40XXX   Apply principles of professional and ethical behaviour in a health and wellbeing role

Kaupae | Level	3
Whiwhinga | Credit	10
Whāinga | Purpose	People credited with this skill standard are able – in a health and wellbeing setting - to demonstrate application of workplace values and ethical principles, use reflection to strengthen professional practice and relationships, implement actions to support own wellbeing, learning and development, and demonstrate safe and ethical technology use.
	This standard aligns with the outcomes of the New Zealand Certificate in Health and Wellbeing (Level 3) with strands in Healthcare Assistance; Newborn Hearing Screening; Orderly Services; Support Work; Vision Hearing Screening [**Ref: 2470**]

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako | Learning outcomes	Paearu aromatawai | Assessment criteria
1. Demonstrate application of workplace values and ethical principles in a health and wellbeing setting.	a. Explain how workplace's aims, values, and philosophies guide own professional practice.
	b. Reflect on personal biases and values in own professional practice.
	c. Apply the Code of Health and Disability Services Consumers' Rights, or other relevant code, to role-specific situations.
	d. Outline how own role contributes to the effectiveness of a team supporting a person.
	e. Identify ethical challenges in maintaining boundaries.
2. Self-reflect on own professional practice and relationships in a health and wellbeing setting.	a. Identify ways to strengthen professional relationships.
	b. Explain how differences in personal values can impact on working relationships.
	c. Reflect on own behaviour and professional practice and identify areas for improvement.

3. Implement actions to support own wellbeing, learning and development in a health and wellbeing setting.	a. Apply strategies and use workplace resources to support own wellbeing.
	b. Explain how own wellbeing impacts on working relationships.
	c. Outline how ongoing learning and development supports quality professional practice.
4. Explore safe and ethical use of technology in own role.	a. Describe how technology can enhance support provision and improve outcomes.
	b. Explain how to mitigate risks associated with technology use.
	c. Demonstrate safe and ethical use of technology in own role.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

For assessment purposes:

- Learners must demonstrate clear application of the Code of Health and Disability Services Consumers' Rights in their role. – the right to: be treated with respect, to fair treatment; to dignity and independence; to appropriate standards; to effective communication; to be informed; to choice and consent; to support; rights during teaching and research; for complaints to be taken seriously.

Evidence provided for assessment against this skill standard must:

- Be acquired in a health and wellbeing setting.
- Be acquired in accordance with workplace or organisational policies and procedures.
- Be acquired within the boundaries of the role.
- Ensure that the Code of Health and Disability Services Consumers' Rights are upheld in relation to undertaking practical tasks.

Definitions:

- *The Code of Health and Disability Services Consumers' Rights*, otherwise referred to as the 'Code of Rights', or simply as 'The Code', establishes the rights of people using health and disability services, and the obligations and duties of providers to comply with it.
- *Health and Wellbeing settings* include but are not limited to - aged care, hospital, home and community, residential care, disability services, social services, mental health and addictions, rehabilitation, hospice and youth development services.
- *Professional relationships* include the person requiring support, their family, whānau, and natural supports, work colleagues, and other health professionals.
- *Self-reflection* refers to the process of examining your own thoughts, feelings, actions, and behaviours to better understand yourself and how you affect others. It helps you recognise your strengths and areas for improvement.
- *Reflective practice* refers to the process of thinking about and learning from experiences to improve the way you work. It involves looking at what went well, what didn't, and how you can do better next time

Ngā momo whiwhinga | *Grades available*

Achieved.

Ihirangi waitohu | Indicative content

Professional and ethical behaviour

- Understanding the scope of the role.
- Working under delegation, monitoring and supervision (as appropriate for certain roles).
- Workplace values in action: applying them to decision-making.
- Difference between medical and social models of care.
- Ethical principles: respect, autonomy, beneficence, non-maleficence.
- Common ethical issues and challenges in practice (e.g., dual relationships, conflicts of interest).
- Applying the Code of Rights (or other relevant codes) in practical scenarios.
- Privacy and confidentiality.
- Feedback, complaints and grievances processes in relation to a code.

Reflection and relationship quality

- Self-reflection to maintain professional relationships and to provide quality support.
- Teamwork, working in a multi-disciplinary team.
- Awareness of self, and how to work with others.
- Purpose and benefits of reflection for professional growth.
- Identifying impact of biases and personal values.
- Setting improvement goals based on reflection.

Wellbeing and continuous learning

- Purpose of self-care and self-development when working in health and wellbeing.
- How to manage own stress.
- Implementing self-care strategies (sleep hygiene, mindfulness, workplace EAP services).
- Reflecting on wellbeing strategy effectiveness.
- Professional development opportunities: courses, supervision, peer feedback.
- Linking learning to improved service quality.

Ethical and safe technology use

- Technology used in role.
- Practical use of workplace technology for documentation and communication.
- Risks (cybersecurity, accidental breaches, inappropriate sharing).
- Ethical considerations.
- Organisational policies for tech use.
- Case studies: using tech to improve service delivery.

Rauemi | Resources

- Health and Disability Commissioner. (2022). *About the Act and Code*. Available at https://www.hdc.org.nz/your-rights/about-the-code/

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa	Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai	DASS classification	Community and Social Services > Health, Disability and Aged Support > Health and Disability Principles in Practice
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga	CMR	0024

Hātepe	Process	Putanga	Version	Rā whakaputa	Review Date	Rā whakamutunga mō te aromatawai	Last date for assessment
Rēhitatanga	Registration	1	[dd mm yyyy]	N/A
Kōrero whakakapinga	Replacement information	N/A		
Rā arotake	Planned review date	31 December 2030		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at qualifications@toitutewaiora.nz to suggest changes to the content of this skill standard.