



The NZ mark of competence  
Tohu Matatau Aotearoa

# **BUILDING CONSENT AUTHORITY ACCREDITATION AMENDED ASSESSMENT REPORT**

**Christchurch City Council**

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## INTRODUCTION

This amended report relates to the on-site accreditation assessment of the Christchurch City Council Building Consent Authority (BCA) which took place during 16-19 and 22-26 March 2021 to determine compliance with the requirements of the *Building (Accreditation of Building Consent Authorities) Regulations 2006* (the Regulations).

### In this amended report

GNC 3 Finding 1 with respect to RFI 6(b)(c)(d) has been removed.

GNC 3 Findings 1 and 2 (previously Findings 2 and 3) wording has been revised and implementation is also discussed.

GNC 9 (Reg 14) changed to resolved during assessment

This report is based on the document review, witnessing of activities and interviews with the BCA's employees and contractors undertaken during the accreditation assessment.

A copy of this report, and subsequent information regarding progress towards clearance of non-compliance/s, will be provided to the Ministry of Business, Innovation and Employment (MBIE) in accordance with International Accreditation New Zealand's (IANZ) contractual obligations. This report may also be made publicly available by the BCA as long as this is not done in a way that misrepresents the content within. It may also be released under the Local Government Meetings and Official Information Act 1987 consistent with any ground for withholding that might be applicable.

## ASSESSMENT SUMMARY

This accreditation assessment found that the BCA was non-compliant with a number of accreditation requirements as detailed below. The non-compliances identified must be addressed before accreditation is continued.

The assessment identified that the BCA was methodically delivering regulatory requirements according to a comprehensive and mature Quality System, and achieving excellent outcomes. Descriptions of Specified Systems and the recording of relevant/specific Performance Standards on Compliance Schedules were to be improved.

## CONTINUING ACCREDITATION

Accreditation is a statement, by IANZ, that your organisation complies with the Regulations and MBIE BCA accreditation scheme guidance documents (as relevant). Where non-compliance with the Regulations has been identified, the Act requires that it must be addressed.

### Addressing non-compliances identified during the assessment

**Action Plan:** Your non-compliances with the Regulations have been summarised and recorded in detail in this report. Please complete the Record of Non-compliance table/s detailing your proposed corrective actions and the evidence that will be provided, and forward a copy to IANZ.

**Evidence of addressing non-compliances:** Evidence, as described in your action plan, must be supplied to IANZ to demonstrate that you have addressed your non-compliances.

To maintain accreditation you must provide evidence of the actions taken to clear non-compliance to IANZ within the required timeframe. Please allow at least 10 working days for IANZ to respond to any submitted material and allow sufficient time after submission of your evidence in case further evidence is required.

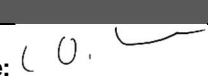
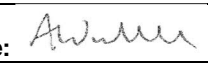
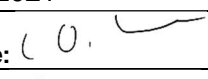
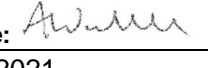
If you do not agree with the non-compliances identified, or if you need further time to address non-compliances, please contact the Lead Assessor as soon as possible. Where you are seeking an extension to an agreed timeframe to address a non-compliance, your Chief Executive is required to make a formal request for an extension of the timeframe. These will only be granted for unpredictable and unmanageable reasons.

If you have a complaint about the assessment process, please refer the BCA Accreditation disagreements guidance which can be found [here](#).

## NEXT ACCREDITATION ASSESSMENT

Unless your BCA undergoes a significant change, requiring some form of interim assessment, or the BCA is unable to clear the identified non-compliances within the agreed timeframe, the next assessment of the BCA is planned for March 2023. You will be formally notified of your next assessment six weeks prior to its planned date.

