



2022-26

Strategic PLAN

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Architects
Registration Board
of Victoria



Contents

Message from the Chairperson and CEO

About the ARBV

ARBV Functions

Importance of regulating architects

Our Vision

Our Mission

Our Values

Our Strategic Objectives

Objective 1: *Knowledge, capability & excellence*

Objective 2: *Community understanding*

Objective 3: *Trusted regulator*

Objective 4: *Culture & outcomes*

Our Strategic Enablers

Message from the Chairperson and the CEO

We are pleased to present the Architects Registration Board of Victoria's (ARBV) Strategic Plan for 2022 – 2026.

This strategic plan will guide the ARBV's activities over the coming four years and how we prioritise our resources and activities to achieve the ARBV's mission.



Dr Giorgio Marfella
Chairperson



Dr Glenice Fox
CEO/ Registrar

The ARBV is committed to upholding the highest standards of integrity in the professional practice of architecture and engaging with architects, consumers and government to enhance the quality and safety of the built environment for all Victorians.

Between 2019 and 2022, the ARBV implemented several significant initiatives and improvements to enhance the regulatory oversight of architects and make it easier for the public and architects to interact with us. Over the next four years, the ARBV will build on this work and implement strategies focused on four long-term objectives:

- *To support architects in the delivery of professional services for the benefit of the community and advancement of the industry*
- *To build community understanding of the role of architects and the ARBV*
- *To demonstrate ARBV's value as a trusted regulator, supporting the delivery of a high-quality built environment*
- *To drive positive outcomes for consumers by promoting a professional culture of accountability among architects.*

We are confident that this plan, supported by ongoing engagement with consumers and the industry, will allow the ARBV to deliver effective regulatory oversight of architects which meets the expectations of the Victorian community.

30 June 2022

About the ARBV

Established in 1923, the ARBV administers the [Architects Act 1991 \(Vic\)](#) (‘the Act’) and [Architect Regulations 2015 \(Vic\)](#).

The Act establishes the framework for the regulation of architects in Victoria and has as its purposes:

- to provide for the registration of architects
- to provide for the approval of partnerships and companies providing architectural services
- to regulate the professional conduct of architects
- to provide a procedure for handling complaints against architects
- to regulate the use of the terms “architect”, “architectural services”, “architectural design services” and “architectural design”
- to establish the Architects Registration Board of Victoria.

The ARBV is wholly funded through fees charged to architects wishing to be registered to practise their profession in Victoria.

The ARBV is accountable to the Minister for Planning, who is accountable to Parliament and the community for the performance of the ARBV. The Minister for Planning also establishes key governance and performance priorities for the ARBV by issuing a Statement of Expectations.

As a Victorian statutory authority, the ARBV follows key whole of government legislation and related policies and guidelines. Board members, responsible for governing the ARBV, are appointed in accordance with the Act. The Board is also assisted by committees and panels including the independent Architects Tribunal.

The Board appoints a Chief Executive Officer/Registrar to deliver the operations of the organisation. The Chief Executive Officer/Registrar is supported by a staff team with multidisciplinary backgrounds in regulation, law, finance, architecture, communications and administration.



ARBV functions

The functions of the ARBV are set out in the Act and given effect through the Regulations, including the Victorian Architects Code of Professional Conduct.

The ARBV's statutory functions include:

- Assessing and determining applications for registration from individuals and applications for approval from partnerships and companies.
- Suspending and cancelling registrations or approvals and revoking suspensions where required.
- Regulating the professional conduct of architects, approved partnerships and approved companies.
- Preparing guidelines on professional conduct and practice for architects, approved partnerships and approved companies.
- Publishing information relating to the operation of the ARBV and the Act.
- Together with the Architects Accreditation Council of Australia (AACA), administering the Architectural Practice Examination, the most common pathway to registration.
- Accrediting architectural programs of study within Victoria, in accordance with the established Architecture Program Accreditation Procedure in Australia and New Zealand administered by the AACA and in doing so, determining qualifications required for registration under the Act.
- Investigating and bringing proceedings for offences against the Act.
- Carrying out any other powers and functions which are given to it by the Act or which are necessary to implement the Act.



