

NSW

Architects Registration Board

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ABN 63-092-097-847

ARB OPEN CPD:

Working with your client: How to avoid complaints

Byron Kinnaird, NSW Architects Registration Board

This activity is equivalent to one hour of Formal CPD

It delivers learning outcomes related to the following Performance Criteria from the [National Standard of Competency for Architects](#) (the Standard):

9.6 Knowledge and application of professional ethics and ethical practices in respect to practice management and provision of professional service.

9.7 Knowledge of legal and regulatory requirements and obligations in regard to architectural practice, practice management and registration as an architect.

9.8 Clear and consistent communication with client and relevant stakeholders throughout project.

Content cuts across the "Regulatory" Knowledge Domain in the Standard.

Self-Assessment Questions

**** Please retain a copy of your completed self-assessment questions for your records ****

Participant Name:

Registration Number:

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 the three most common sources of complaints the Board receives?

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



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5. When the Board receives an official complaint in writing, what must it do?

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? ([The Code can be downloaded from the Board's website](#)).