## BCA AND ASSESSMENT DETAILS

ORGANISATION DETAILS							
<b>Organisation:</b>		Christchurch City Council Building Consent Authority					
<b>Address for service:</b>		PO Box 73013 Orchard Road Christchurch 8154 New Zealand					
<b>Client Number:</b>	7486	<b>Accreditation Number:</b>	82				
<b>Chief Executive:</b>		Dawn Baxendale					
<b>Chief Executive Contact Details:</b>		Dawn.baxendale@ccc.govt.nz					
<b>BCA Responsible Manager:</b>		Robert Wright					
<b>BCA Responsible Manager Contact Details:</b>		Robert.wright@ccc.govt.nz					
<b>BCA Authorised Representative:</b>		Robert Wright					
<b>BCA Authorised Representative Contact Details:</b>		Robert.wright@ccc.govt.nz					
<b>BCA Quality Manager:</b>		Andrew Wells					
<b>BCA Quality Manager Contact Details:</b>		Andrew.wells@ccc.govt.nz					
<b>Number of BCA FTEs</b> Total FTEs should = technical FTEs + admin FTEs + vacancies	<b>Technical</b>	133	<b>Admin support</b>		13		
	<b>Vacancies (Technical)</b>	9	<b>Vacancies (Admin)</b>		0		
<b>BCA Activity during the previous 12 months</b>		<b>Building Consents</b>					
		<b>R1</b>	1967	<b>R2</b>	996	<b>R3</b>	863
		<b>C1</b>	329	<b>C2</b>	226	<b>C3</b>	172
		<b>CCCs</b>				4034	
		<b>New compliance schedules</b>				134	
		<b>BCA Notices to Fix</b>				25	
ASSESSMENT TEAM							
<b>Assessment Date:</b>		16 March 2021 to 26 March 2021					
<b>Lead Assessor:</b>		Carolyn Osborne					
<b>Lead Assessor Contact Details:</b>		cosborne@ianz.govt.nz					
<b>Technical Experts:</b>		Colin Pickering, Phil Judge, Luke Hampton (obs)					
<b>MBIE observer:</b>		Mike Reedy, Jennifer Clarke.					
ASSESSMENT FINDINGS							
		<b>This assessment:</b>		<b>Last assessment:</b>			
<b>Total # of "serious" non-compliances:</b>		0		0			
<b>Total # of "general" non-compliances:</b>		12		19			
<b>Total # of non-compliances outstanding:</b>		3		4			
<b>Recommendations:</b>		1		10			
<b>Advisory notes:</b>		0		3			
<b>Date clearance plan required from BCA:</b>		24 May 2021					
<b>Date non-compliances must cleared:</b>		26 July 2021					
NEXT ASSESSMENT							
<b>Recommended next assessment type:</b>		Full assessment					
<b>Recommended next assessment date:</b>		March 2023					
IANZ REPORT PREPARATION							
<b>Prepared by: Carolyn Osborne</b>		<b>Signature:</b> 					
<b>Checked by: Adrienne Woollard</b>		<b>Signature:</b> 					
<b>IANZ Report Preparation Date:</b>		14 April 2021					
<b>Amended report prepared by: Carolyn Osborne</b>		<b>Signature:</b> 					
<b>Amended report checked by: Adrienne Woollard</b>		<b>Signature:</b> 					
<b>IANZ Amended Report Preparation Date:</b>		23 April 2021					

## ASSESSMENT OBSERVATIONS

### REGULATION 6A NOTIFICATION REQUIREMENTS

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

### REGULATION 7 PERFORMING BUILDING CONTROL FUNCTIONS

#### Regulation 7(2)(a): providing consumer information

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Public information addressed requirements.	

**Regulation 7(2)(b)-(c), and 7(2)(d)(i): receiving, checking and recording applications**

<b>Non-compliance? Y/N</b>	<b>Yes</b>
<b>Non-compliance number/s:</b>	<b>GNC 1. To be resolved. GNC 2. Resolved during assessment</b>
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
<p><b>7(2)(b) Receiving.</b>  <b>Procedures</b> (Form) for making application for Solid Fuel Heaters did not meet the requirements of the Forms Regulations. <b>GNC 1. To be resolved.</b></p> <p><b>7(2)(c) Checking applications for completeness</b>  <b>Procedures</b> were inconsistent when discussing the initiation of the statutory clock. <b>GNC 2. Resolved during assessment.</b> Despite the previous finding implementation was effective.</p> <p><b>7(2)(d)(ii) Recording applications in system</b>  Procedures addressed requirements and were effectively implemented.</p>	

**Regulations 7(2)(d)(ii): assessing (categorising)**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**Regulations 7(2)(d)(iii): allocating applications**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	



## Regulation 7(2)(d)(iv): processing building consent applications and Regulation 7(2)(e): planning inspections

<b>Non-compliance? Y/N</b>	<b>Yes - See Record of Non-compliance for details</b>
<b>Non-compliance number/s:</b>	<b>GNC 3. To be resolved</b>
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
<p><b>Processing Procedures</b> Procedures addressed most requirements and implementation was appropriate in many instances.</p> <p><b>Consideration of Specified Systems</b> <b>Procedures</b> did not require the BCA to ensure that they requested Specified System information from the applicant when it was found to be absent or inaccurate during processing. <b>GNC 3. To be resolved.</b> <b>Implementation</b> was not effective where in several samples reviewed there was no evidence of recorded reasons of assessing the appropriateness of the performance standards for some of the specified systems, or of recording reasons for including performance standards that had not been provided by the applicant / designer. <b>GNC 3. To be resolved.</b></p> <p><b>Compiling Compliance Schedule Details</b> <b>Procedures</b> did not require the BCA to ensure that they required Performance Standard details including Inspection, Maintenance and Reporting information from the applicant when it was absent or found to be inaccurate during processing. <b>GNC 3. To be resolved.</b> <b>Implementation</b> was not effective where in several samples reviewed there was no evidence of recorded reasons of assessing the appropriateness of the performance standards for some of the specified systems, or of recording reasons for including performance standards that had not been provided by the applicant / designer. <b>GNC 3. To be resolved.</b></p>	

