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## SOUTH AFRICAN QUALIFICATIONS AUTHORITY

### REGISTERED UNIT STANDARD:

#### Apply basic business ethics in a work environment

SAQA US ID	UNIT STANDARD TITLE			
113924	Apply basic business ethics in a work environment			
ORIGINATOR		ORIGINATING PROVIDER		
SGB Insurance and Investment				
QUALITY ASSURING BODY				
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FIELD			SUBFIELD	
Field 03 - Business, Commerce and Management Studies			Finance, Economics and Accounting	
ABET BAND	UNIT STANDARD TYPE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Undefined	Regular	Level 2	NQF Level 02	2
REGISTRATION STATUS		REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Reregistered		2012-07-01	2015-06-30	SAQA 0695/12
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2016-06-30		2019-06-30		

*In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.*

This unit standard does not replace any other unit standard and is not replaced by any other unit standard.

#### PURPOSE OF THE UNIT STANDARD

This Unit Standard provides a basic introduction to ethics in a business environment and focuses on ethics and the learner.

The qualifying learner is capable of:

- Reflecting on own values and belief systems and how they influence own behaviour.
- Discussing how an individual's ethics impact on the people around him/her.
- Explaining how an individual can behave ethically in a business context.
- Demonstrate techniques for dealing with situations where own values and ethics conflict with work practice.

#### LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

There is open access to this Unit Standard. Learners should

- Hold a GETC or equivalent qualification, or
- Be competent in Communication and Mathematical Literacy at NQF level 1.

#### UNIT STANDARD RANGE

- The typical scope of this Unit Standard is ethics and professional behaviour of people in non-management positions in their interaction with internal and external customers.
- Ethical behaviour includes, but is not limited to, honouring one's working hours, absence from work, bribes, gifts, disclosing a second job, conflict of interest, disclosures of a client, confidential information and how they relate to ethical business practice.
- Access to information required by the Employment Equity Act (EE) includes, but is not limited to the EE policy, EE report and numerical goals of the organisation.

## **Specific Outcomes and Assessment Criteria:**

### **SPECIFIC OUTCOME 1**

Reflect on own values and belief systems and how they influence own behaviour.

### **ASSESSMENT CRITERIA**

#### **ASSESSMENT CRITERION 1**

1. The concepts of values, belief systems and ethics are explained with examples.

#### **ASSESSMENT CRITERION 2**

2. The source(s) of values and belief systems are identified and an indication is given of how an individual's ethics and values affect behaviour.

#### **ASSESSMENT CRITERION 3**

3. Ways in which an individual may change his/her belief or value system are identified with examples.

### **SPECIFIC OUTCOME 2**

Discuss how an individual's ethics impact on the people around him/her.

### **ASSESSMENT CRITERIA**

#### **ASSESSMENT CRITERION 1**

1. Ways in which an individual's ethics impact on behaviour and interpersonal relationships are indicated with examples.

#### **ASSESSMENT CRITERION 2**

2. The impact of personal ethics on the use of language is explained with examples.

#### **ASSESSMENT CRITERION 3**

3. The importance of respecting confidentiality is explained in own context.

#### **ASSESSMENT CRITERION 4**

4. Ways in which an individual can influence the behaviour of others are identified and an indication is given of how this can impact on ethical conduct.

### **SPECIFIC OUTCOME 3**

Explain how an individual can behave ethically in a business environment.

### **ASSESSMENT CRITERIA**

#### **ASSESSMENT CRITERION 1**

1. The concept of ethical business practice is explained with examples.

#### **ASSESSMENT CRITERION 2**

2. Adherence to company policy and confidentiality are discussed in terms of ethical conduct.

#### **ASSESSMENT CRITERION 3**

3. Ethical ways of receiving and giving gifts and favours in a business context are discussed with reference to an organisation's code of conduct.

#### **ASSESSMENT CRITERION 4**

4. The importance of honesty in business dealings is explained with examples.

#### **ASSESSMENT CRITERION 5**

5. The deliverables in own work situation are identified and an indication is given of the importance of productivity, accountability, attendance and delivery of work on time.

### **SPECIFIC OUTCOME 4**

Demonstrate techniques for dealing with situations where own ethics and values conflict with work.

#### **OUTCOME NOTES**

Demonstrate techniques for dealing with situations where own ethics and values conflict with work practice.

#### **ASSESSMENT CRITERIA**

##### **ASSESSMENT CRITERION 1**

1. Methods for dealing with unethical behaviour are demonstrated for three different situations.

##### **ASSESSMENT CRITERION 2**

2. Methods of dealing with unethical business conduct are demonstrated for three scenarios.

##### **ASSESSMENT CRITERION 3**

3. Own values and beliefs are compared to company practice and an indication is given of how an employee can deal with a situation where there is a conflict of an ethical nature.

