

Title	Develop strategies to establish and maintain positive workplace relationships		
Level	5	Credits	5

Purpose	People credited with this unit standard are able to develop strategies to establish and maintain positive workplace relationships.
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Classification	Business Operations and Development > People Development and Coordination
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Available grade	Achieved
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Guidance Information

- 1 Unit standards in the People Development and Coordination domain are about engaging with and leading people to achieve outcomes as individuals and teams.
- 2 Assessment for this unit standard will be in the context of a specific organisation, 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 5 in the NZQF Levels 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 discretely managed 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.

Positive workplace relationships exist when parties to the relationships in the workplace feel included and valued.

Strategy is any action or activity designed to establish and maintain positive workplace relationships.

Workplace relationships could include such factors as: consultation, goal-setting, compliance requirements, quality of work, sustainability, stakeholders, inclusiveness, diversity, values/belief systems, leadership style, ethics, culture, emotions.

- 5 Legislation relevant to this unit standard includes: Employment Relations Act 2000, Health and Safety at Work Act 2015, Human Rights Act 1993, Treaty of Waitangi Act 1975, and any other legislation relating to the organisation and/or its operations.

Outcomes and performance criteria

Outcome 1

Develop strategies to establish and maintain positive workplace relationships.

Performance criteria

- 1.1 Strategies are developed to establish and maintain positive workplace relationships in accordance with organisational requirements.
- 1.2 Strategies to establish and maintain positive workplace relationships are communicated to relevant people in accordance with organisational requirements.
- Range relevant people may include but are not limited to – colleagues, management, work team, external stakeholders.
- 1.3 Strategies are developed to monitor ongoing workplace relationships in accordance with organisational requirements.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 September 1994	31 December 2014
Revision	2	11 May 1999	31 December 2014
Review	3	1 May 2001	31 December 2014
Review	4	18 December 2006	31 December 2014
Review	5	17 November 2011	31 December 2023
Rollover and Revision	6	17 March 2016	31 December 2023
Review	7	24 June 2021	N/A

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>.

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.