**Regulation 7(2)(d)(v): granting and issuing consents**

<b>Non-compliance? Y/N</b>	<b>Yes</b>
<b>Non-compliance number/s:</b>	<b>GNC 4. Resolved during assessment</b>
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
<p><b>Compliance with Form 5</b>  <b>Procedures</b> did not discuss sending TA documents or other information to an applicant if/when they were received. s51(1)(3)(4). <b>GNC 4. Resolved during assessment.</b> Despite the previous finding implementation was effective.</p> <p><b>Lapsing</b>  Procedures addressed requirements and were effectively implemented</p> <p><b>Compliance with statutory timeframes</b>  Procedures addressed requirements and were effectively implemented.</p>	

**Regulation 7(2)(e): planning, performing and managing inspections**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
<p>Inspections were effectively planned as part of processing.</p> <p>Procedures addressed requirements and were effectively implemented.</p>	

**Regulation 7(2)(f): code compliance certificates, compliance schedules and notices to fix**

<b>Non-compliance? Y/N</b>	<b>Yes - See Record of Non-compliance for details</b>
<b>Non-compliance number/s:</b>	<b>GNC 5. To be resolved</b>
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
<p><b>Application for a code compliance certificate</b> Procedures addressed requirements and were effectively implemented.</p> <p><b>Consideration of information and issue of Code compliance certificates</b> <b>Procedures and Implementation</b> were not effective where the BCA was not seeking Technical Advice to make a technical decision to issue CCCs when appropriate. <b>GNC 5 Procedure resolved. GNC 5. Implementation to be resolved.</b></p> <p><b>Compliance schedules</b> Procedures addressed requirements.</p> <p><b>Implementation</b> was not effective where the BCA had inaccurately described Specified Systems in the following ways:</p> <ul style="list-style-type: none"> <li>• Including numerous items in a description that were not accurate.</li> <li>• Using examples instead of a description.</li> <li>• Referencing numerous items when one was required.</li> </ul> <p><b>GNC 5. To be resolved.</b></p> <p><b>Implementation</b> was not effective where the BCA was recording Performance Standards for Specified Systems that were not appropriate in the following ways:</p> <ul style="list-style-type: none"> <li>• The BCA had referenced Code Clauses as Performance Standards that were not sufficiently specific to the Specified Systems e.g. referencing Code Clauses F8 3.1, F8 3.2 and F8 3.3 when the Specified Systems for Signs, Fire Alarm Call Points, Automatic Gates and Access Controlled Doors all have a relevant specific Performance Standard in SS1-13.</li> <li>• The BCA had not recorded a "Version" number (year of issue) for a quoted standard.</li> <li>• The BCA had often referenced a Performance Standard that contained many sections however they had not referenced the specific "Part" of the standard.</li> </ul> <p><b>GNC 5. To be resolved.</b></p> <p><b>24 month CCC decision</b> Procedures addressed requirements and were effectively implemented.</p>	

**Compliance with statutory timeframes**

**Procedures** for issuing a CCC within 20 working days did not discuss including Consents that had reached 24 months and the BCA now had to make a decision to issue/not issue a CCC as there had been no application for CCC. **GNC 5. Resolved during assessment.** Current procedures were effectively implemented however, going forward data would include Consents that had reached 24 months and there had been no decision to issue/not issue CCC as there had been no application by the Consent holder.

**The procedures** were not clear with respect to initiating the statutory clock. **GNC 5. Resolved during assessment.** Despite the previous finding implementation was effective.

**Notices to fix**

**Procedures** for issuing NTF required the BCA to record (on the B200 check-sheet) whether inspections can continue but there was no place on that check sheet to record that decision. **GNC 5. To be resolved.** Current procedures were effectively implemented.

**Regulation 7(2)(g): customer inquiries**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**Regulation 7(2)(h): customer complaints**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**REGULATION 8 ENSURING ENOUGH EMPLOYEES AND CONTRACTORS****Regulation 8(1): forecasting workflow**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**Regulation 8(2): identifying and addressing capacity and capability needs**

<b>Non-compliance? Y/N</b>	Yes
<b>Non-compliance number/s:</b>	<b>GNC 6. Resolved during assessment.</b>
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
<p><b>Procedures</b> addressed requirements except the following:</p> <p><b>Procedures</b> did not address the requirement to record technical leadership or specialist experts the BCA would reasonably expect to need. <b>GNC 6. Resolved during assessment.</b></p> <p><b>Procedures</b> did not address the requirement to record where there were any capacity and capability gaps. <b>GNC 6. Resolved during assessment.</b></p> <p>Implementation was effective.</p>	

