

Title	Describe, from an employee perspective, ways of dealing with employment relationship problems		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to: identify statutory provisions relating to the resolution of employment relationship problems; and describe strategies and procedures for dealing with employment relationship problems.
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Classification	Core Generic > Work and Study Skills
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Available grade	Achieved
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Guidance Information

- 1 Recommended skills and knowledge: Unit 1978, *Demonstrate knowledge of basic employment rights and responsibilities, and sources of information and/or assistance*, and Unit 1979, *Describe employment agreements*, or demonstrate equivalent knowledge and skills.
- 2 The following legislation and any subsequent amendments provide reference, where needed, for this unit standard:
 - Employment Relations Act 2000 (ERA)
 - Human Rights Act 1993 (HRA)
 - Privacy Act 2020
 - Health and Safety at Work Act 2015
 - Parental Leave and Employment Protection Act 1987
 - Minimum Wage Act 1983
 - Wages Protection Act 1983
 - Holidays Act 2003
 - Equal Pay Act 1972.

Outcomes and performance criteria

Outcome 1

Identify statutory provisions relating to the resolution of employment relationship problems.

Performance criteria

- 1.1 Objects of the ERA relating to the resolution of employment relationship problems are identified.
- 1.2 Grounds for personal grievances specified in the ERA are identified.

- 1.3 Grounds for disputes over employment agreements specified in the ERA are identified.

Outcome 2

Describe strategies and procedures for dealing with employment relationship problems.

Range employment relationship problems include but are not limited to – a personal grievance arising from the employment relationship; a dispute arising from the employment agreement.

Performance criteria

- 2.1 Strategies are described for on-site resolution of employment relationship problems.
- 2.2 Procedures and parties involved in employment relationship problems are described in terms of resolving problems under the ERA.
- 2.3 The procedures and parties involved in resolving claims of discrimination and/or sexual harassment under the HRA are described.
- 2.4 A course of action is described that illustrates how procedures in the ERA may be initiated to deal with employment relationship problems.

Range one course of action for each kind of employment relationship problem.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	22 November 1994	31 December 2015
Review	2	31 October 1996	31 December 2015
Revision	3	27 March 1998	31 December 2015
Review	4	28 November 2000	31 December 2015
Revision	5	9 May 2002	31 December 2015
Rollover and Revision	6	20 April 2006	31 December 2015
Review	7	16 July 2010	31 December 2019
Rollover and Revision	8	18 June 2015	31 December 2019
Review	9	25 January 2018	N/A
Review	10	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference

0113

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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.