



Self-assessment questions

Working with your client: How to avoid complaints

Participant name: _____ NSW registration no: _____

This session is equivalent to 1.0 hours Formal CPD.

It provides a comprehensive primer on the regulations, professional context, and compliance requirements for registered architects in NSW. It is particularly recommended for recently registered architects (<5 years), or those returning to practice after a break. Topics covered include

- Compliance with the [Architects Act 2003](#) and [NSW Architects Code of Professional Conduct 2017](#)
- Overview of changing legislative requirements and a brief history of regulatory reform affecting architects in NSW.

This session delivers learning outcomes related to the following Performance Criterion from the [2021 National Standard of Competency for Architects](#):

- PC 1 Comply with the regulatory requirements and obligations pertaining to practice as an architect, including legislation, professional codes of conduct, obligations for continuing professional development and professional indemnity insurance.**

Certificate of completion

The Board will email you a certificate of completion based on your participation in today’s session. You should upload the certificate of completion together with your responses to this self-assessment questionnaire as a single pdf file when you record the activity as Formal CPD in the **My CPD** portal in [My Account](#)

(NOTE maximum file size for upload is 3MB)

Self-assessment questionnaire

1. What are the three key parts of legislation that govern the conduct of architects? Which one is the most specific relating to the provision of services??

2. **Where is it stated in law that an architect must provide a client with notice of the existence of the Code and how the client can obtain a copy? Why do you think this is important?**

3. **What are three common sources of complaints the Board receives?**

4. **What is the common factor behind these complaints being made?**

5. **When the Board receives an official complaint in writing, what must it do, and what are the steps that occur before the Board makes a determination about the complaint?**

6. **What are the three types of outcomes of a complaint, and which is the more serious?**

7. **Section 7 of the NSW Architects Code of Professional Conduct requires client-architect agreements to include specific provisions, what are three important ones?**