**REGULATION 9 ALLOCATING WORK**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**REGULATION 10 ESTABLISHING AND ASSESSING COMPETENCY OF EMPLOYEES****Regulation 10(1): assessing prospective employees**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**Regulation 10(2) and (3)(a) to (f): assessing employees performing building control functions**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**REGULATION 11 TRAINING EMPLOYEES DOING A TECHNICAL JOB****Regulation 11(1) and (2)(a)-(d),(f) and (g): the training system**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**Regulation 11(2)(e): supervising employees doing a technical job under training**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**REGULATION 12(1) and (2)(a) to (f) CHOOSING AND USING CONTRACTORS**

<b>Non-compliance? Y/N</b>	<b>Yes</b>
<b>Non-compliance number/s:</b>	<b>GNC 7. Resolved during assessment GNC 8. Resolved during assessment.</b>
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
<p><b>12(2)(b) Engaging Contractors</b>  <b>Procedures</b> did not prompt the BCA to consider the scope of services and deliverables required from a new contractor. <b>GNC 7. Resolved during assessment.</b> Despite the previous finding implementation was effective as the BCA was considering scope of services and deliverables during their process of engaging a new contractor.</p> <p><b>12(2)(c) Contracts</b>  Contracts did not include the contractors obligations with respect to internal and external communications including engagement with the media. <b>GNC 8. Resolved during assessment.</b> Going forward contracts would include this requirement.</p>	

**REGULATION 13(a) and (b) ENSURING TECHNICAL LEADERSHIP**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	



**REGULATION 14 ENSURING NECESSARY (TECHNICAL) RESOURCES**

<b>Non-compliance? Y/N</b>	<b>Yes - See Record of Non-compliance for details</b>
<b>Non-compliance number/s:</b>	<b>GNC 9. Resolved during assessment.</b>
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
<p><b>Procedures</b> did not ensure calibration results would be accurately recorded (for Thermometers and Moisture Meters) in the record sheets. <b>GNC 9. Resolved during assessment.</b> The BCA developed appropriate new procedures during the assessment and reviewed their calibration records to ensure they were accurate.</p>	

**REGULATION 15(1)(a) and (b) and (2): KEEPING ORGANISATIONAL RECORDS**

<b>Non-compliance? Y/N</b>	<b>Yes</b>
<b>Non-compliance number/s:</b>	<b>GNC 10. Resolved during assessment</b>
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
<p><b>15 (1) Organisational structure.</b> The <b>organisation chart</b> did not indicate that the BCA was part of a parent organisation (TA). <b>GNC 10. Resolved during assessment.</b></p> <p>Other than the previous find implementation of these requirements was effective.</p>	

**REGULATION 16(1) and (2)(a) to (c): FILING APPLICATIONS FOR BUILDING CONSENT**

<b>Non-compliance? Y/N</b>	<b>Yes</b>
<b>Non-compliance number/s:</b>	<b>GNC 11. Resolved during assessment.</b>
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
<p><b>16(2)(a) Filed Records</b></p> <p><b>Procedures</b> did not describe where the BCA recorded the name and address of third parties performing building control functions on their behalf. <b>GNC 11. Resolved during assessment.</b> Despite the previous finding implementation was effective.</p> <p><b>Procedures</b> did not describe where the BCA recorded work it performed for others using its own policies procedures and systems. <b>GNC 11. Resolved during assessment.</b> Despite the previous finding implementation was effective.</p>	

**REGULATION 17 ASSURING QUALITY**

**Regulations 17(1) and (2)(a): A quality assurance system that covers management and operations**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented. Where omissions were found they are addressed under their relevant regulation.	

**Regulation 17(2)(b) and (3): A policy on quality and a quality manager**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**Regulation 17(2)(c): Ensuring operation within any scope of accreditation**

<b>Non-compliance? Y/N</b>	NA
<b>Non-compliance number/s:</b>	
<b>Opportunities for improvement? Y/N</b>	
<b>Number of recommendations:</b>	
<b>Recommendation number/s:</b>	
<b>Number of advisory notes:</b>	
<b>Advisory note number/s:</b>	
<b>Observations and comments, including good practice and performance</b>	
Not applicable	

**Regulation 17(2)(d): Regular management reporting and review, including of the quality system**

<b>Non-compliance? Y/N</b>	Yes
<b>Non-compliance number/s:</b>	<b>GNC 12. Resolved during assessment.</b>
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
<p><b>Procedures</b> did not specify that the BCA would review performance against the Quality Policy (objectives). <b>GNC 12. Resolved during assessment.</b> Current procedures were effectively implemented.</p> <p><b>Procedures</b> did not specify the frequency of the BCA review of performance against the Quality Policy (objectives). <b>GNC 12. Resolved during assessment.</b> Current procedures were effectively implemented.</p>	

**Regulation 17(2)(e) Supporting continuous improvement**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**Regulation 17(2)(h): Undertaking annual audits**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**Regulation 17(2)(i): Identifying and managing conflicts of interest**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**Regulation 17(2)(j): Communicating with internal and external persons**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**Regulation 17(3A): Complaints about building practitioners**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	<b>Yes</b>
<b>Number of recommendations:</b>	<b>1</b>
<b>Recommendation number/s:</b>	<b>R1</b>
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were implemented.	
It is recommended ( <b>R1</b> ) that the BCA ensures their staff raise/record concerns about practitioners not just full complaints.	

