

Title	Manage professional and ethical behaviour of staff in a business operation		
Level	5	Credits	5

Purpose	People credited with this unit standard are able to manage professional and ethical behaviour of staff in a business operation.
----------------	---

Classification	Business Operations and Development > People Development and Coordination
-----------------------	---

Available grade	Achieved
------------------------	----------

Guidance Information

- Unit standards in the People Development and Coordination domain are about engaging with and leading people to achieve outcomes as individuals and teams.
- People will be assessed for this unit standard on evidence from authentic experience in an organisational context, with all the expectations and possible consequences of that context. The context may include but is not limited to:
 - the candidate’s workplace
 - where the candidate is a volunteer
 - a cultural, community, or sporting organisation
 - a special event.
- 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 www.nzqa.govt.nz.
- 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.
A business operation may form part of an organisation’s activities or it may constitute a complete organisation.
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.*Legislative/legal* refers to requirements that derive authority from legislation and/or the law.
Professional and ethical behaviour refers to standards of behaviour in relationships with other people, in which personal integrity, impartiality, respect for people and the

law will be demonstrated at all times; together with technical expertise, personal effectiveness, continuing professional development, and an awareness of potential impacts in the organisation's wider community.

Outcomes and performance criteria

Outcome 1

Manage professional and ethical behaviour of staff in a business operation.

Performance criteria

- 1.1 Expectations for professional and ethical behaviour for the business operation are identified in accordance with organisational requirements.
- Range expectations can be existing and/or new ones.
- 1.2 Expectations for professional and ethical behaviour for the business operation are communicated to stakeholders in accordance with organisational requirements.
- Range stakeholders include but are not limited to staff in the business operation.
- 1.3 Behaviour of staff in the operation is reviewed against the expectations for professional and ethical behaviour, and any breaches are dealt with, in accordance with organisational requirements.

Planned review date	31 December 2023
----------------------------	------------------

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 November 2011	N/A
Revision and Rollover	2	17 March 2016	N/A
Revision and Rollover	3	29 July 2021	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.