

Special notes

- 1 Assessment will be in relation to those laws, regulations, bylaws, activities, procedures, and policies defined by the compliance and/or regulatory organisation as relevant to the performance context.
- 2 Assessment may be in relation to a wide variety of compliance contexts, including all local government compliance contexts. This means that communication must be appropriate to the performance context. Factors to be taken into account include the role of the officer, the response of any clients, and the desired outcome. For example, what is appropriate communication during first contact in an emergency will differ from what is appropriate when an officer is requesting assistance by radio, or requesting a list of contacts for a notifiable disease, or conducting a routine discussion of an approval.
- 3 Range
At least three clients, including at least one from a culture other than the officer's own, and at least one client who is aggressive.
- 4 Glossary
Paralanguage and non-verbal communication (kinesics and proxemics) – in the absence of one all-embracing and universally accepted term these two terms have been used together as the technical linguistic definition of 'body language'. There is some redundancy caused by using both terms;
Paralanguage refers to aspects of vocal or bodily expression that convey meaning. The main paralinguistic phenomena are:
 - a tones of voice used to convey everyday emotion, or to express social, psychological, or occupational states, and
 - b aspects of body language such as gestures and facial expressions;*Non-verbal communication (kinesics and proxemics)*
There are two aspects:
 - a kinesics – facial expressions and bodily gestures;
 - b proxemics – the use of touch and body position with reference to other people.

Reference

McArthur, T. ed.

Oxford Companion to the English Language (Oxford University Press, 1992).

Situations commonly experienced in the role of Building Officials which would suit the assessment of this unit standard include:

- 1 E1 first contact – notice to fix, dangerous building, insanitary building, request for further information and change of use
- 2 E2 progress compliance - review information or actions provided by the client as a result of the first contact
- 3 E3 resolution of compliance issue(s) – confirmation of the action/information required refer first contact examples

Element 1

Make first contact with clients in a compliance context.

Performance Criteria	Candidate	Assessor
<p>1.1 The purpose of first contact is explained in terms of achieving compliance.</p> <p>Range: includes but is not limited to – link to final outcome.</p>	<p>Explain non-compliance issues to the customer.</p> <p>The expectation(s) for compliance are explained clearly in terms of regulatory compliance requirements.</p> <p>The compliance outcome(s) and/or penalties for non compliance are explained</p> <p>Notices are correctly/legally issued e.g. identity, authority, purpose of contact</p>	<p>Complete the checklist for this element</p>
<p>1.2 Introductory information given meets any legal requirements, and follows organisation’s procedures and policies.</p> <p>Range: includes but is not limited to – identity, authority, purpose of contact.</p>	<p>Ensure all parties are communicated with appropriately using organisational forms and processes (covers 2.1)</p>	
<p>1.3 Style of communication is appropriate to the situation.</p> <p>Range: form of address, vocabulary, phraseology, paralanguage, non-verbal communication (kinesic and proxemic), articulation, voice modulation and projection, order of information</p>	<p>Use communication appropriate to situation: Verbal - address, vocabulary, phraseology Non-verbal – body language, personal space Sequence of information –</p>	
<p>1.4 Time taken in making first contact is appropriate to the situation.</p>	<p>The time spent making first contact is appropriate to the complexity of the situation and client needs.</p>	

Element 2		
Progress compliance with clients.		
Performance Criteria	Candidate	Assessor
2.1 Information given is relevant to the situation and in accordance with organisation's procedures and policies.	The client is provided with information relevant to the situation and an opportunity to give feedback on and/or solutions to identified issues.	Complete the checklist for this element
2.2 The focus of the dialogue is maintained, and disputed issues are identified. Range: acts and regulations, client's point of view, officer's point of view.		
2.3 Clarification of disputed issues enables relevant and complete information to be given.	The points of difference are identified and clarified required actions as a result.	
2.4 Style of communication is appropriate to the situation and the compliance context. Range: form of address, vocabulary, phraseology, paralanguage, non-verbal communication (kinesic and proxemic), articulation, voice modulation and projection.	Use communication appropriate to situation: Verbal - address, vocabulary, phraseology Non-verbal – body language, personal space Sequence of information –	
2.5 Time taken is appropriate to the situation.	Time spent making first contact is appropriate to the complexity of the situation and client needs.	

Element 3		
Close contact with clients.		
Performance Criteria	Candidate	Assessor
3.1 The purpose of closure is explained in terms of achieving compliance.	The compliance outcome is The result of compliance is explained clearly in terms of regulatory compliance outcomes e.g. notice uplifted, consent refused	Complete the checklist for this element
3.2 Any final messages or instructions are unambiguous.	Close contact with clients in a professional manner Use communication appropriate to situation: Verbal - address, vocabulary, phraseology Non-verbal – body language, personal space Sequence of information –	
3.3 The timing and style of closure are appropriate to the situation. Range: content, form of address, vocabulary, phraseology, paralanguage, non-verbal communication (kinesic and proxemic), articulation, voice modulation and projection.	Time spent making final contact is appropriate to the complexity of the situation and client needs.	

ASSESSMENT SCHEDULE
Unit Standard 11283 v 4 - L4 C6

Assessor: Assessor Signs.....

DATE.....

Candidate's Name.....

Local Authority.....

