

<b>Title</b>	<b>Conduct routine educate and/or assist regulatory activities</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>10</b>

<b>Purpose</b>	<p>This unit standard is for people currently employed as regulatory officers.</p> <p>People credited with this unit standard are able to conduct routine educate and/or assist regulatory activities.</p>
----------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Classification</b>	Public Sector Compliance > Public Sector Compliance Operations
-----------------------	----------------------------------------------------------------

<b>Available grade</b>	Achieved
------------------------	----------

---

## Guidance Information

### 1 Definitions

*Assist* refers to the regulator providing knowledge, standards and regulations to help regulated entities on the available and possible actions. It does not refer to regulators assisting the regulated parties to carry out the actions.

*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:

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://publicservice.govt.nz>) and/or any other agency specific code or codes of conduct and/or ethics.
- Evidence must be from at least three different instances of educating and/or assisting within the scope of the candidate's role and which require preparation.

- 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 educate and/or assist regulatory activities.

#### Performance criteria

- 1.1 Identify where educating and/or assisting a regulated party may achieve a regulatory outcome.
- 1.2 Select an appropriate education and/or assistance approach consistent with candidate's organisation's regulatory model.
- Range may include but is not limited to sourcing information and/or preparing materials.
- 1.3 Use education and/or assistance methods likely to encourage compliance.
- Range methods may include but are not limited to – providing explanations, translating regulatory language into plain English, checking understanding, challenging viewpoints, seeking feedback, seeking commitment to change or take a course of action, tailoring materials and approach to suit regulatory stakeholder needs; evidence is required of minimum two methods.
- 1.4 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.
- 1.5 Report on educating and assisting activity, and the results of the activity.

<b>Replacement information</b>	This unit standard replaced unit standard 26912.
--------------------------------	--------------------------------------------------

<b>Planned review date</b>	31 December 2026
----------------------------	------------------

#### 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

Process	Version	Date	Last Date for Assessment
Review	2	28 October 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0121
------------------------------------------------------------	------

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.