

Title	Communicate with applicants in a building regulatory environment		
Level	4	Credits	15

Purpose	<p>This unit standard is for people working or intending to work in a building regulatory environment in New Zealand.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – demonstrate knowledge of the process for accepting or rejecting an application in a building regulatory environment; – plan and conduct a structured verbal interaction with an applicant in a building regulatory environment; and – demonstrate knowledge of effective written communication and adapting communication styles to achieve outcomes related to the Building Act, Building Code, and other relevant regulatory requirements in a building regulatory environment.
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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 Definitions

BC – Building Consent.

BCA – Building Consent Authority.

Building regulatory environment – the context created by the Building Act and associated regulations, and includes the responsibilities of a BCA or a TA.

CCC – Code Compliance Certificate.

COA – Certificate of Acceptance.

CPU – Certificate for Public Use.

CS – Compliance Schedule.

Interview means a purposeful dialogue where information is sought from the interviewee by the interviewer, and both parties exchange information. Interviews may occur in situations where the parties are remote from each other and communication is conducted by digital or electronic means.

QA/QMS – the quality assurance or quality management system setting out the policies and procedures 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.

TA – Territorial authority.

- 2 All evidence presented for assessment must be relevant to situations found in a building regulatory environment and in accordance with the building regulatory environment and the BCA's QA/QMS.

People should be assessed against this unit standard in a real-life context using naturally occurring evidence, or in simulated conditions that demand performance equivalent to that required in the real-life context.

Where naturally occurring evidence is used for assessment against this unit standard, a verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the process for accepting or rejecting an application in a building regulatory environment.

Range includes – lodgement of an application for BC and any one of – COA, CCC, CPU, CS.

Performance criteria

- 1.1 Describe the documentation required to accept or reject an application in accordance with a typical BCA's QA/QMS.

Range description of the documentation requirements relating to – one acceptance of an application and one rejection of an application.

- 1.2 Outline the relationship between the regulatory requirements for acceptance and the requirements of the QA/QMS.

- 1.3 Describe requirements for record keeping of application information.

Range hard copy, electronic copy.

Outcome 2

Plan and conduct a structured verbal interaction with an applicant in a building regulatory environment.

Range interactions with applicants may be conducted face to face, and/or by telephone or other digital technologies;
assessment must involve two formal interactions;
interactions for assessment are likely to be characterised by:

- a predictable situation and/or familiar context
- a cooperative approach and purpose
- an established and/or positive relationship between both participants
- a professional and structured approach;

may include lodgement of an application for any of – BC, CCC, COA, CPU, CS.

Performance criteria

- 2.1 Identify the purpose of each interaction.
- 2.2 Plan the structure of each interaction.
- Range structure includes but is not limited to – introduction, question sequence, conclusion.
- 2.3 Prepare questions that fit the situation, purpose of the interaction, occasion, and the subject matter.
- Range at least five questions.
- 2.4 Identify appropriate methods of establishing rapport and promoting participation of the other party.
- Range includes at least one example of normal and expected customer behaviours and at least one example of abnormal behaviour such as with abusive, difficult, or vexatious customers.
- 2.5 Explain potential communication barriers between participants.
- Range barriers may include but are not limited to – cultural difference, communicating where English is not the first language, physical or intellectual impediment.
- 2.6 Conduct each interaction in accordance with the plan and in a manner that fits the purpose and the context.
- 2.7 Demonstrate responsiveness within the context of each interview.
- Range responsiveness may include but is not limited to the flexibility to adjust if necessary – the questions, the interviewing style, language, pace of speaking, listening to and interpreting responses.
- 2.8 Review each interaction to identify what went well and opportunities for future improvement.

Outcome 3

Demonstrate knowledge of effective written communication and adapting communication styles to achieve outcomes related to the Building Act, Building Code, and other relevant regulatory requirements in a building regulatory environment.

Range may include but is not limited to – public, customers, colleagues.

Performance criteria

3.1 Describe intended outcomes of written communication with applicants in a building regulatory environment.

3.2 Describe how written communication skills are used to achieve required outcomes that may conflict with the applicant's view.

Range communication includes – rationale of one acceptance outcome and one rejection outcome.

3.3 Describe how to recognise inappropriate communication that might influence the outcome of an application.

Range situations may relate to but are not limited to – political pressure, undue influence.

3.4 Describe how to recognise applications that may require consultation with, or approval by, other parties and considerations that may need to be recognised when communicating with them.

Range may include but is not limited to – Te Tiriti o Waitangi/Treaty of Waitangi, Heritage NZ, community boards, sports bodies, network utility operators.

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
Revision	2	31 May 2018	N/A
Rollover	3	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.