



## Purpose

The purpose of this document is to describe our how we recognise differing levels of consent complexity, how we identify staff competency to do the work and allocate that work.

## Scope

This document describes the how we recognise differing levels of consent complexity and use that understanding to allocate work to staff competent to do it. **Note:** All technical officers shall be assessed against pre-determined competency elements identified as required for the role.

Auckland City recognises six levels of consent competency. technical officers that process, inspect or certify building works shall be assessed for their competency against these levels. These competency levels are described as follows, ie. 1. Definition of competency levels.

## References

BLD-4.2-PROC, Applying for a building consent

BLD-17.3-POL, Skills matrix

BLD-28.2-PROC, Inspections

BLD-67.2-PROC, Contractors and suppliers

BLD-75.0-POL, Contractor competency

## 1. Definition of competency levels

Level	Description
<b>Probationary</b>	<b>Trainee operator</b> Officer has no previous experience and must work under supervision.
<b>Level 1</b>	These consent types are characterised by: being of a minor nature, representing low risk in the event of a failure/ likelihood of failure, reliant on producer statement and prescriptive in consideration i.e. no judgement required. They include temporary structures, solid fuel heaters and drainage separations.
<b>Level 2</b>	These consent types are characterised by: low complexity construction representing low risk. They include new residential dwellings (1-2 storey) garages and carports and swimming pools. Buildings with risk attributes such as plaster coats and other monolithic cladding systems or featuring split levels are elevated to level step 3.
<b>Level 3</b>	These consent types involve more complex construction features and include residential alterations and amendments and retaining walls. Again consents with risk attributes such as plaster coats and other monolithic cladding systems or featuring split levels are elevated to a higher level- level step 4.
<b>Level 4</b>	These consent types include both commercial and residential developments. They include residential new dwellings three stories and above together with officer fit outs. Reclad consents also feature in this level, although a level step 4 officer has to have been specifically designated as reclad capable to be assigned this work Refer to BLD-4.2-PROC.

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Level	Description
Level 5	These consent types are purely commercial by nature and include commercial alterations, amendments and additions not in excess of three levels. It includes building with a capacity less than 25 people for overnight accommodation, with less than 500 occupants at ground level/ 250 occupants at level 1, or 200 occupants two levels above the ground.
Level 6	These consent types are highly complex or high risk by nature. They include new residential and commercial developments over three stories> It also includes specific purpose built buildings such as prisons, police stations and hospitals. It includes those buildings used for overnight accommodation for in excess of 25 people or where there are in excess of 500 occupants at ground level/ in excess of 250 occupants at level 1, or in excess of 200 occupants two levels above the ground.

Each building consent type has been assessed into one of the competency levels as depicted in Figure 1.

BOINZ Licence	Type	Building Competency	Building Consent Types	Attribute Consideration
		P		Probationary - under supervision/high frequency review
	R	1	<ul style="list-style-type: none"> <li>Antenna or Satellite Dish AAD</li> <li>Solid Fuel Heater SFH</li> <li>Removal Application REA</li> <li>Scaffolding Hoarding Gantries SHG</li> <li>Drainage Separation DRS</li> <li>Bus Shelters BUS</li> <li>Marquee or tent MTA</li> </ul>	
1	R	2	<ul style="list-style-type: none"> <li>Comm Minor Work CMW</li> <li>Conservatory Building COB</li> <li>Sign Structure SIG</li> <li>Res Minor Work RMW</li> <li>Repile Reblock Lifting RRL</li> <li>Swimming and Spa Pools SSP</li> <li>Playground equipment PLE</li> <li>Reposition Building REB</li> <li>Garage or Carport RGC</li> </ul>	- Split level, at risk cladding - plaster / other monolithic (to # 4)
1	R	3	<ul style="list-style-type: none"> <li>Res Amendment RAM</li> <li>RES New Dwelling 1 or 2 Storey RND</li> <li>Res Addition RAD</li> <li>Res Alterations RAL</li> <li>Retaining Wall REW</li> <li>Demolish Building CDB</li> </ul>	- Split level, at risk cladding - plaster / other monolithic (to # 4)
2	R/C	4	<ul style="list-style-type: none"> <li>Shop or Office Fitouts SOF</li> <li>New Dwelling 3 storey and ... RD3</li> <li>Fire Alarm System Install FAS</li> <li>Utilities UTI</li> <li>Comm New Single-Storey CNS</li> </ul>	
2	C	5	<ul style="list-style-type: none"> <li>Comm-Addition CAD</li> <li>Comm Amendment CAM</li> <li>Commercial and Residential CRM</li> <li>Comm Alteration CAL</li> </ul>	
3	C	6	<ul style="list-style-type: none"> <li>Comm Wharf COW</li> <li>Res Multi Storey Multi Unit</li> <li>Comm New Multi Storey CNM</li> </ul>	