Regulation ensures that architects are held to high professional standards and are qualified and competent to deliver high-quality, safe and compliant building projects.

The importance of regulating architects

Architects provide a broad spectrum of professional services connected to the design, planning and construction of buildings, including masterplans, urban design, briefs, interiors, digital models, drawings, specifications, and technical details. Architects are often involved in the leadership and coordination of complex building projects from inception at the design stage to completion at the occupancy stage.

The regulatory framework applicable to architects is one of the most comprehensive in the building industry – it has to be. If the design of buildings fails, there are serious safety, financial and legal consequences for consumers, the community and practitioners.

In order to minimise the potential for harm from sub-standard practice, a core objective of regulation is to hold architects to high professional standards. This is achieved through the extensive educational pathways and professional requirements that must be satisfied in order to be registered as an architect.

Once registered, architects must continue to meet professional standards of practice including as set out in the Victorian Architects Code of Professional Conduct, the National Construction Code and the National Standard of Competency for Architects.

Architects are also required to maintain their skills and knowledge through compliance with Continuing Professional Development requirements.

The up-to-date Register of Architects, maintained by the ARBV, allows consumers to source competent and qualified architects over unregistered persons, who may lack the qualifications or competencies to deliver safe and compliant building work. Consumers are also able to engage architects with the knowledge that registration requires them to be covered by professional indemnity insurance.

Registration also creates benefits for consumers in the form of additional protections provided by an increased level of industry regulation.

Regulation benefits architects because it allows them to:

- participate in a registered and monitored profession
- have their credentials validated and visible to potential clients
- have their services legitimised over unregistered persons
- have greater protection from unlawful competition
- have confidence that appropriate action will be taken to address cases where professional standards have not been met
- ensure their qualifications and competency meet national standards
- receive support in ongoing proficiency.

Regulation of architects also achieves government objectives by providing controls and protections to support the continued growth and efficient operation of the building industry in Victoria.

Our Vision

A well-designed, liveable and safe built environment for Victorians.

Our Mission

We will engage, educate and regulate to ensure architectural services in Victoria are delivered according to high professional standards and contribute to improved building outcomes for the benefit of the community.

Our values

The ARBV strives for excellence in delivering high-quality service and built environment outcomes and operates in accordance with the Victorian Public Sector Values of:

Responsiveness

- providing high quality services to the Victorian community
- identifying and promoting best practice
- providing frank, impartial, and timely advice to the Government and Board

Integrity

- being honest, open, and transparent in all dealings
- using powers responsibly
- reporting improper conduct
- avoiding any real or apparent conflicts of interest
- striving to earn and sustain a high level of public trust

Impartiality

- making decisions and providing advice on merit and without bias, caprice, favouritism, or self interest
- acting fairly by objectively considering all relevant facts and fair criteria
- implementing Government policies and programs equitably

Accountability

- working to clear objectives in a transparent manner
- accepting responsibility for decisions and actions
- seeking to achieve best use of resources
- submitting to appropriate scrutiny

Respect for others

- treating others fairly and objectively
- ensuring freedom from discrimination, harassment, and bullying
- using feedback to improve outcomes on an ongoing basis

Leadership

- actively implementing, promoting, and supporting these values

Promoting Human Rights

- making decisions and providing advice consistent with human rights
- actively implementing, promoting, and supporting human rights



Responsiveness



Integrity



Impartiality



Accountability



Respect



Leadership



Human Rights



Our strategic objectives

Objective 1: Knowledge, capability & excellence

To support architects in the delivery of professional services for the benefit of the community and advancement of the industry

Objective 2: Community understanding

To build community understanding of the role of architects and the ARBV

Objective 3: Trusted regulator

To demonstrate ARBVs value as a trusted regulator, supporting the delivery of a high-quality built environment

Objective 4: Culture & outcomes

To drive positive outcomes for consumers by promoting a professional culture of accountability among architects



Objective 1: Knowledge, capability, & excellence

To support architects in the delivery of professional services for the benefit of the community and advancement of the industry

Strategic initiatives:

- Undertake proactive communications, education and engagement with registered and future architects about the importance and value of registration
- Engage with Victorian universities about preparing graduates to meet requirements for practical experience and becoming registered architects
- Communicate the importance of fulfilling Continuing Professional Development obligations
- Work with the Architects Accreditation Council of Australia to support nationally consistent accreditation and registration of architects in Australia
- Support, recognise and monitor high standards of architectural education in Victorian universities.

