

<b>Title</b>	<b>Provide advice to a service user in a social service setting</b>		
<b>Level</b>	<b>6</b>	<b>Credits</b>	<b>6</b>

<b>Purpose</b>	People credited with this unit standard are able to: identify a service user's concern, issue, or need for advice; and provide appropriate recommendations to a service user.
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<b>Classification</b>	Social Services > Provide Social Services
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation relevant to this unit standard includes but is not limited to:
  - Official Information Act 1982;
  - Privacy Act 2020.
  
- 2 Definitions:
  - *Identified concerns, issues, or needs* may include but are not limited to – alternative care, community issues, consumer rights, criminal justice, disabilities, economic development, employment, environmental issues, families and whānau, health care, housing and land, human rights, iwi development, legal issues, planning, poverty, psychiatric care, safety, sexuality, social policy and services, alcohol and drug issues. *Identified concerns, issues, or needs* may be cultural, economic, educational, emotional, psychological, physical, spiritual, social, or political, or related to age or gender. People awarded credit for this unit standard must demonstrate competence in three contexts, with any combination of the above factors.
  - *Information* may be oral or written.
  - *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* refers to people from social service user groups who are involved in negotiating service provision with the person seeking award in this unit standard. They may be referred to by various descriptive terms in the range of social service settings. Service users may be individuals, couples, families or whānau.
  
- 3 People awarded credit in this unit standard must be able to implement Te Tiriti o Waitangi in the social services according to the authority and resources available to them and demonstrate application of this competence to the context of assessment for this unit standard.

- 4 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.
- 5 People awarded credit in this unit standard must show that their recommendations are guided and supported by social service practice 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.

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## Outcomes and performance criteria

### Outcome 1

Identify a service user's concern, issue, or need for advice.

#### Performance criteria

- 1.1 Interpersonal skills which respond to verbal and non-verbal communications and recognise concerns, issues, or the need for advice, are identified and used.
- Range attending, clarifying, encouraging, following, listening, questioning, paraphrasing, reflection of feeling and content, summarising.
- 1.2 Concerns, issues, or the need for advice are identified following confirmation with the service user.

### Outcome 2

Provide appropriate recommendations to a service user.

#### Performance criteria

- 3.1 Recommendations are provided within the boundaries of own role and function within the organisation.
- 3.2 Personal, cultural and political factors are identified and acknowledged while making recommendations.
- 3.3 Recommendations are provided within criteria established by legislation, ethical practice, and organisational policies and procedures.
- 3.4 Recommendations are provided in a format that considers the service user's preferred method of communication.

<b>Planned review date</b>	31 December 2025
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**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

**Consent and Moderation Requirements (CMR) reference**

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.