

| | | | |
|--------------|--|----------------|-----------|
| Title | Select and apply strategies and practices to respond to people from diverse contexts in a health or wellbeing setting | | |
| Level | 5 | Credits | 15 |

| | |
|----------------|--|
| Purpose | The purpose of this standard is to provide the health or wellbeing sectors with a support workforce that is able to select and apply strategies and practices to respond to people from diverse contexts in a health or wellbeing setting. |
|----------------|--|

| | |
|-----------------------|---|
| Classification | Health, Disability, and Aged Support > Community Support Services |
|-----------------------|---|

| | |
|------------------------|----------|
| Available grade | Achieved |
|------------------------|----------|

Guidance Information

- 1 The application of strategies and practices must be in accordance with organisational standards. The strategies and practices themselves are expected to be both standard and non-standard, and may require application to unfamiliar situations.
- 2 This unit standard cannot be assessed against in a simulated environment. It is required that people seeking credit for this unit standard demonstrate competence and be assessed in the workplace. This can be through paid or unpaid employment, (or in placements in a service provider workplace negotiated by an education provider) where it is expected to be based on demonstration of theoretical and/or technical knowledge and skills within a specific field of work or study.
- 3 Achievement of the outcomes is expected to be based on demonstration of theoretical and/or technical knowledge and skills within a specific field of support work in a health or wellbeing setting.
- 4 **Definitions**
Diverse contexts may include indicators such as: age, ethnicity, disability, gender, immigrant or refugee status, institutional care, religion or spiritual beliefs, sexual orientation, complex situations or conditions, and socio-economic status.
Health or wellbeing settings may include but are 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.

People may include individuals or groups and refers to those accessing services in a health or wellbeing setting and includes the family, whānau and natural supports of the person who is at the centre of support. Other terms used for this person may include client, consumer, customer, patient, individual, resident, service user, tūrora or tangata whai ora.

Outcomes and performance criteria

Outcome 1

Select and apply strategies and practices to respond to people from diverse contexts in a health or wellbeing setting.

Performance Criteria

1.1 Strategies and practices are selected and explained in terms of own culture and belief systems. Selected strategies and practiced are then applied with regard to awareness of the possible impact on relating to the people being supported.

Range strategies and practices may include but are not limited to - not making assumptions, not judging, clarifying the other person's point of view, avoiding stereotyping, showing respect; minimum 3 people from different diverse contexts.

1.2 Selected strategies and practices are explained and applied in terms of attitudes, skills and knowledge and with regard to diversity.

Range strategies and practices selected and applied for accessing appropriate supports and services: must include developing and maintaining relationships; may include but are not limited to - respecting others' values/beliefs, accessing information in a form and language that best suits the other person; minimum 3 people from different diverse contexts.

1.3 Selected strategies and practices are explained and applied in terms of managing and mitigating ethical boundaries and dilemmas in own support practice.

| | |
|----------------------------|------------------|
| Planned review date | 31 December 2022 |
|----------------------------|------------------|

Status information and last date for assessment for superseded versions

| Process | Version | Date | Last Date for Assessment |
|--------------|---------|-------------|--------------------------|
| Registration | 1 | 18 May 2017 | N/A |

| | |
|--|------|
| Consent and Moderation Requirements (CMR) reference | 0024 |
|--|------|

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Careerforce, the Community Support Services ITO Limited, at info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.