Measures of success:

- Increase in registration numbers, particularly among persons who meet registration requirements but are not registered as architects
- Increase in the number of initiatives and events delivered to Victorian universities and future architects about professional practice, regulation and pre-registration and registration requirements
- Ensure the National Standard of Competency for Architects is embedded in pre-registration programs and that registered architects comply with Continuing Professional Development obligations.



Objective 2: Community understanding

To build community understanding of the role of architects and the ARBV

Strategic initiatives:

- Ensure consumers have access to the most up-to-date information about registered architects in Victoria
- Continuously improve the ARBV's website to deliver information which enhances engagement with the community and stakeholders
- Deliver information programs about the role of the ARBV and architects for the community
- Provide information and guidance to the public about the obligations of architects and the consumer protections available.

Measures of success:

- Register of Architects is updated in real time
- Increase in engagement with consumers via the website, ARBV portal and other communications, events and resources delivered
- ARBV's strategic approach to communications and engagement is embedded in the ARBV's key implementation documents, systems and procedures.



Objective 3: Trusted regulator

To demonstrate ARBV's value as a trusted regulator, supporting the delivery of a high-quality built environment

Strategic initiatives:

- Strengthen ARBV's risk-based and evidence-led approach and decision making
- Deliver public facing communications about the regulatory strategy that drives transparency about the ARBV's activities
- Improve service delivery and future activities by implementing a Service Charter and other mechanisms to obtain feedback
- Develop strategies to better use and optimise existing regulatory powers, while contributing to legislative reform
- Maintain effective working relationships with government, co-regulators, educational institutions and stakeholders to optimise regulatory outcomes
- Collaborate across jurisdictions with other regulators of the architectural profession

Measures of success:

- ARBV's Regulatory Strategy, including the Proactive Strategic Plan, is fully implemented and its regulatory performance is reported on
- Service delivery commitments are achieved in accordance with ARBV's Service Charter
- ARBV actively collaborates on issues of local and national importance for the regulation of the architectural profession
- ARBV optimises existing powers and contributes to legislative amendments and reform in collaboration with the Department of Transport and Planning to strengthen outcomes in the sector.



Objective 4: Culture & outcomes

To drive positive outcomes for consumers by promoting a professional culture of accountability among architects

Strategic initiatives:

- Maximise the functionality of the customer relationship management system to identify trends and emerging issues relating to architects' compliance
- Engage with research and knowledge gathering about the profession to better understand systemic issues and compliance disposition
- Identify regulatory focus areas as informed by data, research and knowledge gathering and publicise targeted strategies to address these focus areas
- Improve architects' compliance by targeted regulatory activities and education to support behavioural change and encourage voluntary compliance
- Efficiently and effectively manage and respond to complaints and non-compliance
- Continue to regulate the use of the terms 'architect', 'architectural services', 'architectural design services' and 'architectural design'.

