

Title	Demonstrate operational knowledge of communication to achieve regulatory outcomes		
Level	4	Credits	4

Purpose	<p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – demonstrate knowledge of the written and oral communication standards of an organisation that carries out a regulatory function; – demonstrate knowledge of effective communication in a regulatory environment; – describe questioning and structured conversations in the context of obtaining and clarifying information in a regulatory context; and – demonstrate knowledge of adapting behaviour and communication style appropriate to operational regulatory practice.
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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 Definitions

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.

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

2 References include but are not limited to

Evidence Act 2006;
 Local Government Official Information and Meetings Act 1987;
 New Zealand Bill of Rights Act 1990;
 New Zealand Sign Language Act 2006;
 Official Information Act 1982;
 Oranga Tamariki Act 1989;
 Privacy Act 2020;
 Te Tiriti o Waitangi/ The Treaty of Waitangi;
 Te Ture mō Te Reo Māori 2016/The Maori Language Act 2016;
 and any subsequent amendments or replacements.

3 Range

- a 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.
- b 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.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the written and oral communication standards of an organisation relating to their regulatory function.

Performance criteria

1.1 Describe requirements of the organisation's communication standards.

Range standards may include but are not limited to written and oral communication requirements found in – policies and procedures, style guides, codes of practice.

Outcome 2

Demonstrate knowledge of effective communication in a regulatory environment.

Performance criteria

2.1 Describe intended outcomes of communicating in an operational regulatory context in accordance with organisational requirements.

2.2 Describe communication techniques used in an operational regulatory environment in accordance with organisational requirements.

2.3 Provide examples of how communication skills are used to achieve intended outcomes.

Range evidence of two examples is required.

Outcome 3

Describe questioning and structured conversations in the context of obtaining and clarifying information in a regulatory context.

Performance criteria

3.1 Describe a recognised framework for obtaining and clarifying information in accordance with organisational requirements.

3.2 Describe questioning techniques and structured conversations used to obtain and clarify information in an operational regulatory context.

Outcome 4

Demonstrate knowledge of adapting behaviour and communication style appropriate to operational regulatory practice.

Performance criteria

- 4.1 Describe situations where use of appropriate communication skills may influence operational regulatory outcomes in accordance with organisational requirements.
- 4.2 Explain situational factors and how they should be taken into account when communicating in an operational regulatory context.
- Range situational factors may relate but are not limited to – culture, language, protocol, physical risks.
- 4.3 Describe approaches and associated techniques for managing situations with potential for conflict in accordance with organisational requirements.
- Range approaches may include but are not limited to – tactical communication, de-escalation techniques, situational awareness.

Planned review date	31 December 2025
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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		

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 at reviewcomments@skills.org.nz if you wish to suggest changes to the content of this unit standard.