**Regulation 17(4): Compliance with a quality assurance system**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**Regulation 17(5): Strategic management reporting and review**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

**REGULATION 18 TECHNICAL QUALIFICATIONS**

<b>Non-compliance? Y/N</b>	No
<b>Non-compliance number/s:</b>	-
<b>Opportunities for improvement? Y/N</b>	No
<b>Number of recommendations:</b>	0
<b>Recommendation number/s:</b>	-
<b>Number of advisory notes:</b>	0
<b>Advisory note number/s:</b>	-
<b>Observations and comments, including good practice and performance</b>	
Procedures addressed requirements and were effectively implemented.	

## RECORDS OF NON-COMPLIANCE

<b>RECORD OF NON COMPLIANCE #:</b>	<b>GNC 1</b>
<b>Breach of requirement:</b>	<b>Regulation 7(2)(b)</b>
<b>Finding:</b>	<b>General Non-compliance</b>
<b>FINDING DETAILS</b>	
The BCA's Application Form for Solid Fuel Heaters did not meet the requirements of the Forms Regulations.	
<b>BCA ACTIONS REQUIRED</b>	
Please analyse the cause of the above finding and then develop and implement an action plan to address the finding.	
Please provide the action plan to IANZ for acceptance in the space provided in this report.	
Please provide details of the records of the evidence that will be supplied to address the non-compliance in the space provided.	
<u>Once the action plan and proposed evidence has been accepted by IANZ</u> , and implemented by the BCA, please provide complete evidence to demonstrate that the findings have been addressed <u>no later than</u> the "Date final evidence of implementation is required from BCA" indicated below.	
<b>IMPORTANT DATES</b>	
<b>Plan of action from BCA due by:</b>	24/05/2021
<b>All action plans accepted by IANZ:</b>	<a href="#">Click here to enter a date.</a>
<b>Date final evidence of implementation is required from BCA:</b>	<b>9/07/2021</b>
<b>Final date non-compliance to be cleared by:</b>	<b>26/075/2021</b>
<b>EVIDENCE</b>	
<b>Plan of action</b> <i>(To be provided by BCA):</i>	
<b>Proposed evidence of implementation</b> <i>(To be provided by BCA):</i>	
<b>Evidence of implementation and discussion:</b>	
<b>NON COMPLIANCE CLEARED</b>	
<b>Signed:</b>	<b>Date:</b> <a href="#">Click here to enter a date.</a>

## RECORDS OF NON-COMPLIANCE

<b>RECORD OF NON COMPLIANCE #:</b>	<b>GNC 3</b>
<b>Breach of requirement:</b>	<b>Regulation 7(2)(d)(iv)</b>
<b>Finding:</b>	<b>General Non-compliance</b>
<b>FINDING DETAILS</b>	
<p><b>1 Procedures</b> did not require the BCA to ensure that they requested Specified System information from the applicant when it was found to be absent or inaccurate during processing. <b>Implementation</b> was not effective where in several samples reviewed there was no evidence of recorded reasons of assessing the appropriateness of the performance standards for some of the specified systems, or of recording reasons for including performance standards that had not been provided by the applicant / design.</p> <p><b>Compiling Compliance Schedule Details</b></p> <p><b>2 Procedures</b> did not require the BCA to ensure that they required Performance Standard details including Inspection, Maintenance and Reporting information from the applicant when it was absent or inaccurate during processing. <b>Implementation</b> was not effective where in several samples reviewed there was no evidence of recorded reasons of assessing the appropriateness of the performance standards for some of the specified systems, or of recording reasons for including performance standards that had not been provided by the applicant / design.</p>	
<b>BCA ACTIONS REQUIRED</b>	
<p>Please analyse the cause of the above finding and then develop and implement an action plan to address the finding.</p> <p>Please provide the action plan to IANZ for acceptance in the space provided in this report.</p> <p>Please provide details of the records of the evidence that will be supplied to address the non-compliance in the space provided.</p> <p><u>Once the action plan and proposed evidence has been accepted by IANZ</u>, and implemented by the BCA, please provide complete evidence to demonstrate that the findings have been addressed <u>no later than</u> the “Date final evidence of implementation is required from BCA” indicated below.</p>	
<b>IMPORTANT DATES</b>	
<b>Plan of action from BCA due by:</b>	24/05/2021
<b>All action plans accepted by IANZ:</b>	<a href="#">Click here to enter a date.</a>
<b>Date final evidence of implementation is required from BCA:</b>	9/07/2021
<b>Final date non-compliance to be cleared by:</b>	26/075/2021
<b>EVIDENCE</b>	
<b>Plan of action</b> <i>(To be provided by BCA):</i>	
<b>Proposed evidence of implementation</b> <i>(To be provided by BCA):</i>	
<b>Evidence of implementation and discussion:</b>	
<b>NON COMPLIANCE CLEARED</b>	
<b>Signed:</b>	<b>Date:</b> <a href="#">Click here to enter a date.</a>