Figure 1: Building consent competency levels



### 2. Competency levels for technical officers

The competency levels for building inspection work will be based upon a combination of inspection type and consent level. Thus, a given inspector may be capable of inspecting inspection types of a low technical nature to relatively high consent competency level yet only be able to operate at a level 1 BOINZ licence level on the more complex cladding and final inspections. The competency levels for building processing and technical assessment officers will also be based upon consent competency levels.

### 3. The competency record

A record of each technical officer’s competency shall be maintained by the BCA in the following format.

Date: 5/05/07		Building										Plumbing					
		Inspections															
		Processing	Foundation	Masonry	Slab	Postline	Insulation	Wrap	Cavity	Cladding	Preline	Final	Processing	Drainage	Slab Plumbing	Plumbing	Final
Name	Work Type																
Bill Smith	Process	0															
	Technical Analysis	2															
	Inspect		3	3	3	3	3	2	2	2	2P	1					
	Assessment comments		Supervisor Comments:														

Each technical officer shall be provided with a copy of their competency record each time it is updated. This will ensure that the officer is fully aware of the competency level they are authorised to operate within.

### 4. Competency assessment

The competency of all technical officers shall be assessed against pre determined competency elements identified as required for their role.

**Note:** Based upon the BOINZ licensing self-assessment criteria. This includes communication skills and building design/construction principles.

Any gap between a role competency requirement and an incumbent’s current competency shall be:

- targeted by appropriate training to raise competency.
- managed through the use of risk mitigation strategies.

Consents will be allocated based on officer competency. Officer competency shall be assessed reassessed by:

- Quality audit completed of work completed by the officer at required levels of complexity.
- Ongoing feedback from the quality assurance programme.
- Formal assessment of an officers knowledge/skills/experience by their team leader.
- Six monthly review of competency as part of the individual officer’s personnel development plan.



An officer's competency designation may be increased or decreased based on a review of the officers performance and discussion between the officer and their respective team leader and at the approval of the relevant manager.

#### 4.1 Initial assessment

When a technical officer is engaged whether through means of a contract of service or contract for service, their competency level must be considered an unknown quality. The following procedure shall be followed.

Step #	Activity	Responsibility
1.	Determine whether the new applicant has a current BOINZ licence. If so sight and obtain copy for BCA staff records.	Team leader
2.	Request new technical officer to complete the BOINZ licensing self-assessment form with ACE additions. Refer to BLD-17.3-POL. <b>Note:</b> Even if a staff member has previously completed a BOINZ licensing assessment form, we require a current copy for our records.	Team leader
3.	Create new personnel file and file details	Team leader
4.	Complete BOINZ licensing self-assessment licence application and attach requisite evidential material.	Technical officer
5.	Review self-assessment form and evidence of competency provided. Consider any areas that require further examination/ where team leader has a difference of opinion	Team leader
6.	Meet with staff member and clarify any competency area assessment level requiring further examination. Agree any change to competency level evaluation. Agree any overall licence level application <b>Note:</b> If a difference of opinion exists, the matter to be referred to the reporting manager for determination.	Team leader
7.	Create copy of assessment for personnel file.	Team leader
8.	If the officer is without a current BOINZ licence. Forward application to PATS technical Officer for forwarding to BOINZ for licence application.	PATS Technical specialist
9.	Create purchase order and post to BOINZ.	PATS Technical specialist
10.	Initiate induction training.	Team leader
11.	Assess technical officers competency and discuss with reporting manager. Set competency level to assessed level at 'Probationary' designation. <b>Note:</b> This requires the officer to be receive supervision and high audit levels over their work for a minimum period of one month or until the reporting manager reduces this period due to the staff members previous experience Refer to 4.2. Change staff competency	Team leader