##### **ASSESSMENT CRITERION 4**

4. Ways of dealing with instances where an employee`s rights are undermined are demonstrated for three case studies.

#### **UNIT STANDARD ACCREDITATION AND MODERATION OPTIONS**

Accreditation for this Unit Standard shall be obtained from the relevant Education and Training Quality Assurance Body, through summative and formative assessment by a registered assessor.

- Assessors must be registered as an Assessor with the relevant ETQA
- Moderators must be registered as assessors with the relevant ETQA, or with an ETQA that has a Memorandum of Agreement with the relevant ETQA.
- Training providers must be accredited by the relevant ETQA.

Moderation should include both internal and external moderation where applicable.

#### **UNIT STANDARD ESSENTIAL EMBEDDED KNOWLEDGE**

N/A

#### **UNIT STANDARD DEVELOPMENTAL OUTCOME**

N/A

#### **UNIT STANDARD LINKAGES**

N/A

### **Critical Cross-field Outcomes (CCFO):**

#### **UNIT STANDARD CCFO IDENTIFYING**

Learners are able to identify and solve problems in which responses show that responsible decisions in using critical and creative thinking have been made in demonstrating ways of dealing with instances where an employee`s rights are undermined and indicating how an employee can deal with situations where there is conflict.

#### **UNIT STANDARD CCFO WORKING**

Learners can work effectively with others as a member of a team in understanding how an individual`s ethics impact on behaviour and interpersonal relationships.

#### **UNIT STANDARD CCFO ORGANISING**

Learners can organise and manage their own activities responsibly and effectively in behaving professionally in a work environment.

#### **UNIT STANDARD CCFO COLLECTING**

Learners can collect, organise and critically evaluate information in identifying the deliverables in own work situation.

#### **UNIT STANDARD CCFO COMMUNICATING**

Learners are able to communicate effectively in demonstrating methods of dealing with unethical behaviour, unethical business

conduct and instances where an employee's rights are undermined.

### UNIT STANDARD CCFO DEMONSTRATING

Learners can demonstrate an understanding of the world as a set of related systems by understanding the relationship between ethics and behaviour.

### QUALIFICATIONS UTILISING THIS UNIT STANDARD:

	ID	QUALIFICATION TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	STATUS	END DATE	QUALITY ASSURING BODY
Core	<a href="#">50225</a>	General Education and Training Certificate: General Forestry	Level 1	NQF Level 01	Reregistered	2015-06-30	FPMSETA
Core	<a href="#">48783</a>	National Certificate: Financial Services	Level 2	NQF Level 02	Reregistered	2015-06-30	INSETA
Core	<a href="#">65769</a>	National Certificate: Glazing	Level 2	NQF Level 02	Reregistered	2015-06-30	CETA
Core	<a href="#">59326</a>	National Certificate: International Trade	Level 2	NQF Level 02	Reregistered	2015-06-30	TETA
Core	<a href="#">49648</a>	National Certificate: New Venture Creation (SMME)	Level 2	NQF Level 02	Reregistered	2015-06-30	SERVICES
Core	<a href="#">65929</a>	National Certificate: Waterproofing	Level 2	NQF Level 02	Reregistered	2015-06-30	CETA
Core	<a href="#">49089</a>	National Certificate: Financial Services	Level 3	NQF Level 03	Reregistered	2015-06-30	INSETA
Core	<a href="#">48494</a>	National Certificate: Financial Services Management	Level 3	NQF Level 03	Passed the End Date - Status was "Reregistered"	2012-06-30	INSETA
Core	<a href="#">58950</a>	National Certificate: Gas Installations	Level 3	NQF Level 03	Reregistered	2015-06-30	CHIETA
Core	<a href="#">50541</a>	National Certificate: Locksmithing	Level 3	NQF Level 03	Reregistered	2015-06-30	SAS SETA
Core	<a href="#">50398</a>	National Certificate: Project Support Service	Level 3	NQF Level 03	Reregistered	2015-06-30	SERVICES
Elective	<a href="#">66029</a>	General Education and Training Certificate: Chemical Operations	Level 1	NQF Level 01	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Elective	<a href="#">57162</a>	National Certificate: Aluminium Fabrication and Installation	Level 2	NQF Level 02	Reregistered	2015-06-30	CETA
Elective	<a href="#">58955</a>	National Certificate: Chemical Manufacturing	Level 2	NQF Level 02	Reregistered	2015-06-30	CHIETA
Elective	<a href="#">59015</a>	National Certificate: Gas Installations	Level 2	NQF Level 02	Reregistered	2015-06-30	CHIETA
Elective	<a href="#">58144</a>	National Certificate: Music Industry Practice	Level 2	NQF Level 02	Reregistered	2015-06-30	CATHSSETA
Elective	<a href="#">64909</a>	National Certificate: Small Scale Mining	Level 2	NQF Level 02	Reregistered	2015-06-30	MOA
Elective	<a href="#">58577</a>	National Certificate: General Security Practices	Level 3	NQF Level 03	Reregistered	2015-06-30	SAS SETA

