

# Trainee Assessment

# Professional and ethical behaviour

Unit standard	Version	Level	Credits
28542 Demonstrate and apply knowledge of professional and ethical behaviour in a health or wellbeing setting	1	3	5

Your name:

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Your workplace:

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Your date of birth:

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Your National Student Number (NSN), if you know it:

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## Declaration

- I was told about and understand the assessment requirements and appeals process.
- I have prepared my answers myself.
- Any evidence I have provided as my own, I produced myself.
- I understand that this assessment may be used for moderation and quality control purposes.
- I understand that when I achieve this unit standard my result will be registered with the New Zealand Qualifications Authority.

I confirm the above declaration:    Yes     No     Date: \_\_\_\_\_

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# Assessment summary (completed by assessor)

## Trainee's performance summary

Assessment tasks	Assessor's signature	Date achieved
Task 1: Professional and ethical behaviour		
Task 2: Personal attitudes and values		
Task 3: Working professionally and ethically		

## Unit standard results

I have assessed the trainee and confirm the requirements have been met to demonstrate competency in:

Unit standard	Version	Level	Credits	✓
28542 Demonstrate and apply knowledge of professional and ethical behaviour in a health or wellbeing setting	1	3	5	<input type="checkbox"/>



Assessor's name:

Assessor's number:

Signature:

Date:

# Trainee information

## Before you start

- The assessor/observer will talk about what you need to do.
- You may have been observed doing some of these tasks already, or there may be workplace documents you have completed, such as a workplace incident report, which documents what you have done at work.
- You may bring evidence of what you have done already, such as your induction training log, or proof of competency from a course you have completed, eg a marked assessment or project. This may be recorded as evidence.

## As you go

- Follow the instructions for each task.
- For this assessment, answer the questions for the task by **either**:
  - writing your answers in the assessment **or**
  - preparing and giving a verbal presentation.
- For knowledge assessment questions you can choose to write your answers or your assessor may record your verbal answers for you.
- Your assessor or observer will complete the observation form in this assessment when they observe your work. Sometimes they may ask you to do a specific task or ask a question about what you are doing.
- If you need help with this assessment, please contact your assessor.

## When you finish

- Make sure you have completed any parts where the assessor/observer has said you need to do more work.

## Appeals

If you wish to appeal against the assessment result or process, talk to your assessor. If you are still not satisfied, you can appeal to Careerforce by completing the assessment result appeal form. You can find this form online at [www.careerforce.org.nz/contact/forms](http://www.careerforce.org.nz/contact/forms)

## Feedback

Careerforce regularly reviews our assessment and learning resources. As a user, we would appreciate feedback on how you found it. Feedback can be provided to Careerforce via:

- our online feedback form at [www.careerforce.org.nz/contact/resource-assessment-feedback](http://www.careerforce.org.nz/contact/resource-assessment-feedback)
- email to [info@careerforce.org.nz](mailto:info@careerforce.org.nz)

# Definitions

**Codes** are an agreed set of foundation or guiding principles established by a health or wellbeing service provider, professional organisation or regulatory body. These may include organisational codes of conduct or ethics, codes of rights, a professional association's codes of conduct, rules, or ethics, and international conventions.

**Health or wellbeing setting** includes but is not limited to the aged care, community support, disability, mental health, social services and youth development sectors.

# Task 1: Professional and ethical behaviour

For this task, you will need to show your understanding of your responsibilities to behave professionally and ethically in your role.

Before you start, make sure you are familiar with:

- the code that your organisation works under and relevant legislation.
- your organisation's policies and procedures.

## 1 What professional behaviour is expected in your organisation?

Think about your organisation's policies and procedures and/or relevant legislation and outline what it means to be professional at work.

## 2 What does ethical behaviour look like in your organisation?

Behaving ethically means doing the right thing. Provide **two** examples of how you demonstrate ethical behaviour in your work.

### 3 Which code applies to ethical behaviour in your organisation?

Tick the code that is relevant to your role:

- Code of Ethics for Youth Work in Aotearoa New Zealand
- Code of Health and Disability Services Consumers' Rights
- Another ethical code (please specify): –

### 4 Describe two principles of the code you work under.

Complete the table below to describe **at least two** values that underpin each principle, and how you apply each principle in your work.

<b>First principle</b>	
<b>Underpinning values</b>	
<b>How do you apply this ethical principle in your work?</b>	

<b>Second principle</b>	
<b>Underpinning values</b>	
<b>How do you apply this ethical principle in your work?</b>	

## 5 What are your ethical responsibilities to different parties?

Complete the table below to describe **at least one** ethical responsibility you have to each party. Think about the code you work under, relevant legislation and workplace policy and procedure.

