

National Certificate in Compliance and Regulatory Control (Rates Officer)

Level 3

Credits 57-65

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2020.

Transition Arrangements

This qualification was reviewed and, along with the: National Certificate in Public Sector Services (Client/Customer Service) (Level 3) [Ref: 0659]; and National Certificate in Public Sector Services (Induction) (Level 3) [Ref: 1453], was replaced by the New Zealand Certificate in Public Sector Practice (Level 3) [Ref: 3635].

The last date for entry into programmes leading to this qualification is 31 December 2018. The last date for assessments to take place against this qualification is 31 December 2020.

People currently working towards this qualification may either complete the requirements by 31 December 2020 or transfer their results to the replacement qualification.

It is anticipated that no existing candidates will be disadvantaged by these transition arrangements. However, anyone who feels that they have been disadvantaged may appeal to The Skills Organisation at the address below.

For detailed information see [Review Summaries](#) on the NZQA website.

NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Award
Registration	1	May 2006	December 2020
Review	2	June 2017	December 2020

Standard Setting Body

The Skills Organisation
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 Email reviewcomments@skills.org.nz

National Certificate in Compliance and Regulatory Control (Rates Officer)

Level 3

Credits 57-65

Purpose

This qualification recognises knowledge and skills required by local authority personnel who deal with the public on a regular basis regarding rates matters.

This qualification covers:

knowledge of – New Zealand local government, rating legislation, and rates administration; competence in – data entry and management, time management, report writing, handling customer communications and providing customer service, and representing the local authority as an employee.

The elective section recognises the holder is able to:

- a) administer financial collection processes and demonstrate knowledge of rates debt recovery, or
- b) demonstrate knowledge of rating valuation legislation and Rules, or
- c) demonstrate knowledge of rating of Māori freehold land.

People who achieve this qualification may wish to progress to the National Certificate in Compliance and Regulatory Control (Rates Management) [Ref: 1238].

Credit Range

	Compulsory	Elective		
		Set A	Set B	Set C
Level 2 credits	13	10	-	-
Level 3 or above credits	36	6	8	8
Minimum totals	49	8 or 16		
Qualification total	57-65			

Requirements for Award of Qualification

Award of NZQF National Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided on the New Zealand Qualifications Authority (NZQA) website: <http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Detailed Qualification Requirements

Compulsory

All the standards listed below are required.

Field Business
 Subfield Business Administration
 Domain Business Information Processing

Id	Title	Level	Credit
103	Use data entry skills to input computer data	2	3

Subfield Public Sector Services
 Domain Public Sector Core Skills

Id	Title	Level	Credit
14951	Demonstrate introductory knowledge and understanding of New Zealand local government	4	5

Field Computing and Information Technology
 Subfield Computing
 Domain Generic Computing

Id	Title	Level	Credit
2784	Create and use a simple computer spreadsheet to solve a problem	2	3

Field Core Generic
 Subfield Core Generic
 Domain Self-Management

Id	Title	Level	Credit
12349	Demonstrate time management	2	3

Field Humanities
 Subfield Communication Skills
 Domain Interpersonal Communications

Id	Title	Level	Credit
11097	Listen to gain information in an interactive situation	3	3

Domain Writing

Id	Title	Level	Credit
3491	Write a report	3	4

Field Law and Security
 Subfield Compliance and Law Enforcement
 Domain Compliance and Regulatory Control

Id	Title	Level	Credit
14934	Represent a compliance and/or regulatory control authority while an employee	2	4
22240	Describe rating legislation and rates administration	4	14

Field Service Sector
 Subfield Service Sector Skills
 Domain Service Sector – Core Skills

Id	Title	Level	Credit
376	Employ customer service techniques for differing customer behaviours in a given situation	3	2
11815	Answer customer enquiries on the telephone in a wide range of contexts	3	4
11816	Answer customer enquiries by mail, facsimile, and/or e-mail in a wide range of contexts	3	4

Elective

The requirements of Set A, B, or C must be met.

Set A

All the standards listed below are required.

Field Business
 Subfield Financial Management
 Domain Credit Administration

Id	Title	Level	Credit
16758	Administer financial collection processes	3	10

Field Law and Security
 Subfield Compliance and Law Enforcement
 Domain Compliance and Regulatory Control

Id	Title	Level	Credit
22241	Demonstrate knowledge of rates debt recovery for general land	4	6

Set B

The following standard is required.

Field Law and Security
 Subfield Compliance and Law Enforcement
 Domain Compliance and Regulatory Control

Id	Title	Level	Credit
22243	Demonstrate knowledge of rating valuation legislation and Rules	4	8

Set C

The following standard is required.

Field Law and Security
 Subfield Compliance and Law Enforcement
 Domain Compliance and Regulatory Control

Id	Title	Level	Credit
22245	Describe rating of Māori freehold land	4	8

Version 1

This qualification contains standards that replace earlier standards. For the purposes of this qualification people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards.

Credit for	Exempt from
208	2784
3502	11097

Other standard setting bodies whose standards are included in the qualification

Forest Industries Training and Education Council
 NZQA

Certification

This certificate will display the logo of the NZQA, The Skills Organisation Limited and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

Classification

This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		NZSCED	
Code	Description	Code	Description
940	Law and Security > Compliance and Law Enforcement > Compliance and Regulatory Control	090599	Society and Culture > Human Welfare Studies and Services > Human Welfare Studies and Services not elsewhere classified

Quality Management Systems

Providers and Industry Training Organisations must be granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Organisation with consent to assess and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Consent to assess requirements and the moderation system are outlined in the associated Consent and Moderation Requirements (CMR) for each standard.

Reviewed