## RECORDS OF NON-COMPLIANCE

<b>RECORD OF NON COMPLIANCE #:</b>	<b>GNC 5</b>
<b>Breach of requirement:</b>	<b>Regulation 7(2)(f)</b>
<b>Finding:</b>	<b>General Non-compliance</b>
<b>FINDING DETAILS</b>	
<p><b>Code compliance certificates</b></p> <p><b>1 Procedures and Implementation</b> was not effective where the BCA was not seeking Technical Advice to make a technical decision to issue CCC when appropriate.</p>	
<p><b>Compliance schedules</b></p> <p><b>2 Implementation</b> was not effective where the BCA had inaccurately described Specified Systems in the following ways:</p> <ul style="list-style-type: none"> <li>• Including numerous items in a description that were not accurate.</li> <li>• Using examples instead of a description.</li> <li>• Referencing numerous items instead of one</li> </ul>	
<p><b>3 Implementation</b> was not effective where the BCA was recording Performance Standards for Specified Systems that were not appropriate in the following ways:</p> <ul style="list-style-type: none"> <li>• The BCA had often referenced Code Clauses as Performance Standards that were not sufficiently specific to Specified Systems when there was a specific Performance Standard in the relevant SS1-13. I.E referencing Code Clauses F8 3.1, F8 3.2 and F8 3.3 when the Specified Systems for Signs, Fire Alarm Call Points, Automatic Gates and Access Controlled Doors all have a relevant specific Performance Standard in SS1-13.</li> <li>• The BCA had not recorded a "Version" number for a quoted standard.</li> <li>• The BCA had often referenced a Performance Standard that contained many sections however they had not referenced the specific "Part" of the standard.</li> </ul>	
<p><b>Notices to fix</b></p> <p><b>4 Procedures</b> for issuing NTF required the BCA to record (on the B200 check-sheet) whether inspections could continue but there was no place on that check sheet to record that decision.</p>	
<b>BCA ACTIONS REQUIRED</b>	
<p>Please analyse the cause of the above finding and then develop and implement an action plan to address the finding.</p> <p>Please provide the action plan to IANZ for acceptance in the space provided in this report.</p> <p>Please provide details of the records of the evidence that will be supplied to address the non-compliance in the space provided.</p> <p><u>Once the action plan and proposed evidence has been accepted by IANZ, and implemented by the BCA, please provide complete evidence to demonstrate that the findings have been addressed <b>no later than</b> the "Date final evidence of implementation is required from BCA" indicated below.</u></p>	
<b>IMPORTANT DATES</b>	
<b>Plan of action from BCA due by:</b>	24/05/2021
<b>All action plans accepted by IANZ:</b>	<a href="#">Click here to enter a date.</a>

<b>Date final evidence of implementation is required from BCA:</b>	<b>9/07/2021</b>
<b>Final date non-compliance to be cleared by:</b>	<b>26/07/2021</b>
<b>EVIDENCE</b>	
<b>Plan of action</b> <i>(To be provided by BCA):</i>	
<b>Proposed evidence of implementation</b> <i>(To be provided by BCA):</i>	
<b>Evidence of implementation and discussion:</b>	
<b>NON COMPLIANCE CLEARED</b>	
<b>Signed:</b>	<b>Date:</b> <a href="#">Click here to enter a date.</a>

## SUMMARY OF RECOMMENDATIONS

Recommendations are intended to assist your BCA to maintain compliance with the Regulations. They are **not** conditions for accreditation but a failure to make changes may result in non-compliance with the Regulations in the future.

### It is recommended that:

- R1** It is recommended that the BCA ensures their staff raise/record concerns about practitioners not just full complaints.

## SUMMARY OF ADVISORY NOTES

Advisory notes are intended to assist your BCA to improve compliance with accreditation requirements based on IANZ's experience. They are **not** conditions for accreditation and do not have to be implemented to maintain accreditation.

### **IANZ advises that:**

None made.

## SUMMARY TABLE OF NON-COMPLIANCE

The following table summarises the non-compliance identified with the accreditation requirements in your BCA's accreditation assessment. Where a non-compliance has been identified, a Record of Non-compliance template has been prepared detailing the issue, and to enable you to detail your proposed corrective actions to IANZ. You must update and return a template for each non-compliance identified.