## 4.2 Change staff competency

Step #	Activity description	Responsibility
1	<p>Determine need to review staff competency based upon:</p> <ul style="list-style-type: none"> <li>• personal development plan (PDP)</li> <li>• assessment by supervisor that staff member is competent to do more complex work, based upon: <ul style="list-style-type: none"> <li>➢ QA feedback</li> <li>➢ PDP plan</li> </ul> </li> </ul> <p>Assessment by supervisor that a staff member is operating beyond their competency level:</p> <ul style="list-style-type: none"> <li>➢ QA feedback</li> <li>➢ Staff member approach</li> </ul>	Team leader
2	<p>Schedule meeting with staff member and discuss opportunity/requirement to review current competency level. Explain procedure for changing staff competency level. If it is determined that the competency needs to be reduced (this includes probationary status). Proceed to step 3 If it is determines to increase competency proceed to step 5</p>	Team leader
3	<p>Discuss any recommendation to decrease staff member competency that impacts on operational capacity with Team Manager for approval. If operational status is changed, assess requirement for replacement to fill reduced competency staff member.</p>	Team leader
4	<p>Decision to approve or decline any recommendation to decrease staff member competency</p>	Team manager
5	<p>Update staff competency record with details of reduction/increase in competency and reason and recommended probation period, e.g. 2 months/3 months (dates). In case of increase update status with a 'P' for probationary. In the case of a reduction of competency level also record review period–period after which competency will be reviewed.</p>	Team leader
6	<p>Allocate new competency work to staff member for an agreed probationary period. The probationary period shall not be less that one month shall include:</p> <ul style="list-style-type: none"> <li>• A minimum 50% audit of all consents/inspections processed/delivered (short audit/long audits)</li> <li>• A minimum of one full day on site monitoring for inspections upon initiation and an increased on site QA audit regime. (minimum number of inspections audited)</li> </ul>	Team leader
7	<p>Reassess officer at end of probationary period/review period. If 'full' competency demonstrated update competency framework Remove "probationary designation 'P'". If competency not demonstrated return to step 1 and repeat procedure. If competency at a new level acceptable, record this as the accepted new level for this staff member.</p>	Team leader

## 5. Work allocation

All technical work shall be allocated based on resource availability and staff competency. There are three types of technical work that require allocation based on competency, ie.

1. Consent processing
2. Inspections
3. Technical review (Certification).



### 5.1 Consent processing

Only consents that we do not have the current capacity/capability to process internally shall be allocated to approved contractors. Contractors allocated work shall be authorised (as competent) to perform that level of work. Consents that relate to the following work shall always be processed by internal staff:

- Consent for developments where claims have been lodged.
- Consents that relate to the recladding of existing structures (refer to BLD-4.2-PROC)

Consents shall be allocated each working day.

#### 5.1.1 Consent Allocation Procedure

Step #	Activity description	Responsibility
1.	Review teams work in progress (by report/discussion with staff) and availability for forthcoming day(s). Review respective contractors work in progress. Contact contractors and understand their availability for more work in forthcoming days.	Team leader
2.	On the following morning, allocate to internal staff based on competency/developmental considerations and operative guidelines.	Team leader
3.	Allocate consents over course of day as required.	Team leader
4.	Identify work that exceeds our internal capability. Allocate to approved contractors based on competency and operative guidelines. Refer to BLD-67.2-PROC.	Team leader

### 5.2 Inspection allocation procedure

The inspection booking and allocation procedure is detailed at BLD-28.2-PROC.

Inspections are allocated for the following work day based upon the following criteria:

- Inspector competency
- Availability
- Geographic location.

The current system utilises a combination of system tools and manual intervention by the assigned team leader to complete the allocation process.

Step #	Activity description	Responsibility
1.	Receive electronic file by e-mail from the bookings team containing the inspection bookings for the forthcoming day based upon geographic area/competency.	Team leader
2.	Enter file into excel macro file and 'run' to allocate inspections to inspection officer based on competency and geographic area.	Team leader
3.	Review bookings allocated by tool and manually amend to balance workloads/optimize route planning.	Team leader
4.	Identify work that exceeds our internal capability. Allocate to approve. contractors based on competency and operative guidelines. Refer to BLD-67.2-PROC.	Team leader