

## **H5RH 04 (CFA MLB8) — Ensure Compliance with Legal, Regulatory, Ethical and Social Requirements**

### **Overview**

Organisations must show that they act responsibly in relation to their staff, customers, investors and the communities in which they work. All types of organisations must obey the law in key areas such as health and safety, employment, finance and company law. Many organisations also have to work within specific regulations for their industry and ethical frameworks. Organisations who want to maintain a good reputation also have to take account of the views of people in their communities on a whole range of issues such as the environment and other ways in which the organisation affects people's quality of life.

The Unit is recommended for middle managers and senior managers.

This Unit is linked to all other units in the overall suite of National Occupational Standards for Management and Leadership where compliance with legal, regulatory, ethical and social requirements is a possible requirement.

## **Additional Information**

### **Behaviours**

- 1 You recognise changes in circumstances promptly and adjust plans and activities accordingly.
- 2 You make time available to support others.
- 3 You give feedback to others to help them improve their performance.
- 4 You identify and raise ethical concerns.
- 5 You are vigilant for potential risks.
- 6 You make appropriate information and knowledge available promptly to those who need it and have a right to it.
- 7 You encourage others to share information and knowledge within the constraints of confidentiality.
- 8 You show sensitivity to stakeholders' needs and manage these effectively.

### **Skills**

Listed below are the main generic 'skills' that need to be applied in ensuring compliance with legal, regulatory, ethical and social requirements. These skills are explicit/implicit in the detailed content of the Unit and are listed here as additional information.

- ◆ Information management
- ◆ Communicating
- ◆ Involving others
- ◆ Analysing
- ◆ Monitoring
- ◆ Assessing
- ◆ Motivating
- ◆ Decision-making
- ◆ Reporting
- ◆ Risk management
- ◆ Valuing and supporting others
- ◆ Presenting information
- ◆ Leadership

## Performance Criteria — What you do in your job

You must provide evidence to meet all the 8 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

|   | <b>Performance Criteria</b>  | <b>Evidence Number where this criteria has been met</b> |
|---|--|---|
| 1 | Monitor the relevant national and international legal, regulatory, ethical and social requirements and the effect they have on your area of responsibility, including what will happen if you don't meet them. |   |
| 2 | Develop effective policies and procedures to make sure your organisation meets all the necessary requirements.   |   |
| 3 | Make sure relevant people have a clear understanding of the policies and procedures and the importance of putting them into practice.  |   |
| 4 | Monitor the way policies and procedures are put into practice and provide support.   |   |
| 5 | Encourage a climate of openness about meeting and not meeting the requirements.  |   |
| 6 | Identify and correct any failures to meet the requirements.  |   |
| 7 | Identify reasons for not meeting requirements and adjust the policies and procedures to reduce the likelihood of failures in the future.   |   |
| 8 | Provide full reports about any failures to meet the requirements to the relevant stakeholders.   |   |

## Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 12 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

### General knowledge and understanding

|   | <b>Knowledge and Understanding</b><br><i>You need to know and understand:</i>   | <b>Evidence Number</b><br><b>where this knowledge</b><br><b>point has been met</b> |
|---|---|--|
| 1 | The importance of having an ethical and value-based approach to governance and how to put this into practice.               |  |
| 2 | Relevant legal requirements governing the running of organisations.   |  |
| 3 | Current and emerging social attitudes to management and leadership practice and the importance of being sensitive to these. |  |

### Industry/sector specific knowledge

|   |  |  |
|---|--|--|
| 4 | Legal, regulatory and ethical requirements in your sector, both national and international.        |  |
| 5 | Procedures to follow if you do not meet the requirements.  |  |
| 6 | Particular current and emerging social concerns and expectations that are relevant to your sector. |  |
| 7 | Ways in which other organisations deal with current and emerging social concerns and expectations. |  |

**Context specific knowledge**

|    | <b>Knowledge and Understanding</b><br><i>You need to know and understand:</i>  | <b>Evidence Number where this knowledge point has been met</b> |
|----|--|--|
| 8  | The culture and values of your organisation and what effect they have on corporate governance                                    |  |
| 9  | Policies and procedures that make sure people meet the requirements  |  |
| 10 | The processes for maintaining the relevant policies and procedures and making sure they continue to be effective and sustainable |  |
| 11 | The different ways in which people may not meet the requirements and the risks of these actually happening                       |  |
| 12 | The procedures for dealing with people who do not meet the requirements, including requirements for reporting                    |  |

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

**Unit assessed as being complete**

|   |  |
|---|--|
| <b>Candidate's name</b>                       |  |
| <b>Candidate's signature</b>                  |  |
| <b>Date submitted to Assessor as complete</b> |  |

|                               |  |
|-------------------------------|--|
| <b>Assessor's name</b>        |  |
| <b>Assessor's signature</b>   |  |
| <b>Date assessed complete</b> |  |

**Internal Verification**

To be completed in accordance with centre's internal verifier (IV) strategy.

| <b>Evidence for this Unit was sampled on the following date/s</b> | <b>Internal verifier's signature</b> | <b>Internal verifier's name</b> |
|---|--------------------------------------|---------------------------------|
|   |                                      |                                 |
|   |                                      |                                 |
|   |                                      |                                 |
|   |                                      |                                 |

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

| <b>Date of admin check</b> | <b>Internal verifier's signature</b> | <b>Internal verifier's name</b> |
|----------------------------|--------------------------------------|---------------------------------|
|                            |                                      |                                 |
|                            |                                      |                                 |
|                            |                                      |                                 |
|                            |                                      |                                 |

**Unit completion confirmed**

|                                      |  |
|--------------------------------------|--|
| <b>Internal verifier's name</b>      |  |
| <b>Internal verifier's signature</b> |  |
| <b>Date completed</b>                |  |