

Title	Provide peer mentoring in a health or wellbeing setting		
Level	4	Credits	6

Purpose	<p>This unit standard is targeted at people with significant experience of providing services in a health or wellbeing setting.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of peer-mentoring, establish a relationship with a peer mentee, and provide effective peer mentoring.</p>
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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 Legislation and Code relevant to this unit standard include but are not limited to:
 - Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
 - Health and Disability Services (Safety) Act 2001;
 - Health and Safety at Work Act 2015;
 - Human Rights Act 1993;
 - Oranga Tamariki Act 1989 (Children, Young Persons, and Their Families Act 1989);
 - Privacy Act 1993;
 - all available at <http://www.legislation.govt.nz/>
- 2 New Zealand Standards relevant to this unit standard include:
 - NZS 8134.0:2008 *Health and disability services (general) Standard*;
 - NZS 8134.1:2008 *Health and disability services (core) Standards*;
 - NZS 8134.3:2008 *Health and disability services (infection prevention and control) Standards*;
 - NZS 8158:2012 *Home and Community Support Sector Standard*, available at <https://www.standards.co.nz/>
- 3 Definitions:
 - *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.
 - *Peer mentor* refers to a person working in a role in a health or wellbeing setting with a specific skill set in their area of expertise which includes a range of knowledge, skills and experience. A peer mentor will draw on their own expertise to provide information, support, and encouragement to a peer mentee in an

informal mentoring relationship. The purpose of this relationship is for the peer mentee to improve and expand their skill set.

- *Peer mentee* refers to a person being mentored by a peer in a same or similar role with a different skill set. The aim is for the peer mentee to improve and expand their skill set.
- *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 such as job descriptors and employment contracts.

- 4 It is an ethical requirement that the mentees' anonymity is assured and that the mentees have agreed in writing to have their cases discussed.
- 5 Candidates' practice must reflect appropriate values, processes, and protocols in relation to working with Māori and Pacific peoples and/or people from other cultures, in a range of settings and environments.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of peer mentoring in a health or wellbeing setting.

Performance criteria

- 1.1 The role of a peer mentor and the contribution to service delivery is identified and described in accordance with organisational policies and procedures.
- Range role may include but is not limited to: formal, informal, induction support, coach, team leader.
- 1.2 The skills and knowledge required of a peer mentor are described in accordance with organisational policies and procedures.
- 1.3 Peer mentoring is described in terms of the process.
- 1.4 Potential changes that can occur in the peer mentoring process are identified and described in terms of how these may affect the outcome of the mentoring process.
- Range evidence is required for a minimum of three potential changes and their affect on the outcomes.
- 1.5 Strategies for effective peer mentoring are described in accordance with own role and responsibilities and organisational policies and procedures.
- Range evidence is required of three strategies.

Outcome 2

Establish a relationship with a peer mentee in a health or wellbeing setting.

Performance criteria

- 2.1 Effective communication strategies are established and applied to develop and maintain trust and rapport with a peer mentee.
- 2.2 Scope and boundaries of the mentoring relationship are established in accordance with own role and responsibilities and organisational policies and procedures.

Range must include expectations and goals of the mentoring relationship for both the mentor and mentee;
may include but is not limited to: frequency of meetings, amount of time involved, confidentiality of information, scope of matters to be covered.

Outcome 3

Provide effective peer mentoring in accordance in a health or wellbeing setting.

Performance criteria

- 3.1 Strategies for effective peer mentoring are applied in accordance with own role and responsibilities and organisational policies and procedures.

Range must include application of own workplace knowledge and experience to support a peer mentee to achieve goals and retain responsibility for goals, communication skills.
communication skills may include but are not limited to: listening supportively, questioning, providing feedback constructively, challenging limitations, non-verbal communication.

- 3.2 Strategies used for peer mentoring are evaluated and reviewed for effectiveness in accordance with own role and responsibilities and organisational policies and procedures.

- 3.3 Own role and practice during peer mentoring is reflected on and reviewed.

Planned review date	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	18 June 2015	31 December 2022
Review	2	MM 2020	

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.