Regulatory requirement	Non-compliance (Serious / General)	Non-compliance identification number	Breach of regulation 5/6? Enter "Yes" where applicable						Resolved On-site? Yes/No	Date Non-compliance to be cleared by (DD/MM/YYYY)	Date Non-compliance cleared (DD/MM/YYYY)	Number of		Brief comment  (one sentence/line only to get to the heart of the issue)
			5(a)	5(b)	5(c)	6(b)	6(c)	6(d)				Recs.	Adv. notes	
6(A)(1)	Choose item.													
6(A)(2)	Choose item.													
<b>Regulation 7</b>														
7(1)	Choose item.													
7(2)(a)	Choose item.													
7(2)(b)	General	GNC 1	Yes	Yes				No	26/07/2021					The Application Form for Solid Fuel Heaters did not meet the Forms Regulations.
7(2)(c)	General	GNC 2	Yes	Yes				Yes						<b>Procedures</b> were inconsistent when discussing the initiation of the statutory clock
7(2)(d)(i)	Choose item.													
7(2)(d)(ii)	Choose item.													
7(2)(d)(iii)	Choose item.													
7(2)(d)(iv)	General	GNC 3	Yes	Yes	Yes			No	26/07/2021					<p><b>Specified Systems</b>  <b>Procedures</b> did not require the BCA to ensure that they requested Specified System information from the applicant when it was found to be absent or inaccurate during processing. <b>Implementation</b> was not effective where in several samples reviewed there was no evidence of recorded reasons of assessing the appropriateness of the performance standards for some of the specified systems, or of recording reasons for including performance standards that had not been provided by the applicant / design.</p> <p><b>Compiling Compliance Schedule Details</b>  <b>Procedures</b> did not require the BCA to ensure that they required Performance Standard details including Inspection, Maintenance and Reporting information from the applicant when it was absent or inaccurate during processing. <b>Implementation</b> was not effective where in several samples reviewed there was no evidence of recorded reasons of assessing the appropriateness of the performance standards for some of the specified systems, or of recording reasons for including performance standards that had not been provided by the applicant / design.</p>
7(2)(d)(v)	General	GNC 4	Yes	Yes				Yes						<b>Procedures</b> did not discuss sending TA documents or other information to an applicant if/when they were received. s51(1)(3)(4).
7(2)(e)	Choose item.													
7(2)(f)	General	GNC 5	Yes	Yes	Yes			No	26/07/2021					<p><b>Consideration of information and issue of Code compliance certificates</b>  <b>Procedures and Implementation</b> were not effective where the BCA was not seeking Technical Advice to make a technical decision to issue CCCs when appropriate.</p> <p><b>Compliance schedules</b>  <b>Implementation</b> was not effective where the BCA had inaccurately</p>

Regulatory requirement	Non-compliance (Serious / General)	Non-compliance identification number	Breach of regulation 5/6? Enter "Yes" where applicable						Resolved On-site? Yes/No	Date Non-compliance to be cleared by (DD/MM/YYYY)	Date Non-compliance cleared (DD/MM/YYYY)	Number of		Brief comment  (one sentence/line only to get to the heart of the issue)
			5(a)	5(b)	5(c)	6(b)	6(c)	6(d)				Recs.	Adv. notes	
														<p>described Specified Systems in the following ways:</p> <ul style="list-style-type: none"> <li>• Including numerous items in a description that were not accurate.</li> <li>• Using examples instead of a description.</li> <li>• Referencing numerous items when one was required.</li> </ul> <p><b>Implementation</b> was not effective where the BCA was recording Performance Standards for Specified Systems that were not appropriate in the following ways:</p> <ul style="list-style-type: none"> <li>• The BCA had referenced Code Clauses as Performance Standards that were not sufficiently specific to the Specified Systems e.g. referencing Code Clauses F8 3.1, F8 3.2 and F8 3.3 when the Specified Systems for Signs, Fire Alarm Call Points, Automatic Gates and Access Controlled Doors all have a relevant specific Performance Standard in SS1-13.</li> <li>• The BCA had not recorded a "Version" number (year of issue) for a quoted standard.</li> <li>• The BCA had often referenced a Performance Standard that contained many sections however they had not referenced the specific "Part" of the standard.</li> </ul> <p><b>Compliance with statutory timeframes</b> <b>Procedures</b> for issuing a CCC within 20 working days did not discuss including Consents that had reached 24 months and the BCA now had to made a decision to issue/not issue a CCC as there had been no application for CCC.</p> <p><b>The procedures</b> were not clear with respect to initiating the statutory clock.</p> <p><b>Notices to fix</b> <b>Procedures</b> for issuing NTF required the BCA to record (on the B200 check-sheet) whether inspections can continue but there was no place on that check sheet to record that decision.</p> <p><b>Code compliance certificates</b> <b>Procedures and Implementation</b> was not effective where the BCA was not seeking Technical Advice to make a technical decision to issue of CCC when appropriate.</p>
7(2)(g)	Choose item.													
7(2)(h)	Choose item.													
<b>Regulation 8</b>														
8(1)	Choose item.													
8(2)	General	GNC 6	Yes	Yes					Yes					<p><b>Procedures</b> did not address the requirement to record technical leadership or specialist experts it reasonably expects to need.</p> <p><b>Procedures</b> did not address the requirement to record where there</p>

