

Title	Represent a compliance and/or regulatory control authority while an employee		
Level	2	Credits	4

Purpose	This unit standard is intended for people who work in compliance and law enforcement. People credited with this unit standard are able to represent a compliance and/or regulatory authority while an employee.
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Classification	Compliance and Law Enforcement > Compliance and Regulatory Control
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Available grade	Achieved
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Guidance Information

Definitions

Organisational requirements refer to instructions to staff on policy and procedures, which are documented in memo or manual format and are available in the workplace. These include the application of legislation.

Legislation and legislative requirements include but are not limited to – Human Rights Act 1993, Privacy Act 1993, Health and Safety in Employment Act 1992, and legislation relevant to the role of the person seeking credit for this unit standard.

Compliance and regulatory control authority refers to an organisation that has statutory powers to implement legislative requirements. It includes but is not limited to – local, regional, and unitary authorities.

Represent an authority refers to carrying out duties in public that include but are not limited to – responding to complaints, answering enquiries, collecting evidence, issuing notices.

Clients refer to both internal and external clients and refer to the recipient of goods and services.

Attitude refers to the manner assumed for the specific purpose of representing the authority.

Positive and constructive manner refers to a genuine concern to assist clients and improve services and service quality.

Behaviours refer to the actions undertaken in the course of his/her duties. For the purpose of this unit standard behaviours include but are not limited to – driving, use of telephone, approach to clients, handling enquiries and complaints.

Physical presentation includes but is not limited to – personal cleanliness and tidiness, grooming.

Values refer to the philosophical and ethical standards adhered to by the organisation.

Mission refers to the broad objective that sets out the purpose of the organisation and identifies the scope of its operation.

Communication refers to written, verbal, and non-verbal communication.

Outcomes and performance criteria

Outcome 1

Represent a compliance and/or regulatory control authority while an employee.

Performance criteria

- 1.1 Legislation is explained from an enforcement perspective in accordance with organisational requirements.
- 1.2 Knowledge of the authority is demonstrated in accordance with organisational requirements.
- Range knowledge includes but is not limited to – mission, values, policies, procedures, personnel, future plans and developments.
- 1.3 Actions are consistent with authority's role and legislative requirements.
- Range role includes but is not limited to – enforcement role and information provision role.
- 1.4 The authority is presented in a positive and constructive manner in accordance with organisational requirements.
- 1.5 Attitudes, behaviours, and physical presentation are consistent with authority's philosophy, values, and ethics.
- 1.6 Authority's policies and procedures are adhered to in accordance with organisational requirements.
- 1.7 Public comments and suggestions that could impact on authority's operation are communicated to authorised personnel in accordance with organisational requirements.
- 1.8 Communication with clients is consistent with organisational requirements.
- 1.9 Difficult situations that arise during enforcement activities are dealt with in accordance with organisational requirements.
- Range difficult situations include but are not limited to aggressive refusal by individuals and groups to adhere to legal requirements.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	19 August 1998	31 December 2023
Revision	2	17 July 2002	31 December 2023
Revision	3	19 May 2004	31 December 2023
Review	4	27 February 2006	31 December 2023
Review	5	23 May 2019	31 December 2023

Consent and Moderation Requirements (CMR) reference

0046

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.