Party	Ethical responsibilities
Community	
The person you support	
Your colleagues	
Yourself	

**6** What options are there in your organisation for dealing with ethical disputes and grievances?

Make sure your answer covers options under the code and any relevant organisational policies and procedures.

**Task 1: Assessor's feedback to trainee**

When the assessor agrees you have completed this task successfully, they will sign it off on the assessment summary page at the front of this assessment.

## Task 2: Personal attitudes and values

For this task you will need to identify your own person values, and describe how you manage conflict between your own values and those of others.

### 1 How could you manage conflict between your own values and those of others?

Think about and describe **three** personal values that are really important to you.

For **each** of those values:

- describe a scenario where this value could create a conflict with someone else.
- describe how your relationship would be affected if you reacted negatively to the conflict.
- describe two strategies you could use to make sure you reacted non-judgementally to the conflict.

The conflict could be with a person you support, their family/whānau and support networks or a colleague.

An example of a conflict could be: the person held a view that you did not agree with, took an action that you did not agree with or made a choice that you did not agree with.

Strategies could include, but are not limited to body language; volume, intonation and tone of voice; facial expression; and language use.

	Possible examples
<b>Personal value</b>	I do not drink alcohol.
<b>Why this value is important to me</b>	I like to look after my body and I don't think alcohol is very good for my health.
<b>Describe a scenario where this value might bring you into conflict with someone else</b>	My workmates like to go out for a drink after work and keep asking me to come with them even though I don't drink.
<b>How would your relationship be affected if you reacted negatively?</b>	They might be upset and think I was telling them what they should do. They might stop being friendly to me at work and not trust me the way they did before.
<b>What strategies could you use to make sure you were non-judgemental?</b>	If they ask me, I could say "No, thank you" in a friendly voice. I could also suggest a different social activity that we could do together.

<b>First personal value</b>	
<b>Why this value is important to me</b>	
<b>Describe a scenario where this value might bring you into conflict with someone else</b>	
<b>How would your relationship be affected if you reacted negatively?</b>	
<b>What strategies could you use to make sure you were non-judgemental?</b>	

<b>Second personal value</b>	
<b>Why this value is important to me</b>	
<b>Describe a scenario where this value might bring you into conflict with someone else</b>	
<b>How would your relationship be affected if you reacted negatively?</b>	
<b>What strategies could you use to make sure you were non-judgemental?</b>	

<b>Third personal value</b>	
<b>Why this value is important to me</b>	
<b>Describe a scenario where this value might bring you into conflict with someone else</b>	
<b>How would your relationship be affected if you reacted negatively?</b>	
<b>What strategies could you use to make sure you were non-judgemental?</b>	

<b>Task 2: Assessor's feedback to trainee</b>

When the assessor agrees you have completed this task successfully, they will sign it off on the assessments summary page at the front of this assessment.

## Task 3: Working professionally and ethically

Ask your manager, supervisor or a senior staff member who you have worked with closely to complete and sign the form provided with this assessment.

### Confirmation

You have worked closely with the trainee and have been asked to confirm that the trainee works professionally and ethically in a health and wellbeing setting as required by law, a relevant code of ethics, and/or your workplace policies and procedures.

Please comment on the trainee's performance. The assessor may wish to contact you to discuss this.

**I confirm that the trainee consistently demonstrates professional and ethical behaviour according to the standards below. The trainee:**

**Assessor/observer  
to complete**



**I confirm that the trainee consistently demonstrates professional and ethical behaviour according to the standards below. The trainee:**

• works within the specifications and boundaries of their role.

• behaves professional and ethically in all work activities.

• behaves professionally and ethically in their interactions with others.

Observer to write down an example of the trainee's professional and ethical behaviour.

• addresses ethical issues, grievances and/or disputes according to organisational policy and procedure.

Observer to write down an example of the trainee dealing with an ethical issue.

• maintains professional, cultural and age-appropriate physical, emotional, sexual and spiritual boundaries at all times.

• works within relevant legislation and/or organisational policies and procedures at all times.

### Observation comments from the observer or assessor

General comments:

If you are an observer, please give your details as the assessor may wish to contact you.

<b>Observer name:</b>		<b>Designation:</b>	
<b>Signature:</b>		<b>Date:</b>	
<b>Contact details (phone/email):</b>			

### Task 3: Assessor's feedback to trainee

When the assessor agrees you have completed this task successfully, they will sign it off on the assessment summary page at the front of this assessment.