

41067**Apply and assess ethical and inclusive practices to contribute to an entity's performance**

Kaupae Level	5
Whiwhinga Credit	10
Whāinga Purpose	<p>This skill standard is intended for people who can contribute to the operational objectives of an entity.</p> <p>This skill standard will provide learners with the knowledge and skills to apply and assess ethical and inclusive practices to contribute to an entity's performance.</p> <p>This skill standard can be used within programmes leading to the New Zealand Diploma in Business (Level 5) [Ref: 2459] – Core, or in other credentials.</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Apply and assess ethical practices to contribute to an entity's performance.	a. Describe ethical practices that contribute to performance within the scope of role and responsibility.
	b. Apply ethical practices to meet operational objectives within scope of role and responsibility.
	c. Assess own ethical practices and determine how this contributes to operational performance.
2. Apply and assess inclusive practices to contribute to an entity's performance.	a. Describe inclusive practices that contribute to business performance within scope of role and responsibility.
	b. Apply inclusive practices to meet operational objectives within scope of role and responsibility.
	c. Assess own inclusive practices and determine how this contributes to operational performance.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria*Assessment specifications:*

Assessment must be conducted in real business context(s) and/or based on scenario(s) which must reflect the requirements and practicalities for conducting business in Aotearoa New Zealand.

Assessment materials should allow for learner, regional, cultural, or community contexts. For example, a learner may wish to be assessed in a context that includes te ao Māori perspectives such as mātauranga, and tikanga specific to them. Assessment materials refer to the assessment activities, judgement statements, learner evidence, model answers, and any other material that supports assessment to this standard.

The task or activity may relate to Te Tiriti o Waitangi. For guidance on Te Tiriti o Waitangi, please see [programme guidance documents](#).

Definitions:

Diversity refers to differences between colleagues such as age, gender, ethnicity, religion, disability, sexual orientation or identification, neurodiversity, education, and national origin.

Ethical and inclusive practices relate to professionalism, inclusivity, diversity, tikanga, values of an entity, personal values, industry conduct, and the law. These practices involve consistent, expected behaviours and approaches that align with cultural, legal, and professional norms over time.

Scope of role and responsibility refers to the responsibilities, authority, and boundaries of an individual's position within an entity, including the tasks they are expected to perform and the limits of their decision-making.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Contribution to operational performance

- operational objectives
- standard operating procedures
- projects
- growth
- key performance indicators
- continuous improvement.

Ethical practices

- tikanga
- pono/doing what is right and fair
- integrity
- exercising discretion
- confidentiality
- accuracy
- objectivity
- decision-making

- code of conduct
- code of practice
- professionalism
- reputation
- business integrity
- fiscal responsibility
- CSR – Corporate Social Responsibility (sustainability)
- environmental impact or stewardship
- communication and communication mediums
- legal, regulatory, and compliance
- stakeholder relationship management.

Inclusive practices

- diversity
- allowing a voice
- participation
- personal and professional development of knowledge
- alliances with organizations
- engagement with events and recognition
- non-judgemental practices
- reflective business practices
- different perspectives.

Rauemi | Resources

- Diversity Works New Zealand – [Aotearoa Inclusivity Matrix and Assessment Tool](#)
- Diversity Works New Zealand – [Template: Diversity and Inclusion strategy](#)
- Diversity Works New Zealand – [Policy Template – Workplace Diversity and Inclusion Policy](#)
- Employment New Zealand – [About ethical and sustainable work practices](#)
- Te Kawa Mataaho | The Public Service – [Glossary- Diversity and Inclusion](#).

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Services Industry Skills Board
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Business > Business Operations and Development > People Development and Coordination
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0112

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	26 February 2026	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2030		

Please contact Services Industry Skills Board at qualifications@servicesisb.nz to suggest changes to the content of this skill standard.