

<b>Title</b>	<b>Contribute to a culture of service quality, professionalism and ethical practice in a health or wellbeing setting</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	People credited with this unit standard are able to contribute to a culture of service quality, professionalism and ethical practice in a health or wellbeing setting.
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<b>Classification</b>	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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<b>Available grade</b>	Achieved
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### Explanatory notes

- Evidence for the practical components of this unit standard must be gathered in the workplace.
- Assessment of this standard should be supported by 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.
- Definitions  
*Ethical practice* refers to activities which conform to accepted standards of moral, social, and professional conduct. In the context of health and wellbeing, ethical behaviour is likely to involve: commitment to professional competence; adherence to evidence-based practice; demonstration of professional conduct; taking responsibility for self-care and the care of colleagues; collaboration; demonstration of accountability; valuing and respecting people's consent; respecting confidentiality; respecting and fostering relationships; recognising people's rights; recognising the importance of advocacy and self-advocacy; and recognising the need to foster people's skills development and lifelong learning.

*Health or wellbeing setting* includes but is not limited to – the acute care, aged care, community support, disability, mental health, social services and youth development sectors.

*Organisational standards* refers to the – policies, procedures and practices which reflect an organisation's service philosophy and the current and relevant ethical, legislative regulatory and contractual requirements to which the setting or role is subject. Organisational standards may be documented in the organisation's vision and values, standard operating procedures, health and safety plans, contract work programmes, quality assurance programmes, policies and procedural documents

and codes of conduct and/or ethics.

*Service philosophy* refers to the model or approach to support that is applied within a health or wellbeing setting. A service philosophy provides an over-arching set of underlying principles, aims and objectives, operational parameters, and reviewable outcomes which direct the nature of support and the way in which it is provided.

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## Outcomes and evidence requirements

### Outcome 1

Contribute to a culture of service quality in a health and wellbeing setting.

#### Evidence requirements

- 1.1 A culture of service quality is maintained through the application of organisational standards relevant to the role.
- 1.2 A culture of service quality is maintained through the demonstration of behaviours which reflects the organisation's service philosophy.
- 1.3 Responsibilities for workplace health and safety are fulfilled in accordance with organisational standards.
- 1.4 Opportunities for continuous improvement to service quality are identified and reported in accordance with organisational standards.
- 1.5 Standard operating procedures are adapted to maintain service quality in non-standard situations, in accordance with organisational standards.

### Outcome 2

Contribute to a culture of professionalism and ethical practice in a health or wellbeing setting.

#### Evidence requirements

- 2.1 Professionalism and ethical behaviour is demonstrated in the workplace and in their interactions with others, in accordance with organisational standards.
- 2.2 Professional and ethical issues and/or challenges are addressed in accordance with organisational standards.

<b>Planned review date</b>	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 June 2016	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0024
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This CMR can be accessed at <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 [info@careerforce.org.nz](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.