

Learning Assessment Guide

Unit Standard 19588 – Version 1

Manage people, systems and resources professionally, ethically, and responsibly

Level 5 – 10 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

This Learning Assessment Guide is made up of:

- Task sheets for you to complete
- The summary Assessment Guide that the assessor will use to assess and record your competence.
- A Manager Verification Form
- An Assessment Results Form

The assessment tasks are designed to show the assessor that you can:

- Develop and explain a personal framework of professional, ethical, and socially responsible behaviour and practice.
- Operate within the developed framework of professional, ethical, and socially responsible behaviour and practice.

What do I do now?

- Read through all the information contained in this Learning Assessment Guide.
- Familiarise yourself with each assessment task and the instructions.
- Contact your assessor if necessary to clarify any thing you are unsure of.
- Complete the assessment tasks as agreed on with your assessor.
- Contact your assessor when you have finished the assessment tasks.
- Make sure you keep a copy of your completed assessment task if you are mailing the original copy to your assessor.

KIA KAHA and GOOD LUCK

Assessment Task One – Element 1

Introduction

This assessment task is designed to show your assessor that you can:

- develop and explain a personal framework of professional, ethical, and socially responsible behaviour and practice.

This is likely to include a knowledge and understanding of:

- organisational policy and practice standards
- codes of practice
- ethical and practice standards of relevant professional bodies and official agencies
- legal requirements
- current good practice
- the nature of workplace relationships
- limits of own competence

It may include other considerations.

Task Instructions

This task will most easily be completed through discussion with your assessor. If you wish to attempt it in writing, you will probably still need to have some discussion with your assessor, perhaps on the telephone.

Discuss the personal framework from which you operate within your organisation with your assessor.

Relate your personal framework to:

- professional, ethical, and socially responsible behaviour and practice expected by your organisation;
- your knowledge of norms and standards practiced in your organisation and profession;
- the relationship of individuals to organisations and organisations to the wider society;
- your duties and responsibilities as a manager;
- the nature of professionalism;
- ethics and social responsibility.

You may wish to take copies of relevant codes of practice and ethical guidelines to your interview.

This discussion can take place simultaneously with the discussion for the task two assessment.

Provide your manager with a copy of the Manager Verification Form and brief him/her on the content of this unit standard.

Your completed assessment for Task One will include:

- Discussion with your assessor on your personal framework of behaviour and practice as a manager which is acceptable to the organisation, and is in accordance with current good practice and applicable codes of practice.
- Receipt of a completed Manager Verification Form by your assessor.

Manager Verification Form

To: Manager of learner

_____ (name of learner) is currently being assessed toward Unit Standard 19588 Manage people, systems and resources professionally, ethically, and responsibly. Your knowledge of the learner is sought to confirm that his/her workplace performance meets the following standards:

1. The learner **has a personal framework** of professional, ethical, and socially responsible behaviour and practice that incorporates (where relevant) knowledge and understanding of:
 - organisational policy and practice standards
 - codes of practice
 - ethical and practice standards of relevant professional bodies and official agencies
 - legal requirements
 - current good practice
 - the nature of the workplace relationship
 - limits of own competence
 - other

2. The framework of behaviour and practice is acceptable to the organisation.

3. The learner **operates within the above framework** of professional, ethical, and socially responsible behaviour and practice. In particular:
 - the professional boundaries of workplace relationships are clearly defined and observed;
 - decisions made and actions taken are consistent with his/her levels of expertise and experience;
 - support and advice are sought to ensure that work meets professional, ethical, socially responsible, and organisational standards when necessary;
 - an active commitment to continuing professional development is demonstrated;
 - a commitment to generally accepted standards of professional, ethical, and socially responsible behaviour and practice is demonstrated;
 - conflicts of interest, and conflicts between organisational demands and professional or ethical standards, are recognised and managed.

/ cont

Please contact the assessor directly if you would prefer to discuss this verification in person. Because of the subtle and confidential nature of some of the content of this unit standard, verification through personal discussion is the preferred option.

Comments:

Your signature on this form will be accepted as verification that the learner meets organisational requirements, unless you indicate otherwise.

Manager Name:

Position:

Signature:

Date:

Contact telephone number:

Thank you for your assistance.

Assessment Task Two – Element 2

Introduction

This assessment task is designed to show your assessor that you can:

- operate within the developed framework of professional, ethical, and socially responsible behaviour and practice which you have explained in Task One.

This assessment will consist largely of you providing examples from your experience which demonstrate your actions within relevant guidelines and codes of practice.

