

Title	Conduct routine entry and exit control regulatory activities		
Level	4	Credits	10

Purpose	<p>This unit standard is for people currently employed as regulatory officers.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – conduct routine entry and exit control activities in a regulatory organisation; and – record and communicate results of the entry and exit control activities.
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Classification	Public Sector Compliance > Public Sector Compliance Operations
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Available grade	Achieved
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Guidance Information

- 1 Definition
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.
- 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:
 Criminal Disclosure Act 2008;
 Health and Safety at Work Act 2015;
 Human Rights Act 1993;
 Privacy Act 2020;
 Public Service Act 2020;
 Te Tiriti o Waitangi/The Treaty of Waitangi;
 Specific legislation mandating the powers and duties of a specific organisation with respect to its regulatory role and/or any other legislation applicable to a particular regulatory situation (e.g. Fisheries Act 1996, Resource Management Act 1991);
 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://www.publicservice.govt.nz>) and/or any other agency specific code or codes of conduct and/or ethics.
- Evidence is required from at least three different instances of entry and exit control activities within the scope of the candidate's role. In practice, and due to possible restricted opportunities for carrying out both entry and exit activities, a candidate may provide evidence from three entry activities, or three exit activities, or three activities as a combination of both. The term 'entry and exit' is used in the title and content of this unit standard to reflect sector usage.
- All activities and evidence presented for outcomes and performance criteria in this unit standard must be in accordance with organisational requirements.

Outcomes and performance criteria

Outcome 1

Conduct routine entry and exit control activities in a regulatory organisation.

Range may include but is not limited to – probity checks, verification, documentation audit, receipt of fees, issuing of approvals, granting licences, revoking or suspending licences.

Performance criteria

1.1 Conduct entry and exit control activities in accordance with organisational requirements and powers and take steps to assure the health and safety of regulatory staff and others who may be impacted.

1.2 Practice standards of integrity and conduct required of people working in a regulatory role while conducting entry and exit activities.

1.3 Develop and maintain operational relationships with stakeholders.

Range stakeholders may include – regulated parties, colleagues in candidate's own organisation, other stakeholders in relation to one's role (such as colleagues in partner organisations, members of interest groups, members of the public).

1.4 Follow safety procedures and wellbeing requirements when conducting entry and exit control activities.

1.5 Communicate effectively with regulated parties.

Range communication may include but is not limited to – non-verbal, oral, written communication, active listening, demonstrating empathy, building rapport whilst maintaining appropriate boundaries, use of questions to obtain and clarify information.

Outcome 2

Record and communicate results of the entry and exit control activities.

Range the entry and exit control activities selected in Outcome 1.

Performance criteria

2.1 Record entry and exit control activities results.

2.2 Communicate results of entry and exit control activities to regulated parties.

Planned review date	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

Consent and Moderation Requirements (CMR) reference	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 if you wish to suggest changes to the content of this unit standard.