

<b>Title</b>	<b>Develop and maintain positive relationships to achieve outcomes 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 develop and maintain positive relationships to achieve outcomes in a health or wellbeing setting.
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<b>Classification</b>	Health, Disability, and Aged Support > Community Support Services
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<b>Available grade</b>	Achieved
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**Explanatory notes**

- 1 Evidence for the practical components of this unit standard must be gathered in the workplace.
- 2 Assessment of this standard should be supported by an 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.
3. Relationships in this unit standard must be conducted in accordance with service philosophy, organisational standards and people’s characteristics and needs.
4. Definitions  
*Characteristics and needs* includes the physical, spiritual, and mental characteristics and needs of people accessing support. Characteristics and needs may include but are not limited to: their age and stage of development, coping strategies, culture, disabilities, experience and knowledge, family or whānau history, gender, health status, personal history, language, sexual orientation, socio-economic situation; and needs for physical comfort, safety, and privacy.

*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.

## Outcomes and evidence requirements

### Outcome 1

Develop and maintain positive relationships to achieve outcomes in a health or wellbeing setting.

### Evidence requirements

- 1.1 Relationships are developed and maintained with a focus on the intended outcomes.
- 1.2 Appropriate protocols and processes to build and maintain relationships with people are implemented.
- 1.3 Strategies to address barriers to successful engagement and interpersonal communication with people, family and/or whānau are identified and implemented.
- 1.4 Family, whānau and/or natural supports are included in the support relationship in accordance with the rights and wishes of people.
- 1.5 Approach to engagement is adapted when required to maintain the relationship and focus on outcomes.

<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.

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**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.