



# **REGISTERED MASTER ARBORISTS NZ**

## **APPLICATION GUIDE**

**NEW ZEALAND ARBORICULTURAL  
ASSOCIATION INC.**

**VERSION 6.2  
July 2025**



Owned and administered by the  
New Zealand Arboricultural Association Inc. (NZ Arb)

**New Zealand Arboricultural Association Inc. (NZ Arb)**  
**Registered Master Arborists NZ™ (Registered Master Arborists)**

# APPLICATION GUIDE

Owned and administered by the  
New Zealand Arboricultural Association Inc. (NZ Arb)



New Zealand Arboricultural Association Inc.  
PO Box 1193, Nelson 7040



administrator@nzarb.org.nz



www.nzarb.org.nz

## CONTENTS

<b>SECTION 1</b>	What is a Registered Master Arborist?
<b>SECTION 2</b>	The objectives of NZ Arb in promoting Registered Master Arborists
<b>SECTION 3</b>	Benefits for Registered Master Arborists
<b>SECTION 4</b>	Requirements to become a Registered Master Arborist
<b>SECTION 5</b>	Steps to become a Registered Master Arborist
<b>SECTION 6</b>	The Registered Master Arborist assessor
<b>SECTION 7</b>	The assessment audit
<b>SECTION 8</b>	Cancellation or postponement of the assessment
<b>SECTION 9</b>	The mid-term audit
<b>SECTION 10</b>	Renewal of Registered Master Arborists status
<b>SECTION 11</b>	Loss of Registered Master Arborists status
<b>SECTION 12</b>	Transferral of Registered Master Arborists status
<b>SECTION 13</b>	The Registered Master Arborists fee schedule
<b>SECTION 14</b>	Rules for Registered Master Arborists
<b>SECTION 15</b>	Advertising Registered Master Arborist status
<b>SECTION 16</b>	Confidentiality

## APPENDICES

<b>APPENDIX 1</b>	: Definition of terms
<b>APPENDIX 2</b>	: Confidentiality statement
<b>APPENDIX 3</b>	: Business attributes & pictorial portfolio
<b>APPENDIX 4</b>	: NZ Arb code of conduct
<b>APPENDIX 5</b>	: The assessment audit checklist
<b>APPENDIX 6</b>	: Assessment evaluation form
<b>APPENDIX 7</b>	: Application form
<b>APPENDIX 8</b>	: Processes for disputes

# FOREWORD

## HISTORY OF THE REGISTERED MASTER ARBORISTS NZ PROGRAMME

The Registered Master Arborists NZ programme was established by the New Zealand Arboricultural Association in 1993 and was formerly known as the NZ Arb Approved Contractor Programme. By 1996 there were four contractors on the register. In 2022 the programme was rebranded as Registered Master Arborists NZ.

## THE INTENT OF THIS DOCUMENT

It is intended that the *Registered Master Arborists NZ Application Guide* be a living document, reviewed and updated as required. The *Registered Master Arborists NZ Application Guide* will be made available on the NZ Arb website: [www.nzarb.org.nz](http://www.nzarb.org.nz)

## SUBMISSIONS TO THIS DOCUMENT

If you would like to make a submission or comment on the content of this document, or you would like to suggest additional amendments to NZ Arb please make these in writing to;

- 📍 The New Zealand Arboricultural Association  
P.O. Box 1193, Nelson 7040, New Zealand.
- ✉ [administrator@nzarb.org.nz](mailto:administrator@nzarb.org.nz)

Correspondence should be headed; Submissions to the Registered Master Arborists NZ Programme (Guide) and include your name and contact details. Please use the section numbers to identify where your submission relates to or where your submission should be included.

This is **Version 6.2** of the New Zealand arboricultural industry 'Registered Master Arborists NZ Programme' published by the New Zealand Arboricultural Association Inc.

The Registered Master Arborists NZ Programme is available to all arboricultural contracting companies in New Zealand. The assessment criteria are sufficiently flexible to apply to both large and small arboricultural businesses.

The Registered Master Arborists NZ Programme aims to be continuously reviewed, improved and upgraded, and invites the assistance and advice of individuals and organisations engaged in the New Zealand tree care industry.

This version is based on the principles of the previous versions of this programme; however, the criteria have been amended to be more responsive to advances in the tree care industry and to meet current legislative requirements. Registered Master Arborists will be expected to keep abreast of current best practice, technological advances and legislative requirements.

This is a live document which we endeavour to keep updated as the programme evolves. To make a submission on amendments to the programme contact the Registered Master Arborist coordinator at ([administrator@nzarb.org.nz](mailto:administrator@nzarb.org.nz)).

## WHAT IS A REGISTERED MASTER ARBORIST?

- 1.1** A Registered Master Arborist is an arboricultural contracting business that has met, and is required to maintain, a minimum standard of professional knowledge and practical ability at the level of client service that is required in this Registered Master Arborists NZ Programme Guide.
- 1.2** The purpose of the Registered Master Arborists programme is to establish and maintain a high level of public confidence in the arboricultural industry. A list of Registered Master Arborists, with trading name, address, contact numbers and the expiry date of their Registered Master Arborist status is recorded on an Registered Master Arborists register. This register is distributed to local and regional authorities, displayed on the NZ Arb website and published in the industry magazine (Tree Matters).
- 1.3** There is no ranking conferred within the Registered Master Arborists register.
- 1.4** Registered Master Arborist status is valid for a period of up to five years. The association will conduct an audit of each Registered Master Arborist during the third year of the approved period. Upon expiry of the approval period, each Registered Master Arborist can apply for a further term. The aim of the five-year cycle is to ensure that Registered Master Arborists continue to maintain and improve their standards and work methodology.

