

Title	Develop a strategy to promote productive workplace relationships in an organisation		
Level	4	Credits	5

Purpose	People credited with this unit standard are able to develop a strategy to promote productive workplace relationships in an organisation.
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Classification	Business Operations and Development > Workplace Relations
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Available grade	Achieved
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Guidance information

- 1 Unit standards in the *Workplace Relations* domain are about influences on employment and workplace expectations and practices, arising from the legal framework of employment.
- 2 Assessment against this unit standard will be in a specific organisational context, either one real to the candidate or a realistically simulated one.
- 3 The assessment context for this unit standard must be suitable to meet the criteria for Level 4 in the NZQF Level Descriptors, which are available by searching for “levels descriptors” at <http://www.nzqa.govt.nz>.
- 4 **Definitions**
Organisation refers to a specific entity which may be – in private, public, or community and volunteer sectors; a business, a separate unit within a larger entity, a Māori organisation, or a special-purpose body.
Organisational requirements may include but are not limited to:
 - organisation purpose and/or direction
 - organisation policies and processes
 - compliance: legislative/legal, health and safety
 - risk management
 - sustainability.*Legislative/legal* refers to requirements that derive authority from legislation and/or the law.
A strategy is any action or activity designed to establish and maintain productive workplace relationships.
System refers to an organisational framework within which processes operate.
- 5 Legislation relevant to this unit standard includes the Employment Relations Act 2000 (ERA), and any other legislation relating to the organisation and/or its operations. Promoting productive workplace relationships is a primary purpose of ERA.

Outcomes and performance criteria

Outcome 1

Develop a strategy to promote productive workplace relationships in an organisation.

Performance criteria

- 1.1 Factors are described in terms of their potential benefit for productive workplace relationships.
- Range factors may include but are not limited to – leadership, commitment, good faith, diversity, relationships, goals; evidence is required for at least four factors.
- 1.2 Systems are described in terms of their potential benefit for productive workplace relationships.
- Range systems include but are not limited to – participation, communication, multi-skilling, flexible work practices, work organisation, one other.
- 1.3 A strategy is developed to promote productive workplace relationships in accordance with organisational requirements.
- 1.4 The strategy to promote productive workplace relationships is communicated to relevant people in accordance with organisational requirements.
- Range relevant people may include but are not limited to – colleagues, management, work team, external stakeholders.

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

Process	Version	Date	Last Date for Assessment
Registration	1	17 November 2011	N/A
Rollover and Revision	2	15 October 2015	N/A
Republished	2	11 March 2016	N/A
Review			

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR 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 NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.