

Title	Describe and apply positive behaviour support in a health or wellbeing setting		
Level	4	Credits	6

Purpose	<p>People credited with this unit standard are able to, in a health or wellbeing setting:</p> <ul style="list-style-type: none"> • describe the features and potential impacts of positive behaviour support; • describe communication techniques for positive behaviour support; • describe escalation cycle stages and positive behaviour support strategies; • apply positive behaviour support with a person displaying behaviour that challenges; • evaluate own approach to positive behaviour support strategies in a health or wellbeing setting.
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Classification	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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Available grade	Achieved
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Guidance Information

- 1 Assessment conditions
 Evidence for the practical components of this unit standard must be generated in a health or wellbeing setting.

People awarded credit for this unit standard must work under the guidance and delegation of a health professional in accordance with own role and responsibilities, and organisational policies and procedures.

- 2 Assessment notes
 Evidence generated for assessment against this standard must reflect workplace requirements specified in:
- documented organisational policies, procedures, and methodologies;
 - applicable health and safety plans, contract work programmes, and quality assurance programmes.

Evidence generated for assessment against this standard must reflect the values, processes, and protocols required to work with Māori, Pasifika, and people from diverse cultures.

Evidence generated for assessment against this standard must reflect the best practice guidelines and principles specified in:

- NZS 8134.0:2008 *Health and disability services (general) Standard*;
- NZS 8134.1:2008 *Health and disability services (core) Standards*;
- NZS 8134.2:2008 *Health and disability services (restraint minimisation and safe practice) Standards*;
- NZS 8158:2012 *Home and community support sector Standard*;
available at <http://www.standards.co.nz/>.

3 Definitions

Behaviour that challenges can put a person and/or those around them (such as their carer) at risk. It can impact on a person's ability to join in everyday activities, and can include aggression and self-harm.

Escalation cycle refers to a person's response to stress triggers that can escalate into a crisis situation, crisis, and de-escalation.

Health or wellbeing setting may include but is not limited to the aged care, acute care, community support, disability, mental health, rehabilitation, social service and youth development sectors.

Health professional refers to a person who is registered with an authority (which is appointed by or under the Health Practitioners Competence Assurance Act 2003) as a practitioner of a particular health profession to deliver health services in accordance with a defined scope of practice.

Organisational policies and procedures are the policies, procedures, and methodologies used in an organisation. They include legislative and regulatory requirements which may apply across an organisation, a specific site, or a workplace. Requirements are documented in organisational health and safety plans, contract work programmes, quality assurance programmes, policies, and procedural documents such as job descriptors and employment contracts.

Person is the individual accessing services. Other terms used for the person may include client, consumer, customer, patient, individual, resident, or service user.

Positive behaviour support aims to recognise and manage stress triggers, avert crisis situations, and manage crisis situations by communication strategies and approaches that reduce challenges and crisis situations.

Support should aim to maintain, improve, or restore a person's independence by utilising existing strengths and appropriate resources; but may include providing assistance to enable a person's health and wellbeing needs to be met.

Outcomes and performance criteria

Outcome 1

Describe the features and potential impacts of positive behaviour support in a health or wellbeing setting.

Performance criteria

1.1 Positive behaviour support features are described.

Range	four positive behaviour support features; may include but is not limited to – person-centred approach, behaviours, communication, restrictive practices, whānau and support networks, environment, support plan, safety.
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1.2 Potential impacts of applying positive behaviour support are described.

Range four potential impacts; may include but is not limited to – maintaining personal safety, managing own fear and anxiety, mental stress, de-personalisation, maintaining professional attitudes and boundaries.

Outcome 2

Describe communication techniques for positive behaviour support in a health or wellbeing setting.

Performance criteria

- 2.1 The impact of verbal and non-verbal communication is described for a person in a health or wellbeing setting.
- 2.2 The role of effective verbal communication for dealing with behaviour that challenges is described.
- 2.3 The role of effective non-verbal communication for dealing with behaviour that challenges is described.

Outcome 3

Describe escalation cycle stages and positive behaviour support strategies in a health or wellbeing setting.

Performance criteria

- 3.1 Escalation cycle stages, and typical behaviours during them, are described.
Range escalation, crisis, de-escalation.
- 3.2 The use of positive behaviour support strategies in each stage of the escalation cycle is described.

Outcome 4

Apply positive behaviour support with a person displaying behaviour that challenges in a health or wellbeing setting.

Performance criteria

- 4.1 Positive behaviour support strategies are applied to support a person who is displaying behaviour that challenges.
- 4.2 Support for the person maintains own personal safety.

Outcome 5

Evaluate own approach to positive behaviour support strategies in a health or wellbeing setting.

Performance criteria

5.1 Behaviour support strategies are evaluated against organisational policies and procedures and their success in supporting the person.

Range communication style, areas of success, areas for improvement.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	27 May 2021	N/A

Consent and Moderation Requirements (CMR) reference	0024
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This CMR can be accessed at <https://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Careerforce info@careerforce.org.nz if you wish to suggest changes to the content of this unit standard.