

Title	Work ethically and effectively in a public sector service delivery context		
Level	4	Credits	9

Purpose	<p>This unit standard is intended for people employed in service roles in the public sector.</p> <p>People credited with this unit standard are able to work ethically and effectively in a public sector service delivery context.</p>
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Classification	Public Sector Services > Public Sector Core Skills
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Available grade	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

Customer-centric refers to public sector values that serve and embrace New Zealand's diversity while recognising individuals' needs.

Customers and stakeholders are individuals or groups which have some direct interest in the organisation and its products or services. Internal customers and stakeholders typically include board members, managers and employees. External customers and stakeholders typically include members of the public, providers of services, business owners, shareholders, employee organisations, and regulatory bodies.

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. They 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.

Values, in the context of this unit standard, are beliefs shared in common by public servants and/or society. The values of the public sector are likely to be a mix of institutional arrangements (such as accountability), instrumental values (such as efficiency), and fundamental values (such as integrity and fairness).

Outcomes and performance criteria

Outcome 1

Work ethically in a public sector service delivery context.

Range includes but is not limited to – engagement with Māori.

Performance criteria

- 1.1 Demonstrate consistent personal conduct and behaviour in keeping with the organisation's code of conduct and its ethical values, and within the law.
- 1.2 Interact responsively and with sensitivity to diversity among customers and stakeholders as applicable to own role and responsibilities.

Outcome 2

Work effectively in a public sector service delivery context.

Performance criteria

- 2.1 Support ease of access to, and use of, services in accordance with the organisation's or unit's ethical and customer-centric values and organisational requirements.

Range ethical and customer-centric values may include but are not limited to – helpfulness, openness, caring, accuracy, reliability, acting within the law.

- 2.2 Respond to needs as they present and change, and customise solutions in accordance with organisational requirements.

Range may include but is not limited to – referrals from junior staff.

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	24 January 2019	N/A
Rollover and Revision	2	25 May 2023	N/A

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

Comments on this unit standard

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