

Title	Engage in informational counselling with a person who is impacted by hearing loss to assist them to identify impacts and goals		
Level	6	Credits	8

Purpose	People credited with this standard are able to, for a person impacted by hearing loss: demonstrate knowledge of hearing loss, and support and assistance available in a New Zealand health and wellbeing context; establish the environment for a personal adjustment and informational counselling session; use informational counselling to assist in identifying communication and psychosocial needs and concerns related to their hearing loss and to prioritise goals in relation to these; identify relevant interprofessional supports to meet identified communication and/or psychosocial needs, and manage the closure of a personal adjustment and informational counselling session.
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Classification	Health, Disability, and Aged Support > Hearing Therapy
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Available grade	Achieved
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Guidance Information

- The performance of all outcomes of this unit standard must comply with any relevant cultural and legislative requirements including Te Tiriti o Waitangi ([Te Tiriti o Waitangi | The Treaty of Waitangi | Te Papa](#)), and the rights and responsibilities of people receiving services or supports as outlined in the Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996. ([Health and Disability Commissioner \(Code of Health and Disability Services Consumers' Rights\) Regulations 1996 \(SR 1996/78\)](#)).
- References
Health Information Privacy Code 2020, available at [Office of the Privacy Commissioner | Health Information Privacy Code 2020](#)
Pitama, S., Huria, T. & Lacey, C. (2014) *Improving Māori Health through Clinical Assessment: Waikare o te Waka o Meihana*. Viewpoint Article. New Zealand Medical Journal. 2 May 2014 (the Meihana model). Available at: https://www.researchgate.net/publication/262228500_Improving_Maori_health_throu_gh_clinical_assessment_Waikare_o_te_Waka_o_Meihana.
- This unit standard cannot be assessed against in a simulated environment. It is required that people seeking credit for this unit standard demonstrate competence and be assessed in the workplace. This can be through paid or unpaid employment, or in placements in a service provider workplace negotiated by an education provider.

- 4 An ability to integrate theory with practice in the workplace must be demonstrated. This will call for a variety of modes of assessment and forms of evidence to show consistency of performance across a range of situations.
- 5 Definition
Organisational standards refer to the policies, procedures and practices which reflect an organisation's service philosophy and the current and relevant ethical, legislative regulatory and contractual requirements to which the setting or role is subject.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of hearing loss in a New Zealand health and wellbeing context.

Performance criteria

- 1.1 Hearing loss is explained in accordance with organisational standards.

Range must include but is not limited to – diversity; complexity of identity; distinction between impairment, disability, and handicap.
- 1.2 The rights of a person with hearing loss are explained in accordance with the Code of Rights.
- 1.3 Hearing loss is explained in terms of the holistic implications and impacts on, and needs of, the family/whānau of a person who is impacted by hearing loss.

Outcome 2

Demonstrate knowledge of support and assistance available to a person who is impacted by hearing loss in a New Zealand health and wellbeing context.

Performance criteria

- 2.1 Networks and organisations are identified and explained in terms of their role in supporting people who are impacted by hearing loss.
- 2.2 The role of health professionals in addressing indigenous health inequalities is explained in accordance with the Meihana model.

Outcome 3

Establish the environment for a personal adjustment and informational counselling session with a person who is impacted by hearing loss.

Performance criteria

- 3.1 Environment is established for the counselling session in accordance with the identified needs of the person.

Range physical needs, technological needs, communication abilities and needs, social and cultural needs.

3.2 The role and responsibilities of the hearing therapist and the organisation are explained to the person in relation to the collection and confidentiality of client information and in accordance with the requirements of the Health Information Privacy Code 2020.

Range collection and storage of client information; access to client information; transfer of client information.

3.3 The hearing therapist's role and responsibilities are explained to the person in terms of the counselling process and organisational standards.

Range may include but is not limited to – professional boundaries, needs identification, prioritisation, goal-setting, interprofessional practice, referral procedures.

3.4 The establishment of the environment for a personal adjustment and informational counselling session is explained in terms of informational counselling theory.

Outcome 4

Use informational counselling to assist a person to identify the communication and psychosocial needs and concerns related to their hearing loss and to prioritise goals in relation to these.

Performance criteria

4.1 Information is gained from the person in terms of their communication and psychosocial needs and concerns.

Range must include – exploring ambivalence, motivation to change, acceptance and readiness to change in relation to function, activities, participation, wellbeing.

4.2 The person is assisted to identify, explore, and prioritise their key needs and concerns in relation to their identified needs.

Range may include but not limited to – focussing on readiness, strengths, abilities, hope, resilience, acceptance.

4.3 The person is assisted to identify and prioritise realistic and achievable goals to address their identified needs.

Range may include but is not limited to – personal abilities and skills; professional support; family/whānau/caregiver support; relevant information and resources.

4.4 The processes used in informational counselling are explained in terms of motivational interviewing and active listening theory.

Outcome 5

Identify relevant interprofessional supports to meet the identified communication and/or psychosocial needs of the person who is impacted by hearing loss.

Range supports include professionals and agencies; professionals may include but are not limited to – hearing therapist, audiologist, general practitioner, otorhinolaryngologist, ear nurse specialist, speech-language therapist, counsellor, psychologist, rehabilitationist, interpreter, social worker, cultural advisor; agencies may include but are not limited to – Work and Income, Enable NZ, Age Concern, Citizens Advice Bureau.

Performance criteria

5.1 The benefits of an interprofessional approach are explained in terms of meeting a person’s identified communication and/or psychosocial needs.

5.2 Interprofessional supports that are identified for a person who is impacted by hearing loss match their identified communication and/or psychosocial needs.

Range evidence required for two people with hearing loss.

Outcome 6

Manage the closure of a personal adjustment and informational counselling session.

Performance criteria

6.1 Summary of the counselling session confirms the identified key needs and concerns to be addressed through an agreed action plan.

6.2 Summary of the counselling session confirms the agreed goals.

6.3 Summary of the counselling session clarifies the roles of all involved in addressing the identified key needs, concerns, and agreed goals of the person.

6.4 The closure of the personal adjustment and informational counselling session is explained in terms of informational counselling theory.

Planned review date	31 December 2029
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 April 2017	31 December 2025
Review	2	Xx July 2024	

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

Comments on this unit standard

Please contact Toitū te Waiora info@toitutewaiora.nz if you wish to suggest changes to the content of this unit standard.

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