

Title	Manage customer enquiries in relation to building regulatory matters in accordance with the QA/QMS		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to manage customer enquiries in relation to building regulatory matters in accordance with the QA/QMS.
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Classification	Compliance and Law Enforcement > Building Control Surveying
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Available grade	Achieved
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Guidance Information

1 References

Building Act 2004 and associated Building Regulations, includes Building Code;
 Electricity Act 1992;
 Fire Safety and Evacuation of Buildings Regulations 2006;
 Hazardous Substances and New Organisms Act 1996;
 Health Act 1956;
 Heritage New Zealand Pouhere Taonga Act 2014;
 Local Government Act 2002;
 Local Government Official Information and Meetings Act 1987;
 Plumbers, Gasfitters, and Drainlayers Act 2006;
 Privacy Act 2020;
 Resource Management Act 1991;
 and all subsequent amendments and replacements.

2 Definitions

BCA – Building Consent Authority.

QA/QMS system – the quality assurance or quality management system setting out the policies, procedures, and methodologies of the BCA. Where the BCA is an operating unit within a larger organisation, the applicable QA/QMS may be that operated by the parent organisation.

Outcomes and performance criteria

Outcome 1

Manage customer enquiries in relation to building regulatory matters in accordance with the QA/QMS.

Performance criteria

1.1 Receive customer enquiries and clarify requirements.

Range complaints, compliments, requests for further information.

1.2 Describe how to recognise when an enquiry meets the definition of a complaint.

1.3 Identify the appropriate roles and authority levels to which different types of customer enquiries should be escalated or referred.

1.4 Demonstrate knowledge of own ability to manage and/or resolve customer enquiries.

Range includes but is not limited to – recognition of role and responsibilities.

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Status information and last date for assessment for superseded versions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	29 March 2018	N/A
Rollover and Revision	2	30 January 2025	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 Waihanga Ara Rau Construction and Infrastructure Workforce Development Council qualifications@waihangaararau.nz if you wish to suggest changes to the content of this unit standard.