

Title	Work alongside a person to achieve intended outcomes in a health or wellbeing setting and evaluate own performance		
Level	4	Credits	15

Purpose	People credited with this standard are able to contribute to achieving the intended outcomes for a person being supported in a health or wellbeing setting, contribute to identifying risks and barriers to achieving the intended outcomes, 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 or 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), tūrora or tangata whai ora.

Plan refers to a plan or an approach or a strategy, whichever is relevant to the context of the person being supported and the organisation.

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.

2 *Characteristics and needs* include 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. The examples may be either for multiple needs requiring minimum of three intended outcomes for one person, or for diverse needs requiring one intended outcome for each of three different persons with differing needs. Evaluation of own performance is also required for each example.

Outcomes and evidence requirements

Outcome 1

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

Range contribution may include but is not limited to – promoting prevention; promoting self-management and resilience by supporting health literacy, promoting self-advocacy; promoting the use of relevant technology; supporting the development of new skills and behaviours.

Evidence requirements

1.1 Protocols and processes for achieving the intended outcomes are undertaken 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 in themselves and the context in which they live their life; constructive collaboration with others in support of the person including their natural supports, other supports, and support services as required.

Outcome 2

Contribute to identifying opportunities to enhance the likelihood of success in achieving intended outcomes for a person in a health and wellbeing setting.

Range must include – identifying opportunities related to the potential use of technology.

Evidence requirements

- 2.1 Contribution is in accordance with organisational standards and the needs and characteristics of the person, and/or their family/whānau.

Outcome 3

Contribute to identifying risks and barriers to achieving intended outcomes for a person in a health and wellbeing setting.

Range must include – identifying risk related to the potential use of technology.

Evidence requirements

- 3.1 Contribution is in accordance with organisational standards and the needs and characteristics of the person, and/or their family/whānau.

Outcome 4

Evaluate own performance when contributing to achieving the intended outcomes, identifying opportunities to enhance the likelihood of success, and identifying risks and barriers, for a person being supported in a health or wellbeing setting.

Evidence requirements

- 4.1 Evaluation of own performance is undertaken and explains how it contributed to achieving to intended outcomes, in relation to organisational standards.
- 4.2 Evaluation of own performance is undertaken and identifies how it is guided by the knowledge, skills and values reflected in a service philosophy.
- 4.3 Evaluation of own performance is undertaken and identifies new learning in terms of own strengths, and 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

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.