.4 Situations requiring intervention to maintain safety and security are responded to in accordance with organisational policies and procedures.
- 2.5 Accident and/or incident reports are completed, where required, in accordance with organisational policies and procedures.

Outcome 3

Interact with customers requiring services in a healthcare facility.

Performance criteria

- 3.1 Customers are acknowledged in accordance with organisational policies and procedures.
- Range acknowledgement may include but is not limited to – greeting, offering assistance, providing a service.
- 3.2 Interactions with people from other cultures are appropriate to the culture and situation in accordance with organisational policies and procedures.
- 3.3 Advice on healthcare facilities and/or services is communicated to customers, where required, in accordance with organisational policies and procedures.
- 3.4 Support is given to people requiring special assistance in accordance with organisational policies and procedures.

Planned review date	31 December 2021
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 April 2015	N/A
Rollover and Revision	2	24 October 2019	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 Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.