

Title	Contribute to identifying intended outcomes for a person in a health or wellbeing setting and evaluate own performance		
Level	4	Credits	5

Purpose	People credited with this unit are able to contribute to identifying intended outcomes for a person in a health or wellbeing setting, and evaluate their own performance.
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Classification	Health, Disability, and Aged Support > Community Support Services
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Available grade	Achieved
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Explanatory notes

1 Definitions

Intended outcomes refers to the purpose of the relationship between the person or organisation providing support and the people accessing support. Intended outcomes may include but are not limited to – the achievement of personal goals, aspirations, recovery from mental illness, rehabilitation, addressing economic, physical, mental or social needs, the development new skills or knowledge, and the development of resilience, confidence, hope or self-management.

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.

Person refers to the individual (or group) accessing services in a health or wellbeing context. Other terms used may include client(s), consumer(s), customer(s), patient(s), resident(s), service user(s), tūroro or tangata whai ora.

Service philosophy refers to the model, or approach, that is applied to support that is provided within a health or wellbeing setting. A service philosophy provides an overarching 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.

2 *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.

- 3 *Health or wellbeing settings* include but are not limited to – the acute care, aged care, community support, disability, mental health, social services and youth development sectors.
- 4 *Natural supports* include but are not limited to the family/whānau of the person who is at the centre of support.
- 5 It is required that people seeking credit for this unit standard demonstrate competence and are assessed in the workplace through paid or unpaid employment, or in placements in a service provider workplace negotiated by an education provider. Achievement of this unit standard cannot be assessed in a simulated environment.
- 6 Evidence is required for a minimum of three separate examples, which may include the same person on different occasions, relating to the contribution made to identifying intended outcomes and barriers to achieving them. Evaluation of own performance is also required for each example.

Outcomes and evidence requirements

Outcome 1

Contribute to identifying intended outcomes for a person in a health or wellbeing setting.

Evidence requirements

- 1.1 Protocols and processes for contributing to the identification of intended outcomes are identified and implemented in accordance with organisational standards and the person's characteristics and needs.

Range protocols and processes include – working alongside the person in a manner that acknowledges their expertise both on themselves and the context in which they live their life, and constructive collaboration with others in support of the person including their natural supports, other supports, and support services as required.

Outcome 2

Evaluate own performance when contributing to identifying intended outcomes for a person in a health or wellbeing setting.

Evidence requirements

- 2.1 Evaluation of own performance is undertaken and explains how it contributed to identification of intended outcomes, in relation to organisational standards.
- 2.2 Evaluation of own performance is undertaken and explains how it is guided by the knowledge, skills and values reflected in a service philosophy.

2.3 Evaluation of own performance is undertaken and identifies new learning in terms of own strengths.

Range Identified new learning includes possible adaptations to own approach.

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	17 November 2016	N/A
Revision	2	19 January 2017	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>.

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 Careerforce, the Community Support Services Industry Training Organisation Limited, info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.