

<b>Title</b>	<b>Demonstrate and apply core knowledge of conduct, communication and interaction in a regulatory context</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	<p>People credited with this unit standard are able to, in a regulatory context:</p> <ul style="list-style-type: none"> <li>– demonstrate and apply knowledge of professional conduct;</li> <li>– describe various communication approaches and the value and risks in communicating; and</li> <li>– explain considerations when interacting with others.</li> </ul>
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<b>Classification</b>	Public Sector Compliance > Public Sector Compliance Operations
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<b>Available grade</b>	Achieved
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## Guidance Information

### 1 Definitions

*Operational communication* refers to communication that is used to ensure that regulators work together in safe, lawful and effective ways to achieve regulatory outcomes.

*Organisational requirements* refer to instructions to staff on policies, procedures, and methodologies which are documented and are available in the workplace. This includes an organisation's obligations under Te Tiriti o Waitangi/The Treaty of Waitangi.

*Strategic communication* refers to communication that is used to shift the attitude and behaviours of a population.

*Tactical communication* refers to communication that is used by regulatory officers to engage safely and effectively with regulated parties to achieve regulatory outcomes.

### 2 The Regulatory sector has a number of terms with specific usage. For current definitions visit [Programme Guidance- Skills](#).

### 3 References include but are not limited to:

Local Government Official Information and Meetings Act 1987;

New Zealand Bill of Rights Act 1990;

Official Information Act 1982;

Privacy Act 2020;

Search and Surveillance Act 2012;

Te Tiriti o Waitangi/The Treaty of Waitangi;

and any subsequent amendments and replacements.

#### 4 Range

- Demonstration of knowledge and skills must be consistent with any applicable code or codes of conduct such as the New Zealand State Services Code of Conduct, *Standards of Integrity and Conduct* (available from <http://publicservice.govt.nz>) and/or any other agency specific code or codes of conduct and/or ethics.
- Demonstration of knowledge and skills must come from a regulatory organisation which may be the candidate's employer or may come from a case study using simulated scenarios.
- All activities and evidence presented for outcomes and performance criteria in this unit standard must be in accordance with organisational requirements.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate and apply knowledge of professional conduct in a regulatory context.

#### Performance criteria

1.1 Describe and apply standards of integrity and conduct for people working in a regulatory organisation.

Range includes identifying documentation specifying these standards.

1.2 Explain the importance of integrity and conduct, media awareness, and political awareness in achieving regulatory outcomes.

1.3 Explain the potential impact of one's own values and/or activity on personal effectiveness when working in a regulatory context.

Range may include but is not limited to – political expression, social activity, associates, lawful and unlawful behaviour.

### Outcome 2

Describe various communication approaches and the value and risks in communicating in a regulatory context.

#### Performance criteria

2.1 Describe strategic communication approaches used to achieve regulatory outcomes.

Range may include but is not limited to – education campaigns, sector engagement, use of media, development and/or publication of a regulatory strategy.

2.2 Describe operational communication approaches used to achieve regulatory outcomes.

Range may include but is not limited to – roles and responsibilities, safe operating protocols, information sharing.

2.3 Describe tactical communication approaches used to achieve regulatory outcomes.

Range may include but is not limited to – professional mindset and greeting, questioning, influencing, clarifying, safe stance, safe withdrawal.

2.4 Describe the value and risks of communicating in a regulatory context.

### Outcome 3

Explain considerations when interacting with others in a regulatory context.

#### Performance criteria

3.1 Explain considerations when interacting with regulated parties.

Range must include regulatory capture.

3.2 Explain considerations when interacting with internal colleagues and colleagues in partner agencies.

3.3 Explain considerations when interacting with interest groups.

<b>Planned review date</b>	31 December 2026
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	18 February 2016	31 December 2023
Review	2	28 October 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0121
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

#### Comments on this unit standard

Please contact The Skills Organisation [reviewcomments@skills.org.nz](mailto:reviewcomments@skills.org.nz) if you wish to suggest changes to the content of this unit standard.