

Identify, from an employee perspective, ways of dealing with employment relationship problems

Level 3

Credits 2

Purpose People credited with this unit standard are able to: identify statutory provisions relating to the resolution of employment relationship problems including personal grievances and disputes, and identify sources of assistance for the employee; and identify courses of action for dealing with employment relationship problems including personal grievances arising from the employment relationship and disputes arising from the employment agreement.

Subfield Core Generic

Domain Work and Study Skills

Status Registered

Status date 28 November 2000

Date version published 20 April 2006

Planned review date 31 December 2009

Entry information Prerequisite: Unit 1979, *Describe the employment relationship, and the application of employment law to that relationship*, or demonstrate equivalent knowledge and skills.

Accreditation Evaluation of documentation by NZQA.

Standard setting body (SSB) NZQA National Qualifications Services

Accreditation and Moderation Action Plan (AMAP) reference 0023

This AMAP can be accessed at <http://www.nzqa.govt.nz/site/framework/search.html>.

Special notes

- 1 This version of this unit standard takes into account the changes arising from the replacement of the Employment Contracts Act 1991 with the Employment Relations Act 2000.

- 2 The following legislation and any subsequent amendments provide reference, where needed, for this unit standard:
- Employment Relations Act 2000;
 - Human Rights Act 1993;
 - Privacy Act 1993;
 - Health and Safety in Employment Act 1992;
 - Parental Leave and Employment Protection Act 1987;
 - Minimum Wage Act 1983;
 - Wages Protection Act 1983;
 - Holidays Act 2003;
 - Equal Pay Act 1972.

Elements and performance criteria

Element 1

Identify statutory provisions relating to the resolution of employment relationship problems including personal grievances and disputes, and identify sources of assistance for the employee.

Performance criteria

1.1 Objects of the Employment Relations Act 2000 relating to the resolution of employment relationship problems are identified.

1.2 Grounds for personal grievances are identified.

Range unjustifiable dismissal, unjustified action by the employer which disadvantages the employee, discrimination, sexual harassment, duress related to membership or non-membership of a union.

1.3 Grounds for disputes over employment agreements are identified.

Range interpretation, application, or operation of the agreement.

1.4 Sources of assistance for dealing with personal grievances, disputes and other employment relationship problems are identified by name, requirements for representation, services provided, and costs.

Range sources of information may include relevant websites, and must include but are not limited to the Employment Relations Authority.

Element 2

Identify courses of action for dealing with employment relationship problems including personal grievances arising from the employment relationship and disputes arising from the employment agreement.

Performance criteria

2.1 Strategies for on-site resolution of employment relationship problems, personal grievances, and disputes are identified.

Range one strategy each for a personal grievance, a dispute, another employment relationship problem.

2.2 Procedures, and parties involved, for resolving employment relationship problems, including personal grievances and disputes, under the Employment Relations Act 2000 are identified.

2.3 The procedures, and parties involved, for resolving claims of discrimination and/or sexual harassment under the Human Rights Act 1993 are identified.

2.4 A course of action is outlined which illustrates how procedures in the Employment Relations Act 2000 may be initiated to deal with employment relationship problems, including personal grievances and disputes.

Range one personal grievance, one dispute, one other employment relationship problem.

Please note

Providers must be accredited by the Qualifications Authority, or an inter-institutional body with delegated authority for quality assurance, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by the Qualifications Authority before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact the NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.