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| Title | **Describe, from an employee perspective, ways of dealing with employment relationship problems** | | |
| Level | **3** | **Credits** | **3** |

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| Purpose | People credited with this unit standard are able to: identify statutory provisions relating to the resolution of employment relationship problems; and describe strategies and procedures for dealing with employment relationship problems. |

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| Classification | Core Generic > Work and Study Skills |

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| Available grade | Achieved |

**Guidance Information**

1 Recommended skills and knowledge: Unit 1978*, Describe basic employment rights and responsibilities, and sources of information and/or assistance*, and Unit 1979, *Describe employment agreements,* or demonstrate equivalent knowledge and skills.

2 The following legislation and any subsequent amendments provide reference, where needed, for this unit standard:  
Employment Relations Act 2000 (ERA)  
Human Rights Act 1993 (HRA)  
Privacy Act 2020  
Health and Safety at Work Act 2015  
Parental Leave and Employment Protection Act 1987  
Minimum Wage Act 1983  
Wages Protection Act 1983  
Holidays Act 2003  
Equal Pay Act 1972.

**Outcomes and performance criteria**

**Outcome 1**

Identify statutory provisions relating to the resolution of employment relationship problems.

**Performance criteria**

1.1 Objects of the ERA relating to the resolution of employment relationship problems are identified.

1.2 Grounds for personal grievances specified in the ERA are identified.

* 1. Grounds for disputes over employment agreements specified in the ERA are identified.

**Outcome 2**

Describe strategies and procedures for dealing with employment relationship problems.

Range employment relationship problems include but are not limited to – a personal grievance arising from the employment relationship; a dispute arising from the employment agreement.

**Performance criteria**

2.1 Strategies are described for on-site resolution of employment relationship problems.

2.2 Procedures and parties involved in employment relationship problems are described in terms of resolving problems under the ERA.

2.3 The procedures and parties involved in resolving claims of discrimination and/or sexual harassment under the HRA are described.

2.4 A course of action is described that illustrates how procedures in the ERA may be initiated to deal with employment relationship problems.

Range one course of action for each kind of employment relationship problem.

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| Planned review date | 31 December 2027 |

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | 22 November 1994 | 31 December 2015 |
| Review | 2 | 31 October 1996 | 31 December 2015 |
| Revision | 3 | 27 March 1998 | 31 December 2015 |
| Review | 4 | 28 November 2000 | 31 December 2015 |
| Revision | 5 | 9 May 2002 | 31 December 2015 |
| Rollover and Revision | 6 | 20 April 2006 | 31 December 2015 |
| Review | 7 | 16 July 2010 | 31 December 2019 |
| Rollover and Revision | 8 | 18 June 2015 | 31 December 2019 |
| Review | 9 | 25 January 2018 | N/A |
| Review | 10 |  | N/A |

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| 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](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.