

41117 Apply advocacy skills and professional communication strategies to employment-related matters

Kaupae Level	5
Whiwhinga Credit	15
Whāinga Purpose	<p>This skill standard is intended for people to communicate professionally and advocate effectively in employment dispute contexts.</p> <p>People credited with this standard can professionally conduct client interviewing, explain grievance processes, and apply ethical, cultural, and professional communication strategies in employment-related matters.</p> <p>This skill standard was developed primarily for assessment within programmes leading to the New Zealand Certificate in Employment Advocacy (Level 5) [Ref: 5675].</p>

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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Prepare for and conduct client interviewing for employment-related matters.	a. Explain an advocate's role and responsibilities to a client.
	b. Explain the process of personal grievance to a client.
	c. Conduct professional client interviews.
2. Integrate professional communication and wellbeing and relationship strategies in employment-related matters.	a. Apply ethical, cultural, and professional communication strategies with a client.
	b. Apply wellbeing and relationship strategies in practice with a client.

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

Assessment specifications:

Assessment evidence must be drawn from scenario-based or real case studies involving civil employment disputes. It may include role-play or tutor observations of interactions with a client.

Scenarios and case studies should reflect diverse client backgrounds and communication needs.

Assessment evidence must reflect correct application of relevant legislation and regulations and be consistent with The Employment Law Institute of NZ Inc's Code of Conduct.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

Understanding the advocate's role and responsibilities

- Accurate professional advice.
- Active listening and representation of client.

Explaining the personal grievance process

- Advocate and client perspectives.
- Personal grievance process.

Conducting professional client interviews

- Interviewing techniques, empathy, professional ethics, mindfulness, resilience, stress management strategies, digital communication tools, health and safety considerations.
- Clear, ethical communication.

Applying ethical, cultural, and professional communication strategies

- Ethical, cultural, and professional communication strategies.
- Digital platforms.
- Common relevant management software.

Implementing wellbeing and relationship strategies

- Strategies to support wellbeing.
- Trust-building strategies, such as through using client-centred approaches and mindfulness.

Using critical thinking to resolve employment issues

- Reflective practice strategies.
- The Issue, Rule, Application, Conclusion (commonly known as IRAC) method.
- The Issue, Thesis, Analysis, Conclusion (commonly known as ITAC) method.

Rauemi | Resources

- Case studies.
- Advocates at Work NZ – <https://www.advocatesatwork.co.nz/services>.
- The Employment Law Institute of NZ Inc.'s Code of Conduct - [ELINZ-Code-of-Conduct.pdf](#)
- Employment NZ – Resolving Problems – <https://www.employment.govt.nz/resolving-problems>.
- Employment Relations Act 2000 – <https://www.legislation.govt.nz/act/public/2000/0024/latest/DLM60316.html>.
- Health and Safety at Work Act 2015 – [Health and Safety at Work Act 2015 No 70 \(as at 05 April 2025\), Public Act Contents – New Zealand Legislation](#).

- Human Rights Act 1993 – [Human Rights Act 1993 No 82 \(as at 01 July 2024\), Public Act Contents – New Zealand Legislation](#).
- My Advocate NZ – <https://www.myadvocate.co.nz/>.
- Privacy Act 2020 – [Privacy Act 2020 No 31 \(as at 30 March 2025\), Public Act Contents – New Zealand Legislation](#).
- proHR NZ – prohr.co.nz.

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 > Workplace Relations
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 March 2026	NA
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2030		

Please contact Services Industry Skills Board qualifications@servicesisb.nz if you wish to suggest changes to the content of this unit standard.