

Title	Demonstrate knowledge of processes for workplace resolution of employment relationship problems		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to demonstrate knowledge of processes for workplace resolution of employment relationship problems.
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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.
- 5 Legislative/legal requirements relevant to this unit standard include the Employment Relations Act 2000 (ERA), and the *Code of Good Faith in Collective Bargaining* (‘Code of Good Faith’) approved in accordance with Part 5 of the ERA, available with other reference material including contact information, from the Employment Relations Service (ERS), Department of Labour (DoL), at <http://employment.govt.nz/er/starting/unions/code.asp>.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of processes for workplace resolution of employment relationship problems.

Performance criteria

- 1.1 Existing organisational processes for resolving employment relationship problems are identified.
- 1.2 Processes for resolving employment relationship problems are identified on the ERS/DoL website.
- 1.3 Comparison of existing organisational processes and ERS/DoL processes identifies and justifies recommended improvements to existing organisational processes in accordance with best practice and organisational requirements.
- Range best practice includes but is not limited to – good faith obligations on all parties.
- 1.4 People's behaviours are described in terms of how they may enhance workplace resolution processes.
- Range verbal, non-verbal.

Replacement information	This unit standard replaced unit standard 19800.
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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.