

## Frequently Asked Questions (FAQs) for participants

### The Professional Regulator: A professional development program for regulators

The National Regulators Community of Practice (NRCoP) and ANZSOG has partnered with the Australian National University's School of Regulation and Global Governance (RegNet) to deliver a new professional development program for regulators.

As the job of regulators has become more demanding, there has been an increased interest in professionalising our practice, and a focus on the similarities in the challenges facing regulators in different areas and agencies.

Aotearoa New Zealand began the process of professionalising regulation in 2008, and the [Government Regulatory Practice Initiative \(G-Reg\)](#) was set up in 2015 to provide standardised training to regulators across agencies.

No similar system has existed until now in Australia, and NRCoP in partnership with RegNet has created a program of training modules and seminars – **The Professional Regulator Program** - to give Australian regulators access to training with a focus on the common issues regulators face.

The Professional Regulator Program aims to provide professional development for regulators, regardless of regulatory sphere or jurisdiction, that provides a common foundation of current, modern regulatory practice, increasing the professionalism and capacity of regulators around Australia.

The Professional Regulator is a four-level program:

- The Professional Regulator: Foundation – open for enrolments
- The Professional Regulator: Extension
- The Professional Regulator: Expert
- The Professional Regulator: Leader

The additional three levels will be developed following feedback from the NRCoP community.

The Professional Regulator: Foundation is a self-paced professional learning program that includes six modules focusing on regulatory practice:

1. **Who Regulates and Why**
2. **Licensing as Regulation**
3. **Understanding and Achieving Compliance**
4. **Using Information to Regulate**
5. **Regulatory Communication**
6. **Regulatory Professionalism and Ethics**

It is not necessary for participants to complete entire modules in one sitting. Participants can save what they have done and return to it at a later stage.

Please note:

Participants must have completed the relevant online module \*before\* they register for a live seminar:

Online modules 1 to 3 (inclusive) need to be completed before participants can register for live Seminars 1, 2 and 3.

Online modules 4-6 (inclusive) need to be complete before participants can register for live Seminars 4, 5 and 6.

Participants will also have access to a program of 6 seminars that will expand on the topics and themes explored in the six online modules.

- 1. Using our regulatory tools**
- 2. Frontline regulators and processes**
- 3. Understanding and achieving compliance**
- 4. Regulatory information and stakeholder engagement**
- 5. Regulatory communication**
- 6. Regulatory relationships, professionalism and ethics**

## **FAQs**

### **1. What is the Professional Regulator Program?**

The Professional Regulator: Foundation program aims to provide professional development for regulators, regardless of regulatory sphere or jurisdiction, that provides a common foundation of current, modern regulatory practice, increasing the professionalism and capacity of regulators around Australia.

The Professional Regulator: Foundation program is the first part of a four-level program:

- The Professional Regulator: Foundation – open for enrolment
- The Professional Regulator: Extension
- The Professional Regulator: Expert
- The Professional Regulator: Leader

The additional three levels will be developed following feedback from the NRCoP community.

### **2. Who should participate in the Professional Regulator: Foundation program?**

This professional development program is for all early, mid to senior level regulators from all disciplines (federal, state and local government).

If you are new to licensing and approvals, compliance, working with regulated entities, using regulation, applying risk frameworks, managing regulatory comms — this course is for you!

### **3. What will I learn?**

The course is a practical six module online self-paced professional learning program. It will take you approximately 90 minutes to complete each module (plus 30 minutes for end-of-module knowledge tests). Once enrolled, you will have 12 months to complete the six modules. You choose the pace that best works for you.

The program includes 6 seminars (90 mins each) that will provide you with an opportunity to interact with your peers to discuss common regulatory issues and approaches. The seminars are facilitated by expert regulators and will be delivered online. Seminars are run on a rotational basis and repeated later in the year so if you miss one you will have the opportunity to participate at a later date.

The six modules focus on these areas of regulatory practice:

| <b>Module</b>                                    | <b>What will I learn?</b>  |
|--|--|
| <b>1) Who Regulates and Why</b>                  | After completing this module you will be able to: <ul style="list-style-type: none"> <li>• explain why contemporary regulation matters</li> <li>• identify who regulates in contemporary Australia</li> <li>• describe the major styles, tools and concepts of regulation in use in Australia today</li> <li>• know the regulatory approaches used by your organisation</li> </ul>   |
| <b>2) Licensing as Regulation</b>                | After completing this module you will be able to: <ul style="list-style-type: none"> <li>• understand the legal environment in which Australian regulators work</li> <li>• identify and explain regulators' authorising environment and the use of authorising tools, including licensing, permitting, accrediting and registering</li> <li>• apply these practical insights to real-life examples in complex regulatory environments</li> </ul>       |
| <b>3) Understanding and achieving compliance</b> | After completing this module you will be able to: <ul style="list-style-type: none"> <li>• understand different explanations for, and approaches to compliance</li> <li>• consider and analyse the variety of reasons that may lead to non-compliance;</li> <li>• identify a range of options and strategies in the regulator compliance toolkit</li> </ul>  |
| <b>4) Using Information to Regulate</b>          | After completing this module you will be able to: <ul style="list-style-type: none"> <li>• understand the many ways information can inform regulatory best practice</li> <li>• identify key strategies for effectively gathering and using information, including evidence-based strategies and regulatory intelligence</li> <li>• reflect on how to effectively collect and utilise information to align and support regulatory objectives</li> </ul> |