Regulatory requirement	Non-compliance (Serious / General)	Non-compliance identification number	Breach of regulation 5/6? Enter "Yes" where applicable						Resolved On-site? Yes/No	Date Non-compliance to be cleared by (DD/MM/YYYY)	Date Non-compliance cleared (DD/MM/YYYY)	Number of		Brief comment  (one sentence/line only to get to the heart of the issue)
			5(a)	5(b)	5(c)	6(b)	6(c)	6(d)				Recs.	Adv. notes	
														were any capacity and capability gaps.
<b>Regulation 9</b>														
9	Choose item.													
<b>Regulation 10</b>														
10(1)	Choose item.													
10(2)	Choose item.													
10(3)(a)	Choose item.													
10(3)(b)	Choose item.													
10(3)(c)	Choose item.													
10(3)(d)	Choose item.													
10(3)(e)	Choose item.													
10(3)(f)	Choose item.													
<b>Regulation 11</b>														
11(1)	Choose item.													
11(2)(a)	Choose item.													
11(2)(b)	Choose item.													
11(2)(c)	Choose item.													
11(2)(d)	Choose item.													
11(2)(e)	Choose item.													
11(2)(f)	Choose item.													
11(2)(g)	Choose item.													
<b>Regulation 12</b>														
12(1)	Choose item.													
12(2)(a)	Choose item.													
12(2)(b)	General	GNC 7	Yes	Yes					Yes					<b>Procedures</b> did not prompt the BCA to consider the scope of services and deliverables required from a new contractor
12(2)(c)	General	GNC 8	Yes	Yes					Yes					Contracts did not include the contractors obligations with respect to internal and external communications including engagement with the media
12(2)(d)	Choose item.													
12(2)(e)	Choose item.													
12(2)(f)	Choose item.													
<b>Regulation 13</b>														
13(a)	Choose item.													
13(b)	Choose item.													
<b>Regulation 14</b>														
14	General	GNC 9	Yes	Yes					Yes					<b>Procedures</b> did not ensure the BCA would accurately record calibration (Thermometers and Moisture Meters) results in the record sheets.
<b>Regulation 15</b>														
15(1)(a)	General	GNC 10	Yes	Yes					Yes					The <b>organisation chart</b> did not indicate that the BCA was part of a parent organisation (TA)
15(1)(b)	Choose item.													
15(2)	Choose item.													
<b>Regulation 16</b>														
16(1)	Choose item.													



Regulatory requirement	Non-compliance (Serious / General)	Non-compliance identification number	Breach of regulation 5/6? Enter "Yes" where applicable						Resolved On-site? Yes/No	Date Non-compliance to be cleared by (DD/MM/YYYY)	Date Non-compliance cleared (DD/MM/YYYY)	Number of		Brief comment  (one sentence/line only to get to the heart of the issue)
			5(a)	5(b)	5(c)	6(b)	6(c)	6(d)				Recs.	Adv. notes	
16(2)(a)	General	GNC 11	Yes	Yes					Yes					<p><b>Procedures</b> did not describe where the BCA recorded the name and address of third parties performing building control functions on their behalf.</p> <p><b>Procedures</b> did not describe where the BCA recorded work it performed for others using its own policies procedures and systems</p>
16(2)(b)	Choose item.													
16(2)(c)	Choose item.													
<b>Regulation 17</b>														
17(1)	Choose item.													
17(2)(a)	Choose item.													
17(2)(b)	Choose item.													
17(2)(c)	Choose item.													
17(2)(d)	General	GNC 12	Yes	Yes					Yes					<p><b>Procedures</b> did not specify that the BCA would review performance against the Quality Policy (objectives).</p> <p><b>Procedures</b> did not specify the frequency of the BCA review of performance against the Quality Objectives.</p>
17(2)(e)	Choose item.													
17(2)(h)	Choose item.													
17(2)(i)	Choose item.													
17(2)(j)	Choose item.													
17(3)	Choose item.													
17(3A)(a)	Choose item.											1		
17(3A)(b)	Choose item.													
17(3A)(c)	Choose item.													
17(4)(a)	Choose item.													
17(4)(b)	Choose item.													
17(5)(a)	Choose item.													
17(5)(b)	Choose item.													
<b>Regulation 18</b>														
18(1)	Choose item.													
18(3)(a)	Choose item.													
18(3)(b)	Choose item.													