Task	Unit Stds Elements / PCs	Evidence Being Sought (Skill / Knowledge)	Judgement (100% correct required for competency)	✓/X
1	Element 1 1.1	Candidate will demonstrate that they are able to make first contact with a client and are able to ensure the contact links to the final outcome	<input type="checkbox"/> Purpose of contact explained <input type="checkbox"/> Links to final outcome.	
	1.2	The candidate is able to demonstrate that the introductory information they give meets legal requirements and follows all organisations procedures and policies Range: includes but is not limited to – identity, authority, purpose of contact.	<input type="checkbox"/> Introductory information meets legal requirements <input type="checkbox"/> Follows organisation's procedures and policies <input type="checkbox"/> Identity <input type="checkbox"/> Authority <input type="checkbox"/> Purpose of contact	
	1.3	The candidate is able to demonstrate that their style of communication is appropriate to the situation Range: form of address, vocabulary, phraseology, paralanguage, non-verbal communication (kinesic and proxemic), articulation, voice modulation and projection, order of information.	<input type="checkbox"/> Style of communication appropriate to the situation <input type="checkbox"/> Form of address <input type="checkbox"/> Vocabulary <input type="checkbox"/> Phraseology <input type="checkbox"/> Paralanguage <input type="checkbox"/> Non-verbal communication <input type="checkbox"/> Kinesic <input type="checkbox"/> Proxemic <input type="checkbox"/> Articulation <input type="checkbox"/> Voice modulation <input type="checkbox"/> Voice projection <input type="checkbox"/> Order of information	
	1.4	Candidate can demonstrate that their time taken in making the first contact is appropriate to the situation.	<input type="checkbox"/> Time taken is appropriate to the situation	

Task	Unit Stds Elements / PCs	Evidence Being Sought (Skill / Knowledge)	Judgement (100% correct required for competency)	✓/✗
2	Element 2 2.1	The candidate is able to demonstrate that the information they give is relevant to the situation and in accordance with organisation's procedures and policies	<input type="checkbox"/> Information given is relevant to the situation <input type="checkbox"/> Information given is in accordance with organisation's procedures and policies	
	2.2	The candidate is able to demonstrate that they are able to maintain the focus of the dialogue, and identify disputed issues. Range: acts and regulations, client's point of view, officer's point of view.	<input type="checkbox"/> Focus of dialogue is maintained <input type="checkbox"/> Disputed issues are identified <input type="checkbox"/> Acts and regulations are explained <input type="checkbox"/> Client's point of view explained <input type="checkbox"/> Officer's point of view explained	
	2.3	The candidate is able to demonstrate that they are able to clarify disputed issues and enable relevant and complete information to be given.	<input type="checkbox"/> Disputed issues clarified <input type="checkbox"/> Relevant information given <input type="checkbox"/> Complete information given	
	2.4	The candidate is able to demonstrate that their communication style is appropriate for the situation and the compliance context Range: form of address, vocabulary, phraseology, paralanguage, non-verbal communication (kinesic and proxemic), articulation, voice modulation & projection.	<input type="checkbox"/> Style of communication appropriate to the situation <input type="checkbox"/> Style of communication appropriate to the compliance context <input type="checkbox"/> Form of address <input type="checkbox"/> Vocabulary <input type="checkbox"/> Phraseology <input type="checkbox"/> Paralanguage <input type="checkbox"/> Non-verbal communication <ul style="list-style-type: none"> <input type="checkbox"/> Kinesic <input type="checkbox"/> Proxemic <input type="checkbox"/> Articulation <input type="checkbox"/> Voice modulation <input type="checkbox"/> Voice projection	
	2.5	The candidate will demonstrate that the time taken was appropriate for the situation	<input type="checkbox"/> Time taken is appropriate to the situation	

Task	Unit Stds Elements / PCs	Evidence Being Sought (Skill / Knowledge)	Judgement (100% correct required for competency)	✓/X
3	Element 3 3.1	The candidate is able to demonstrate that the purpose of closure is explained in terms of achieving compliance	<input type="checkbox"/> Purpose of closure is explained in terms of achieving compliance	
	3.2	The candidate is able to demonstrate that any final messages or instructions they give are unambiguous.	<input type="checkbox"/> Final messages are unambiguous <input type="checkbox"/> Final instructions are unambiguous	
	3.3	<p>The candidate will demonstrate that their timing and style of closure are appropriate to the situation.</p> <p>Range: content, form of address, vocabulary, phraseology, paralanguage, non-verbal communication (kinesic and proxemic), articulation, voice modulation and projection.</p>	<input type="checkbox"/> Timing of closure is appropriate to the situation <input type="checkbox"/> Style of closure is appropriate to the situation <input type="checkbox"/> Content <input type="checkbox"/> Form of address <input type="checkbox"/> Vocabulary <input type="checkbox"/> Phraseology <input type="checkbox"/> Paralanguage	
4		<p>The candidate will demonstrate that they have communicated in a compliance context to at least three clients</p> <p>Range: at least three clients including at least one from a culture other than the person's own and at least one who is aggressive.</p>	<input type="checkbox"/> Own culture <input type="checkbox"/> A culture different to that of the candidate <input type="checkbox"/> Aggressive client <input type="checkbox"/> Other client	

Recommendation

Credit be given

Re-si

Assessor:

Date:/...../.....