

<b>Title</b>	<b>Investigate, and recommend resolutions to, specialist and escalated cases and to case-related complaints</b>		
<b>Level</b>	<b>6</b>	<b>Credits</b>	<b>11</b>

<b>Purpose</b>	<p>This unit standard is intended for people who work in leadership case management roles in the public or private sectors.</p> <p>People credited with this unit standard are able to investigate, and recommend resolution to, specialist and escalated cases and to case-related complaints.</p>
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<b>Classification</b>	Public Sector Services > Case Management
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation and obligations  
Health and Safety at Work Act 2015;  
Human Rights Act 1993;  
New Zealand Bill of Rights Act 1990;  
Official Information Act 1982;  
Privacy Act 1993;  
Treaty of Waitangi/Te Tiriti o Waitangi;  
Applicable contracts and agreements;  
Specific legislation applicable to a particular situation (e.g. Employment Relations Act 2000, Residential Tenancies Act 1986, Contract and Commercial Law Act 2017, Resource Management Act 1991);  
and all subsequent amendments and replacements.
- 2 Although this unit standard is classified in the *Case Management* domain within the *Public Sector Services* subfield, it is written so it can also be applied to non- public sector organisations as well as those within the public sector. Examples of such non-public sector organisations are insurance companies and third-party providers, health service providers, and rehabilitation service providers.
- 3 Demonstration of knowledge and skills must be consistent with any applicable code or codes of conduct such as the New Zealand State Services Code of Conduct, Standards of Integrity and Conduct (available from <http://www.ssc.govt.nz>) and/or any other organisation or sector specific code or codes of conduct and/or ethics, and must reflect operating professionally and ethically in New Zealand's diverse, bi-, and multicultural environment.
- 4 Evidence for assessment must be based on workplace performance.

- 5 **Range**  
This unit standard requires two case-related situations. At least one must be a case that has been escalated, where complaint is the cause of escalation.
- 6 **Criteria for specialist cases** may include but are not limited to any of – medical complexity, litigious client, financial complexity, legal complexity, numbers of people involved, multiple agencies, high risk of fraud, cultural beliefs, religious beliefs, illness beliefs, mental health issues, reputational risk, risk of adverse reaction to decision.
- 7 **Definitions**  
*Case management* is a collaborative process of assessment, planning, facilitation, and advocacy of options and services to meet an individual’s holistic needs through communication and available resources to promote quality cost-effective outcomes.  
*Organisational requirements* refer to instructions to staff on policies, procedures, and methodologies which are documented and are available in the workplace.

## Outcomes and performance criteria

### Outcome 1

Investigate, and recommend resolution to, specialist and escalated cases and to case-related complaints.

### Performance criteria

- 1.1 Examine the case in light of the factors to consider and their relationships, and identify necessary resources that may be utilised to reach resolution.

**Range** factors may include but are not limited to – case history, legal facts, scope of practice, organisational requirements.

- 1.2 Recommend resolution that provides best outcome in a timely manner and in accordance with organisational requirements.

**Range** recommended resolution may involve but is not limited to – active management drawing on specialist subject matter expertise, internal and/or external collaboration, referral to an internal complaints or other specialist, referral of a case and/or case-related complaint to an external body.

**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	1 March 2018	31 December 2024
Review	2	27 October 2022	31 December 2024

<b>Consent and Moderation Requirements (CMR) reference</b>	0121
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

This unit standard is expiring