

Title	Plan, manage and conduct, and evaluate interviews in a regulatory context		
Level	5	Credits	15

Purpose	<p>This unit standard is for people currently employed as regulatory practitioners.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – plan and prepare for interviews to obtain information in a regulatory context; – engage with and prepare the interviewee for interviewing in a regulatory environment; – manage and conduct interviews; and – conclude and evaluate the interviews.
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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

Ethical requirements refer to ethical principles of investigative interviewing, code or codes of conduct applicable to an organisation.

Legal requirements refer to relevant powers, obligations of the interviewee, obligations of the interviewer, rights of the interviewee.

Interview refers to a recorded interview with regulated parties.

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;

New Zealand Bill of Rights Act 1990;

Oranga Tamariki Act 1989;

Privacy Act 2020;

Te Tiriti o Waitangi/The Treaty of Waitangi;

Victims' Rights Act 2002;

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.

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 <https://www.publicservice.govt.nz>) and/or any other agency specific code or codes of conduct and/or ethics.
- b Interviews must be documented and/or recorded to organisational requirements. This may be audio or video recording, electronic or written documentation.
- c Two interviews with regulated parties is required. Interviews may be simulated. Simulation must reflect organisational requirements.

Outcomes and performance criteria

Outcome 1

Plan and prepare for interviews to obtain information in a regulatory context.

Performance criteria

- 1.1 Plan and prepare the regulatory interview in accordance with ethical, legal and organisational requirements.

Range must include – clarify the purposes of the interview, determine aims and objectives, determine interview strategies and record-keeping methods, assess interviewee fitness for interviewing, identify appropriate location, assess information to hand to determine possible offences and/or non-compliance at the planning and preparing stage, health and safety of regulatory staff and others.

Outcome 2

Engage with and prepare the interviewee for interviewing in a regulatory environment.

Performance criteria

- 2.1 Establish rapport with the interviewee, consistent with good interviewing practice.
- 2.2 Explain the interviewing process to interviewee, consistent with good interviewing practice.

Outcome 3

Manage and conduct interviews in a regulatory context.

Performance criteria

- 3.1 Manage and conduct the interviews in accordance with the interview plans, purposes, and objectives.

- 3.2 Use questioning and information-gathering techniques to obtain full and detailed information relevant to the regulatory activity and meet the objectives of the interviews.
- 3.3 Record and/or document the interview, consistent with ethical, legal, and organisational requirements.

Outcome 4

Conclude and evaluate the interviews.

Performance criteria

- 4.1 Complete post-interview procedures, consistent with organisational requirements.
- 4.2 Evaluate the interview and its outcomes to determine whether the interview met the objectives.
- 4.3 Engage with intelligence processes in accordance with organisational requirements.

Replacement information	This unit standard replaced unit standard 26916.
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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.