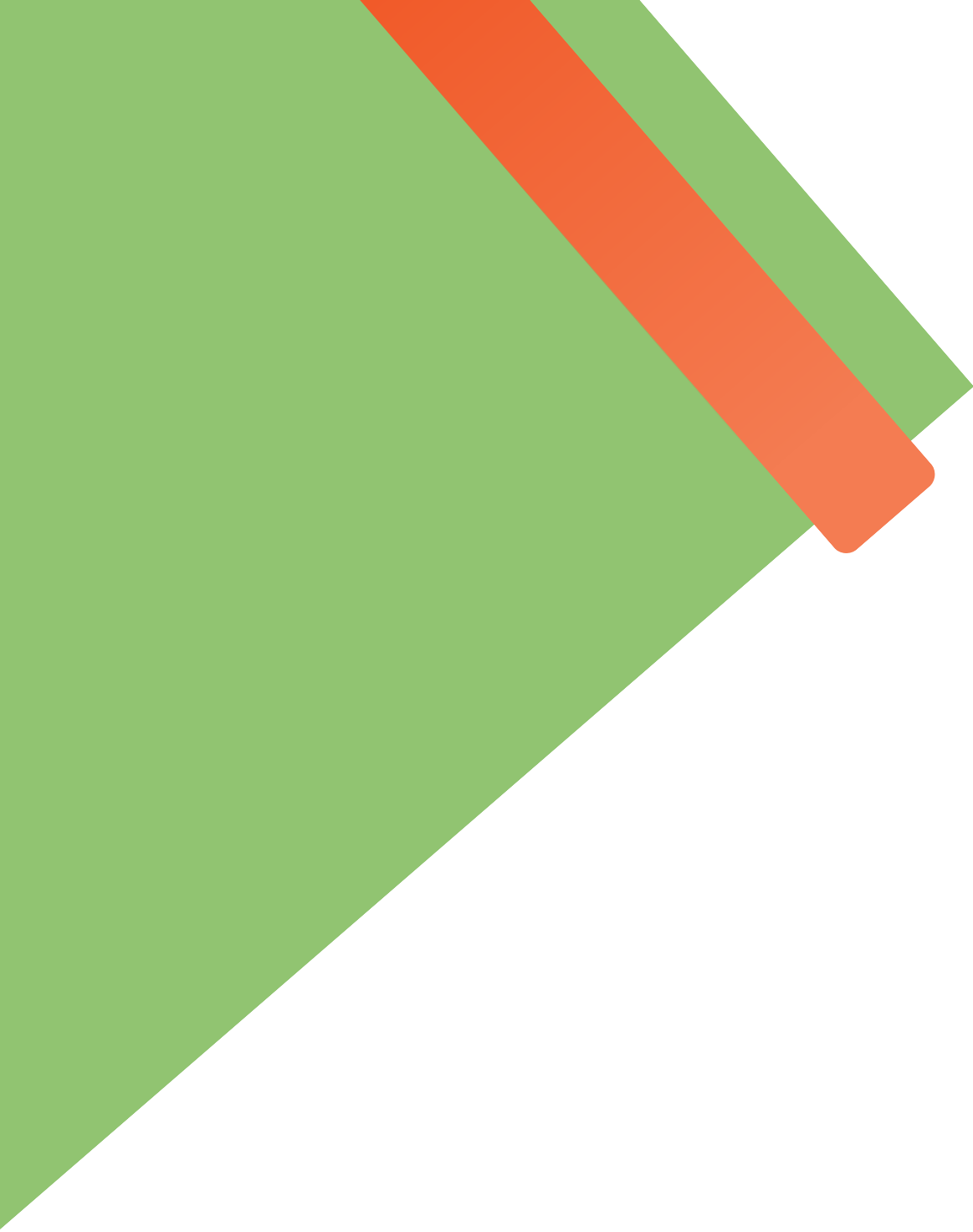
Measures of success:

- Increased data and information are gathered and recorded in the CRM and research and knowledge gathering activities are undertaken to inform regulatory activities
- Targeted strategies to address regulatory focus areas are developed and information, education and guidance about them are publicised and available to the profession
- Participation by the profession in proactive regulatory activities provided by the ARBV and evidence of decreasing non-compliance by architects.

Our strategic enablers

Over the four-year period 2022-2026 we will take the following actions to support this strategy:

- Invest in the ongoing development of our people
- Maintain a high performing, focused and sustainable organisation
- Maintain a staffing model which is aligned to the delivery of the strategic plan
- Effectively prioritise our resources and activities to achieve the ARBV's vision and mission
- Maintain operational systems, policies and processes that are fit for purpose and support effective governance and compliance
- Work with Government to implement a funding model that allows the ARBV to deliver its regulatory strategy and meet community expectations.



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