

41079 Apply ethical and inclusive practices to support the performance of an entity

Kaupae Level	4
Whiwhinga Credit	5
Whāinga Purpose	<p>This skill standard is intended for people who can support the performance of an entity.</p> <p>This skill standard will provide learners with the knowledge and skills to apply ethical and inclusive practices to support performance of an entity.</p> <p>This skill standard can be used within programmes leading to the New Zealand Certificate in Business (Accounting Support Service) (Level 4) [Ref: 2455], New Zealand Certificate in Business (Small Business) (Level 4) [Ref: 2457], 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 ethical and inclusive practices to support the performance of an entity.	a. Describe ethical and inclusive practices and how they support the performance of an entity.
	b. Apply ethical practices into day-to-day operations to support performance of an entity.
	c. Apply inclusive practices into day-to-day operations to support performance of an entity.

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

Entity can be a commercial or other enterprise, Iwi organisation, incorporated society, school, not for profit, or a community organisation. An entity can also be self-managed, a small team, or separate business unit within a larger organisation.

Ethical and inclusive practice relates to professionalism, inclusivity, tikanga, values of an entity, personal values, industry conduct.

Ethical practices are the repeated actions and decisions that reflect ethical principles in practice. They are observable and measurable.

Inclusive practices are the repeated active demonstration of respect, fairness, and openness in all business interactions, ensuring that people from diverse backgrounds such as different cultures, genders, ages, abilities, and socioeconomic statuses can fully participate and thrive in the workplace and broader business ecosystem.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Ethical practices

- ethical business values such as integrity, honesty, and transparency
- upholding compliance requirements
- accountability and responsibility
- social responsibility
- environmental responsibility
- sustainability and reputation.

Inclusive practices

- inclusive communication
- adaptive environments
- equal opportunity
- diversity in recruitment
- participation
- promoting inclusion.

Supporting performance

- financial
 - revenue
 - gross profit margin
 - net profit margin
 - cash flow
 - breakeven point
 - accounts receivable.

- operational
 - inventory turnover
 - customer satisfaction
 - employee productivity
 - waste or error rates
 - stakeholder needs and satisfaction
 - administrative systems.
- technology
 - customer experience
 - security
 - compliance.
- growth and strategy
 - customer retention
 - return on investment
 - stakeholder satisfaction.
- projects
 - project milestones
 - project tasks
 - time and schedules
 - cost and budget
 - scope
 - quality
 - risk and issue management
 - stakeholder satisfaction.

Rauemi | Resources

- Business.govt.nz – [Resource Library](#).
- MBIE (Ministry of Business, Innovation & Employment) – [Small business and manufacturing](#).
- Small Business New Zealand (SBNZ) – [Growing New Zealand Businesses Together | Small Business New Zealand](#).

Pārongo Whakaū Kounga | 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 > Small Business
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.