

|              |  |                |          |
|--------------|--|----------------|----------|
| <b>Title</b> | <b>Prepare and present information to a service user for specific social service needs</b> |                |          |
| <b>Level</b> | <b>5</b>   | <b>Credits</b> | <b>6</b> |

|                |  |
|----------------|--|
| <b>Purpose</b> | People credited with this unit standard are able to identify a service user's specific needs for presenting social services information and prepare and present the information to a service user. |
|----------------|--|

|                       |   |
|-----------------------|---|
| <b>Classification</b> | Social Services > Provide Social Services |
|-----------------------|---|

|                        |          |
|------------------------|----------|
| <b>Available grade</b> | Achieved |
|------------------------|----------|

---

### Guidance Information

- 1 Legislation relevant to this unit standard includes but is not limited to:
  - Official Information Act 1982;
  - Privacy Act 2020.
  
- 2 Definitions:
  - *Organisational policies and procedures* are the policies, procedures, and methodologies of 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.
  - *Service user* is used as a generic term to denote the people from user groups of the social services who are involved in working relationships with the person awarded this unit standard. They may be individuals, groups, families or whānau, hapū, iwi, or other kin group; a community of interest, a community of locality, or a cultural community.
  - The service user's *characteristics and needs* may include but are not limited to – age and stage of development, culture, disability, gender, health status, language, sexual orientation; and needs for physical comfort, safety, and privacy. Candidates awarded credit for this unit standard demonstrate competence in three contexts, with any combination of the above factors.
  - *Sources of information* may include but are not limited to – books, cultural group records, electoral records, historical records, kin group records, local authority records, newspapers, oral sources from key people in the community, political organisation records, postal district records, research outcomes, and statistical information.
  - *Specific needs* may include but are not limited to – alternative care, care of the elderly, community issues, consumer rights, criminal justice, disabilities, economic development, environmental issues, families and whānau, health care, housing and land, human rights, infertility and pregnancy, iwi development, legal

issues, psychiatric care, sexuality, social security benefits, alcohol and drug issues, violence and abuse. Specific needs may be cultural, economic, educational, emotional, psychological, physical, spiritual, social, or political, or related to age or gender. Candidates awarded credit for this unit standard demonstrate competence in three contexts, with any combination of the above factors.

- 3 The scope and limits of confidentiality are defined through negotiation and informed consent, and criteria established by legislation, ethical practice, and service provider guidelines. Sources of criteria established by legislation, ethical practice, and service provider guidelines include but are not limited to – Official Information Act 1982, Privacy Act 2020 service provider codes of conduct, codes of practice issued by the Privacy Commissioner, social service codes of ethics, and service provider guidelines, protocols, staff manuals, strategic plans, kawa, or tikanga.
- 4 Candidates awarded credit in this unit standard must be able to explain the application of Te Tiriti o Waitangi in the social services and apply this competence to the context of assessment for this unit standard.
- 5 People awarded credit in this unit standard must show that their actions are guided and supported by social service practice theories. Evidence is required of social service theories that are derived from authoritative sources. This may include but is not limited to – body of knowledge related to social service work; cultural theory; practice research.

---

## Outcomes and performance criteria

### Outcome 1

Identify a service user's specific needs for presenting social services information.

#### Performance criteria

- 1.1 Interpersonal skills which respond to verbal and non-verbal communications and recognise specific needs are identified and used.

Range attending, clarifying, encouraging, following, listening, questioning, paraphrasing, reflection of feeling and content, summarising.

- 1.2 Specific needs for presenting social services information are identified following confirmation with the service user.

### Outcome 2

Prepare and present information to a service user.

#### Performance criteria

- 2.1 Information from current and valid sources is identified and accessed.

- 2.2 Information used to meet specific needs is discussed and confirmed with the service user.

- 2.3 Information is presented within criteria established by legislation, ethical practice, and organisational policies and procedures.
- 2.4 Information is presented in a format that considers the service user's preferred method of communication.

|                            |                  |
|----------------------------|------------------|
| <b>Planned review date</b> | 31 December 2025 |
|----------------------------|------------------|

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

| Process      | Version | Date             | Last Date for Assessment |
|--------------|---------|------------------|--------------------------|
| Registration | 1       | 7 November 1996  | 31 December 2022         |
| Revision     | 2       | 10 August 1998   | 31 December 2022         |
| Revision     | 3       | 6 January 2000   | 31 December 2022         |
| Review       | 4       | 26 June 2002     | 31 December 2022         |
| Review       | 5       | 25 February 2021 | N/A                      |

|  |      |
|--|------|
| <b>Consent and Moderation Requirements (CMR) reference</b> | 0024 |
|--|------|

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](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.