Task Instructions

Prepare examples of situations from your workplace experience that illustrate each of the following, prior to discussion with your assessor. It is acceptable to use an example to demonstrate more than one of the competency areas.

1. **Three** examples are required of your recognition and management of conflicts of interest, and conflicts between organisational demands and professional or ethical standards. At least one example of each is required. The process must be described and show the application of decision making approaches that test ethical content of alternatives, and provide the ethical or moral justification for the actions taken.
2. Evidence is required for **three** different activities within the last twelve months of your (active) commitment to continuing professional development. (See PC 2.4 range statement for examples.)
3. An example where the professional boundaries of workplace relationships have been clearly defined and observed despite difficulties. This could be your handling of a poor performance situation, a disciplinary situation, or an appeal situation. It could also relate to a conflict with your own manager or a key stakeholder.
4. An example where support and advice have been sought to ensure that work meets professional, ethical, socially responsible and organisational standards.
5. Two recent examples of decisions made and actions taken that are consistent with your own level of expertise and experience. Examples might include:
 - Knowledge and skills required for working with individuals
 - Knowledge of legal requirements, codes of practice, current good practice, organisational policies and standards
 - Knowledge of professional codes and standards.
6. An example or recognition that you demonstrate a commitment to generally accepted standards of professional, ethical, and socially responsible behaviour and practice. This could be a performance review, an appointment to a position of responsibility, or similar.

You should provide documentary evidence related to your examples wherever possible.

Make an appointment to discuss your management of staff with your assessor.

Your assessor will want to talk to some of your staff about your management practices to obtain independent feedback. You may like to introduce your staff to this and any other unit standards in which you are being assessed.

Because of the subtle and confidential nature of some of the examples likely to be discussed as evidence for this unit standard, your assessor may show a preference for completion of the Manager Verification Form in person with your manager.

Your completed assessment for Task Two will include:

- Discussion with your assessor of examples for all six areas, as required.
- Documentary evidence which supports your examples.
- Assessor discussion with some of your staff.
- A completed Manager Verification Form.
- Examples and feedback demonstrate to your assessor that you operate within a framework of professional, ethical, and socially responsible behaviour and practice acceptable to your organisation.

Assessment Guide

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Task / Element	Evidence Required	Judgment	Checklist
<p><i>Task 1 / Element 1</i></p> <p>This task involves the learner discussing his/her personal framework of professional, ethical, and socially responsible behaviour and practice with the assessor.</p> <p>The learner seeks confirmation of evidence of this framework from their manager.</p>	<p>The learner discusses his/her personal framework for the management of people with the assessor.</p> <p>Discussion must cover the 6 areas identified in Task One instructions.</p> <p>Learner may take copies of relevant codes of practice and ethical guidelines to the interview.</p> <p>A completed Manager Verification Form is provided.</p>	<p>All 6 points in the Task One instructions are addressed.</p> <p>The personal framework is acceptable to the organisation and is in accordance with current good practice and applicable codes of practice.</p> <p>Completed Manager Verification Form confirms that the learner has a personal framework acceptable to the organisation and suitable to the position held.</p>	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>
<p><i>Task 2 / Element 2</i></p> <p>This task involves the learner in providing examples of their management of staff within the framework of professional, ethical and socially responsible behaviour and practice which they have described in Task One.</p> <p>Independent comment is sought from staff members and the learner's manager.</p>	<p>The learner discusses examples from 6 areas of activity with the assessor.</p> <p>Supporting documentary evidence is provided wherever possible.</p> <p>The assessor discusses learner's management of staff with several staff members.</p> <p>A completed Manager Verification Form is provided.</p>	<p>Examples demonstrate a commitment to operating within generally accepted standards of professional, ethical, and socially responsible behaviour and practice.</p> <p>Comment from staff members confirms that the learner operates within the framework discussed.</p> <p>Learner's manager confirms that the behaviour meets professional guidelines and codes of practice.</p>	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>

Assessment Results

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Assessment Task One

Learner covers all 6 areas in presenting his/her personal framework. Yes / No

Personal framework of behaviour and practice is acceptable to the organisation and in accordance with current good practice and applicable codes of practice. Yes / No

Completed Manager Verification Form confirms the acceptability of learner's personal framework to the organisation. Yes / No

Assessment Task Two

Examples are provided covering all 6 areas of activity. Yes / No

Comments from staff members confirm that the learner operates within a framework of professional, ethical, and socially responsible behaviour and practice. Yes / No

Completed Manager Verification Form confirms that learner performance meets professional guidelines and codes of practice. Yes / No