

<b>Title</b>	<b>Demonstrate and apply knowledge of professional and ethical behaviour in a health or wellbeing setting</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard is for people providing services in a health or wellbeing setting.</p> <p>People credited with this unit standard are able to: describe professional and ethical behaviour in a health or wellbeing setting, describe strategies for managing conflict between own attitudes and values and those of others, describe the application of a relevant code in a health or wellbeing setting, and work professionally and ethically in a health or wellbeing setting.</p>
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<b>Classification</b>	Health, Disability, and Aged Support > Health and Disability Principles in Practice
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Legislation and Code relevant to this unit standard include but are not limited to:
  - Code of Ethics for Youth Work in Aotearoa New Zealand (2nd edition);
  - Health and Disability Commissioner Act 1994;
  - Health and Disability Commissioner (Code of Health and Disability Services Consumer's Rights) Regulations 1996 (the Code of Rights);
  - Health and Disability Services (Safety) Act 2001;
  - Health and Safety at Work Act 2015;
  - Human Rights Act 1993;
  - Privacy Act 1993.
- 2 New Zealand Standards relevant to this unit standard:
  - NZS 8134.0:2008 *Health and disability services (general) Standard*;
  - NZS 8134.1:2008 *Health and disability services (core) Standards*;
  - NZS 8158:2012 *Home and community support sector Standard*; available at <https://www.standards.co.nz/>
- 3 References:
  - Ara Taiohi. (2011). *Code of Ethics for Youth Work in Aotearoa New Zealand* (2nd edition). Retrieved June 4, 2020, from <https://arataiohi.org.nz/career/code-of-ethics/history-of-the-code-of-ethics/>

- Health and Disability Commissioner. (1996). *Code of Health and Disability Services Consumers' Rights*. Retrieved June 4, 2020, from <https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights>
- United Nations. (2008). *Convention on the Rights of Persons with Disabilities*. Retrieved from <https://www.un.org/disabilities/documents/convention/convoptprot-e.pdf>

#### 4 Definitions:

- *Code* – an agreed set of foundation or guiding principles established by a health or wellbeing service provider, professional organisation or regulatory body. This may include an organisational code of conduct or ethics; code of rights; professional association codes of conduct, rules, or ethics; and international conventions.
- *Health or wellbeing setting* includes but is not limited to – the aged care, acute care, community support, disability, mental health, social services, and youth development sectors.
- *Organisational policies and procedures* – 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.
- *Person* – a person accessing services. Other terms used for 'person' may include client, consumer, customer, patient, individual, resident, tūroro, or tangata whai ora.

#### 5 Assessment notes:

Assessment for this unit standard must be contextualised to the candidate's sector within a health or wellbeing setting.

Where the candidate is providing health and disability services, it is strongly recommended that the *Code of Health and Disability Services Consumers' Rights* is used as the relevant code under Outcome 3.

Where the candidate is providing youth development services, it is strongly recommended that the *Code of Ethics for Youth Work in Aotearoa New Zealand* is used as the relevant code under Outcome 3.

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## Outcomes and performance criteria

### Outcome 1

Describe professional and ethical behaviour in a health or wellbeing setting.

#### Performance criteria

- 1.1 Professional behaviour is described in terms of relevant legislation and/or organisational policies and procedures.

1.2 Characteristics of ethical behaviour are described in terms of their application in a health or wellbeing setting.

1.3 Ethical responsibilities of the candidate to relevant parties are described in accordance with relevant legislation and/or organisational policies and procedures.

Range relevant parties may include but are not limited to – community, consumers, colleagues, self; evidence is required of one ethical responsibility related to each of three parties.

## Outcome 2

Describe strategies for managing conflict between own attitudes and values and those of others.

### Performance criteria

2.1 Personal values are described in terms of their significance to the candidate.

Range personal values – evidence is required for the significance of three to the candidate.

2.2 Potential effects of the candidate's personal attitudes and values on working relationships are described in terms of scenarios where personal values may come into conflict with others.

Range others may include but are not limited to – person being supported, their family/whānau, support networks or colleagues; evidence is required for three scenarios.

2.3 Strategies for modifying own personal behaviour are described in terms of promoting positive experiences for the person being supported and their family/whānau.

Range may include but is not limited to – body language, volume, intonation and tone of voice, facial expression, language use; evidence is required of two strategies.

## Outcome 3

Describe the application of a relevant code in a health or wellbeing setting.

### Performance criteria

3.1 A relevant code is described in terms of its principles.

Range evidence is required of two principles.

3.2 Application of the code is described in terms of the candidate's responsibilities.

- 3.3 Options for dealing with ethical disputes and grievances are described in terms of the relevant code or the organisational policies and procedures.

#### Outcome 4

Work professionally and ethically in a health or wellbeing setting.

#### Performance criteria

- 4.1 Professional behaviour is demonstrated in all work activities in accordance with relevant legislation and/or organisational policies and procedures.
- 4.2 Ethical behaviour is demonstrated in all work activities in accordance with relevant legislation and/or organisational policies and procedures.
- 4.3 Ethical issues that arise during the course of providing services are handled in accordance with relevant legislation and/or organisational policies and procedures.
- 4.4 Appropriate professional and ethical boundaries are maintained in accordance with relevant legislation and/or organisational policies and procedures.

<b>Replacement information</b>	This unit standard replaced unit standard 16849, and unit standard 23392.
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<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	19 March 2015	31 December 2021
Rollover and Revision	2	24 October 2019	31 December 2021
Review	3	MM 2020	

<b>Consent and Moderation Requirements (CMR) reference</b>	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](mailto:info@careerforce.org.nz) if you wish to suggest changes to the content of this unit standard.