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| **SBL4** | **Apply ethical and inclusive practices to support the performance of an entity** |

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| **Kaupae |** Level | 4 |
| **Whiwhinga |** Credit | 5 |
| **Whāinga |** Purpose | This skill standard is intended for those who can support the performance of an entity.  This skill standard will provide learners with the knowledge and skills to apply ethical and inclusive practices to support performance of an entity.  This skill standard can be used within programmes leading to the New Zealand Certificate in Business (Accounting Support Service) (Level 4) [Ref: 2455], New Zealand Certificate in Business (Small Business) (Level 4) [Ref: 2457], other business programmes, or as standalone credential. |

**Hua o te ako me Paearu aromatawai |** Learning outcomes and assessment criteria

| **Hua o te ako |** Learning outcomes | **Paearu aromatawai |** Assessment criteria |
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| 1. Apply ethical and inclusive practices to support performance of an entity | 1. Describe ethical and inclusive practices and how they support the performance of an entity. |
| 1. Apply ethical practices into day-to-day operations to support performance. |
| 1. Apply inclusive practices into day-to-day operations to support performance. |

**Pārongo aromatawai me te taumata paearu |** Assessment information and grade criteria

*Assessment specifications:*

Assessment must be conducted in real business context(s) and/or based on scenario(s) which must reflect the requirements and practicalities for conducting business in Aotearoa New Zealand.

Assessment materials should allow for learner, regional, cultural, or community contexts.    
For example, a learner may wish to be assessed in a context that includes te ao Māori perspectives such as mātauranga, and tikanga specific to them.

The task or activity may relate to Te Tiriti o Waitangi. For guidance on Te Tiriti o Waitangi, please see [programme guidance documents](https://ringahora.nz/qualifications-and-assurance/programme-endorsement/programme-guidance-documents-for-providers-developing-programmes/).

*Definitions*

*Assessment materials* refer to the assessment activities, judgement statements, learner evidence, model answers, and any other material that supports assessment to this standard.

*Entity* can be a commercial or other enterprise, Iwi organisation, Incorporated Society, school, not for profit, or a community organisation. An entity can also be self-managed, a small team or separate business unit within a larger organisation.

*Ethical and inclusive practices* relates to professionalism, inclusivity, tikanga, values of an entity, personal values, industry conduct.

***Ngā momo whiwhinga |*** *Grades available*

Achieved

**Ihirangi waitohu |** Indicative content

Ethical practices

* ethical business values - Integrity, honesty, transparency
* upholding compliance requirements
* accountability and responsibility
* social responsibility
* environmental responsibility
* sustainability and reputation.

Inclusive practices

* inclusive communication
* adaptive environments
* equal opportunity
* diversity in recruitment
* participation
* promoting inclusion.

Supporting performance

* Financial
  + revenue
  + gross profit margin
  + net profit margin
  + cash flow
  + breakeven point
  + accounts receivable
* Operational
  + inventory turnover
  + customer satisfaction
  + employee productivity
  + waste or error rates
  + stakeholder needs and satisfaction
  + administrative systems
* Technology
  + customer experience
  + security
  + compliance
* Growth and strategy
  + customer retention
  + return on investment
  + stakeholder satisfaction
* Projects
  + project milestones
  + project tasks
  + time and schedules
  + cost and budget
  + scope
  + quality
  + risk and issue management
  + stakeholder satisfaction.

**Rauemi |** Resources

* Small Business New Zealand (SBNZ) - [Growing New Zealand Businesses Together | Small Business New Zealand](https://www.sbnz.co.nz/?utm_source=chatgpt.com)
* MBIE (Ministry of Business, Innovation & Employment) - [MBIE](https://www.mbie.govt.nz/business-and-employment/business/support-for-business/small-business-and-manufacturing?utm_source=chatgpt.com)
* Business.govt.nz - [Tools and resources — business.govt.nz](https://www.business.govt.nz/tools-and-resources)

**Pārongo Whakaū Kounga |** Quality assurance information

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| **Ngā rōpū whakatau-paerewa |** Standard Setting Body | Ringa Hora Workforce Development Council |
| **Whakaritenga Rārangi Paetae Aromatawai |** DASS classification | Business > Business Operations and Development > Small Business |
| **Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga |** CMR | 0112 |

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| **Hātepe |** Process | **Putanga |** Version | **Rā whakaputa |** ReviewDate | **Rā whakamutunga mō te aromatawai |** Last date for assessment |
| **Rēhitatanga |** Registration | 1 | 31 December 2030 | N/A |
| **Kōrero whakakapinga |** Replacement information | N/A | | |
| **Rā arotake |** Planned review date | 31 December 2030 | | |

Please contact Ringa Hora Workforce Development Council at [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) to suggest changes to the content of this skill standard.