

Architectural Services Advisory Panel (ASAP)

Position Description

The NZRAB ASAP is delegated under [Part 5](#) of the Registered Architects Rules 2006 to address architectural services concerns and complaints made against architects, and provide advice to the NZRAB Board as to whether there are grounds for disciplining an architect or if the complaint should be dismissed.

ASAP member profile:

Requirements:

- Holds a current Annual Certificate of Registration.
- Has no current complaints or past disciplinary action undertaken by the Board.
- Has held a position of responsibility in an architectural practice.
- Has experience reviewing complex construction documentation, reports, and contracts.
- Has a wide range of architectural experience.
- Has a good understanding of and can abide by the Code of Minimum Standards of Ethical Conduct for Registered Architects.
- Understands that the purpose of this role is primarily to protect the public.
- Can commit time to attending the ASAP training events and being available to be on an Investigation Panel and attend panel meetings with reasonable notice.
- Can commit to a term of three years with the possibility of renewing after this term.

Tasks and Responsibilities:

For Architectural Services Concerns:

- Disclose any bias or conflicts of interest to the Executive Officer Public Protection (EOPP) or ASAP Chair before participating in any ASAP or architectural service concern (ASC) function.
- Conduct themselves professionally as representatives of the Board.
- Act in good faith and fairly.
- Be objective, listen to both parties, and avoid judgment or taking sides.
- Focus on the objective sought by the concerned person and avoid undertaking an investigation.
- Seek to understand what has occurred from each party's perspective and initiate conversations about what might be done to achieve a resolution.
- Refrain from giving legal or insurance advice or providing an opinion on the work of the architect.
- Maintain confidentiality regarding information received, disclosing only the information for which you have obtained explicit permission from the party

concerned or the architect, as relevant. This confidentiality obligation applies throughout and after the ASC process.

- Inform the concerned person of their option to file a complaint with NZRAB, emphasising that the complaints process is entirely separate and independent from the concerns process. It's important to highlight that any information received during the concerns process is not divulged in the complaints process.
- Regularly update the ASAP Chair and the EOPP on key developments by phone or email.
- Securely destroy or delete any notes taken after the end of the ASC process.

For Complaints:

Investigation Panels (IP's) are established from the ASAP membership to review formal complaints lodged against an architect. Each IP comprises two architect members from the ASAP and a layperson, who is contracted by the Board to lead the investigation and serves as the IP chair. IPs have the authority to recommend to the Board whether there are grounds for disciplining an architect and if the complaint should be dismissed.

The responsibilities of ASAP members on an IP include—

- Disclose any bias or conflicts of interest to the EOPP before commencing the investigation.
- Conduct themselves professionally as representatives of the Board.
- Ensure that the principles of natural justice are maintained throughout the investigation.
- If uncertain, seek procedural advice from the EOPP or the IP Chair.
- Act in good faith and fairly.
- Maintain confidentiality about the complaint, during and after the investigation.
- Be available for IP meetings on a reasonable notice basis.
- Inform the EOPP in advance of any planned absences and provide support to the IP Chair as needed.
- Prepare for IP meetings by reviewing all relevant documents, ensuring familiarity with the available information, and readiness to contribute effectively to the investigation discussions.
- Contribute to IP report drafting by providing insights, analysis, and recommendations based on their understanding of the evidence presented during the investigation.
- Collaborate with other panel members to ensure the report accurately reflects the findings and conclusions reached by the panel.
- Securely destroy or delete any notes on the investigation when instructed to do so by the EOPP, following the Board's decision on grounds for discipline and any necessary penalty.

Refer to the NZRAB website for the [Complaints and Discipline Policy](#)

Term:

The NZRAB Board appoints ASAP members for a fixed term of three years with the understanding that appointment for a further term(s) is possible.

Time commitment:

Architectural Services Concerns

When called upon and available to assist with an architectural services concern, ASAP members will be required to engage with the parties by phone, as needed, from time to time until resolution is achieved or it becomes apparent that there is a stalemate.

IPs

ASAP members will be required to be on up to two IPs at any one time. IP meetings take place periodically and there may be up to four weeks in between panel meetings for a complaint. Several panel meetings may be required to work through the investigation process for a complaint. Panel meetings are usually 1 - 2 hours in duration and are held online using MS Teams. There will be some preparation time required for the panel meetings.

Training:

ASAP members will attend an annual ASAP Training Day which is usually held in Wellington in February or early March. The NZRAB organises travel and accommodation for ASAP members who reside outside of Wellington.

New ASAP members will usually be paired with an experienced ASAP member when they join an IP for the first time.

Honorarium:

ASAP members receive an honorarium in accordance with the NZRAB [Finance policy](#).

Payment is provided for:

- Attendance at training days/workshops
- Attending investigation panel meetings
- Reasonable preparation time for IP meetings

CPD Points:

Work undertaken when attending IP meetings and dealing with architectural services concerns will earn CPD points, as per the [CPD Points Allocation Policy](#).