

<b>Title</b>	<b>Demonstrate ethical, professional, and responsive conduct in a public sector context</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>This unit standard is intended for people employed in support roles in the public sector.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> <li>– demonstrate ethical and professional conduct in a public sector context; and</li> <li>– recognise and respond to the diverse needs of New Zealanders in a public sector context.</li> </ul>
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<b>Classification</b>	Public Sector Services > Public Sector Core Skills
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<b>Available grade</b>	Achieved
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## Guidance Information

- 1 References
- Crown Entities Act 2004;
  - Employment Relations Act 2000;
  - Health and Safety at Work Act 2015;
  - Human Rights Act 1993;
  - Income Tax Act 2007;
  - Local Government Act 2002;
  - Local Government Official Information and Meetings Act 1987;
  - New Zealand Bill of Rights Act 1990;
  - Official Information Act 1982;
  - Privacy Act 2020;
  - Protected Disclosures Act 2000;
  - Public Finance Act 1989;
  - Public Records Act 2005;
  - State Sector Act 1988;
  - Statistics Act 1975;
  - Te Tiriti o Waitangi 1840/Treaty of Waitangi 1840;
  - Te Ture mō Te Reo Māori 2016/Māori Language Act 2016;
  - and all subsequent amendments and replacements.

It is important to note that there is in most cases specific legislation relevant to the organisation in which the candidate is employed. This must be included.

- 2 Assessment against this unit standard must be based on evidence from a real or simulated public sector workplace situation, provided the simulation reflects public sector requirements and requires performance that replicates a real working environment.
- 3 Demonstration of knowledge and skills must be consistent with any applicable code or codes of conduct such as the New Zealand State Services Code of Conduct, *Standards of Integrity and Conduct* (available from <http://www.publicservice.govt.nz>) and/or any other public sector specific code or codes of conduct and/or ethics, and must reflect operating professionally and ethically in New Zealand's diverse, bi-, and multicultural environment.
- 4 **Definitions**  
*Cultural competence* refers to the knowledge, skills, and values that are required to achieve a better understanding of, and enhance relationships with, members of different cultures.  
The concept of *diversity* may reflect factors and indicators such as age, ethnicity, disability, gender, occupation, organisational background, immigrant or refugee status, institutional care, religion or spiritual beliefs, sexual orientation, and socio-economic status.  
*Ethical*, in the context of this unit standard, refers to values about what is right, fair, just, and good in terms of conduct which guides behaviour in the public sector. Ethics provide a basis for assessing the morality of a situation, decision, or outcome.  
*Organisational requirements* refer to instructions to staff on policies, procedures, and methodologies which are documented and are available in the workplace. Organisational requirements in the public sector will be consistent with relevant legislation.  
*Public sector* refers to organisations of the state sector (listed in Schedule 1 and 1A to the State Sector Act 1988, (available from <http://www.legislation.govt.nz>), plus organisations of local government.  
*Stakeholders* are individuals or groups which have some direct interest in the organisation and its products or services. Internal stakeholders typically include board members, managers and employees. External stakeholders typically include customers, providers of services, business owners, shareholders, employee organisations, and regulatory bodies.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate ethical and professional conduct in a public sector context.

**Performance criteria**

- 1.1 Describe potential sources of conflict that could impact on ethical and professional behaviour in own role.
- Range includes but is not limited to – differing cultural perspectives on ensuring service, attempted bribery and corruption, pressure from internal stakeholders, family and community obligations, political views, media pressure, conflict of interest.
- 1.2 Act ethically and professionally in carrying out own role, in accordance with organisational requirements. Actions demonstrate the standards of integrity and conduct established by the code or codes of conduct and/or ethics.
- Range may include but is not limited to – dress code, acceptable behaviour, use of language, customer/client privacy, mindfulness of impact of non-work activity, dealing with sources of conflict or ethical dilemma.

**Outcome 2**

Recognise and respond to the diverse needs of New Zealanders in a public sector context.

**Performance criteria**

- 2.1 Explain the importance of cultural competence enabling a public sector organisation to meet its objectives.
- 2.2 Interact responsively, and with sensitivity to diversity, among stakeholders applicable to own role in a public sector context.
- Range includes but is not limited to – Māori.

<b>Planned review date</b>	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	24 January 2019	N/A
Rollover and Revision	2	25 May 2023	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0121
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact Ringa Hora Services Workforce Development Council  
[qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) if you wish to suggest changes to the content of this unit standard.