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| <p><b>5) Effective regulatory communication</b></p>    | <p>After completing this module you will be able to:</p> <ul style="list-style-type: none"> <li>• identify the different kinds of regulatory communication and their value for regulatory practice</li> <li>• understand when and how to use specific regulatory communication strategies, including lessons from case studies of successes, mistakes and failures</li> <li>• refer to examples for mapping and planning regulatory communication plans and stakeholder engagement</li> </ul>                      |
| <p><b>6) Regulatory Professionalism and Ethics</b></p> | <p>After completing this module you will be able to:</p> <ul style="list-style-type: none"> <li>• reflect on the specific attributes and responsibilities of a professional regulator, considering them in relation to previous modules</li> <li>• develop a broad appreciation of issues related to ethics and ethical decision-making for regulators</li> <li>• comprehensively demonstrate foundational professional competencies, reflecting on essential elements of effective regulatory practice</li> </ul> |

The six seminar topics are:

| <b>Seminar</b>  | <b>What will I learn?</b>   |
|---|---|
| <p><b>1) Using our regulatory tools</b></p>             | <p>How can we better understand and fully use the regulatory frameworks and tools available to us, generally and for particular regulatory domains?</p>   |
| <p><b>2) Frontline regulators and processes</b></p>     | <p>Module 2 introduces licencing and authorising as fundamental regulatory activities. In this seminar we look at some of the challenges of authorisation. Many 'frontline' regulatory functions are performed by people in a wide range of service delivery or compliance roles that not directly connected to regulatory policy. What are the challenges and potential for 'connecting up' all levels of a regulatory organisation?</p> |
| <p><b>3) Understanding and achieving compliance</b></p> | <p>We hope for compliance, but we often encounter defiance or indifference. How do we engage more fully with those who do not want to engage with us?</p>   |

|  |   |
|--|---|
| <b>4) Regulatory Information and stakeholder engagement</b>    | How can we better use and share regulatory information? What are the challenges of doing so? What are the most effective strategies for using information to support engagement with regulated entities and stakeholders in our authorising environments?   |
| <b>5) Regulatory communication</b>                             | What is best practice for regulatory communication? How can it support building cooperation with regulated entities and stakeholders? What are some of the challenges for communicating effectively as a regulator?   |
| <b>6) Regulatory relationships, professionalism and ethics</b> | Most regulators are not alone in the regulatory spaces in which they operate. How do we navigate regulatory relationships without being compromised or captured? How do we communicate with, cooperate and collaborate with other regulators and regulatory actors within a federation? What works in developing those relationships, and when do they come under pressure? |

**4. When can I enrol and how long does the program run for?**

This course has an open enrolment with no set closing date. You can enrol at any time to commence the program.

When you enrol, you will have 12 months to complete the six online modules and to participate in the 6 seminars.

**5. Who should do the course and how do I register?**

All regulators, whether you work in an organisation that is a corporate member of the NRCoP or not, are able to enrol in the Professional Regulator: Foundation program.

Registrations are open now.

[Enrolling and paying by credit card \(NRCoP corporate member\)](#)

[Enrolling and paying by credit card \(non-members\)](#)

If you wish to make a group booking or need to pay via an invoice send an email to:

[professionalregulator@anenterprise.com.au](mailto:professionalregulator@anenterprise.com.au)

**6. How much does the course cost?**

The program will cost \$775 + GST for regulators who work in an organisation that is a corporate member of NRCoP.

All other regulators are able to enrol in the program at a cost of \$2250 + GST.

**7. How do I check whether my organisation is a corporate member?**

You can check whether you are a corporate member [here](#).

**8. My agency/organisation is not listed as a corporate member. How do I become one?**

To find out more about how your agency/organisation can become a corporate member see:

[Corporate members](#)

**9. How many hours will each module take to complete?**

Each module takes approximately 90 minutes to complete (plus 30 minutes for end-of-module knowledge tests). It is not necessary for you to complete the entire module in one sitting. You can save what you have done and return to it at a later stage.

Each seminar runs for 90 minutes. We recommend that you participate in the seminars but these are elective. You can complete the course without participating in the seminar program (or all the seminars).

**10. What do I need to know about the course materials and the seminar program?**

Everything you need to complete the course will be provided to you. The modules are self-paced, and you can progress at a speed that suits your work schedule. The seminar series consists of six themed seminars and are offered in cycles that are repeated several times throughout the year with 4 time/date options available for each seminar in each cycle. These sessions will enable you to connect and work with your regulatory peers across a range of contemporary issues. This allows for busy regulators who can't find time to attend one seminar to catch it later on during the year.

You can view the seminar schedule and book the sessions you wish to attend when you access The Professional Regulator portal.

If you are no longer able to attend a seminar, you should cancel your booking so that the space is freed up for someone else to book.

**11. How do I provide my feedback to ANZSOG on the course?**

Surveys will be circulated at regular intervals during the program and after it concludes to collect your feedback.

**12. Can I contact ANZSOG if I have any further queries about The Professional Regulator program?**

Yes – contact the NRCoP team at link [Regulators@anzsog.edu.au](mailto:Regulators@anzsog.edu.au).



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National  
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School of Regulation  
& Global Governance  
(RegNet)



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