## THE OBJECTIVES OF NZ ARB IN PROMOTING REGISTERED MASTER ARBORISTS

To improve and foster the professional development of industry members.

### Mission **STATEMENT**

**TO ENCOURAGE, FOSTER, IMPROVE AND  
EDUCATE IN ALL ASPECTS OF  
ARBORICULTURE IN NEW ZEALAND.**

- 2.1** To encourage continuity and excellence in the arboricultural contracting industry throughout New Zealand.
- 2.2** To promote a consistently high standard of arboricultural advice and workmanship to the customer.
- 2.3** To make the Registered Master Arborists programme available to all arboricultural contractors in New Zealand.
- 2.4** To increase public awareness of the importance of appropriate tree care.
- 2.5** To maintain this accreditation programme that allows arboricultural contractors to develop individually within the standards required by the association.



## Section THREE

### Benefits for **REGISTERED MASTER ARBORISTS**



#### The association will:

- 3.1** Acknowledge and promote the listed Registered Master Arborists as providers of a service that is professionally recognised and industry based.
- 3.2** Inform the public about the Registered Master Arborists programme, and the benefits of using a Registered Master Arborist.
- 3.3** Provide a list of Registered Master Arborists to local, regional and government organisations, other relevant organisations, display the Registered Master Arborists list on the association website and publish this list in the industry magazine (Tree Matters) and other related industry organisations and publications, as appropriate.
- 3.4** Allow all Registered Master Arborists the exclusive use of the Registered Master Arborists logo in advertising and promotional material in line with the branding guidelines.
- 3.5** Provide monitoring of contractors on the Registered Master Arborists list as a means of maintaining quality control and the integrity of the Registered Master Arborists programme.

## Section FOUR

### Requirements to become a **REGISTERED MASTER ARBORIST**



#### 4.1 APPLICANT'S QUALIFYING EXPERIENCE

An applicant must have qualifying experience as follows:

##### **EITHER**

- The applying company has a recognised arboricultural qualification (equivalent to NZQA Level 4 advanced certificate) and has been continuously operating as an arboricultural contracting business for a minimum of three years;

##### **OR**

- The applicant has been operating an arboricultural contracting business for a minimum of five years, whether having completed any formal qualifications or not;

##### **OR**

- The equivalent experience or qualifications can be demonstrated by the applicant.



#### 4.2 STAFF QUALIFYING EXPERIENCE

To be eligible and maintain Registered Master Arborist status, where the company principal is not present on the work site, each arboricultural contracting crew must have qualifying experience as follows:-

- A recognised arboricultural qualification (equivalent to NZQA level 4 certificate) and has been continuously working as an arboricultural contractor for a minimum of two years post qualification.
- Or five years continuous experience

In addition to the above requirements, an applicant must satisfy the appointed Registered Master Arborist assessors that the following is provided:



### 4.3 CLIENT SERVICE

Advertising and marketing shall be accurate and of a professional nature. The applicant shall demonstrate a systematic approach to the handling of clients, from initial enquiry to job completion. These areas shall include:

- Job tracking / record-keeping
- Quotations – clear and reasonable
- Contract management
- Recording of customer feedback
- Public liability / Professional indemnity insurance



### 4.4 HEALTH AND SAFETY

The applicant must have documented policies and procedures for managing health and safety in the workplace. The applicant shall provide evidence detailing the handling of policy and procedures that shall include but not be limited to:

- Current Worksite Health & Safety Policy
- Pre-start hazard ID and recording
- Staff PPE provided / recorded / maintained
- Accident reporting and recording
- Equipment inspections
- First Aid Certification / depot first aid kit
- Staff training / warranting records
- Emergency procedures / contact numbers
- Traffic Management Procedures (TMP)
- Utility line clearance written procedures
- A drug and alcohol policy



### 4.5 CODES OF PRACTICE, RELEVANT LEGISLATION AND BEST PRACTICE GUIDELINES

The applicant shall observe, hold copies and adhere to all applicable *Codes of Practice* that relate to the type of work and equipment used by the applicant, as set down by the WorkSafe. All work performed by the applicant shall be of an acceptable standard.

*Examples of completed works and current work in progress shall be evaluated.*

*The applicant must demonstrate familiarity and compliance with any local Government Authority requirements, including district and regional plans and National legislation that are relevant to day-to-day arboricultural operations in the area(s) in which the business conducts its work.*



### 4.6 PLANT AND EQUIPMENT

The applicant shall ensure that plant and equipment owned and operated are safe, suitable and used in accordance with the manufacturer's recommendations. All physical resources shall be compliant with all applicable industry codes of practice and shall all be warrantable for use on the road, holding all applicable certificates and/or warrants of fitness and be fit for purpose.



### 4.7 HUMAN RESOURCE ORGANISATION AND MANAGEMENT

The applicant shall demonstrate competent organisation and management of human resources. For example, keep documentation and records of training in line with Section 4.7 of appendix 5. This list shall be provided, but is not exhaustive.



## 4.8 ARBORICULTURAL STANDARDS

All work performed by the applicant shall be of a quality no less than that prescribed or detailed in relevant and commonly accepted best practice guidelines and arboricultural standards as currently acknowledged by the NZ Arboricultural Association and International Society of Arboriculture.

*Examples of completed works and current work in progress shall be evaluated.*



## 4.9 CONTINUOUS QUALITY IMPROVEMENT

The applicant shall demonstrate continuous improvements of business quality and professional development in keeping with modern trends, methods and techniques of the arboricultural industry.



## 4.10 PUBLIC LIABILITY/PROFESSIONAL INDEMNITY INSURANCE

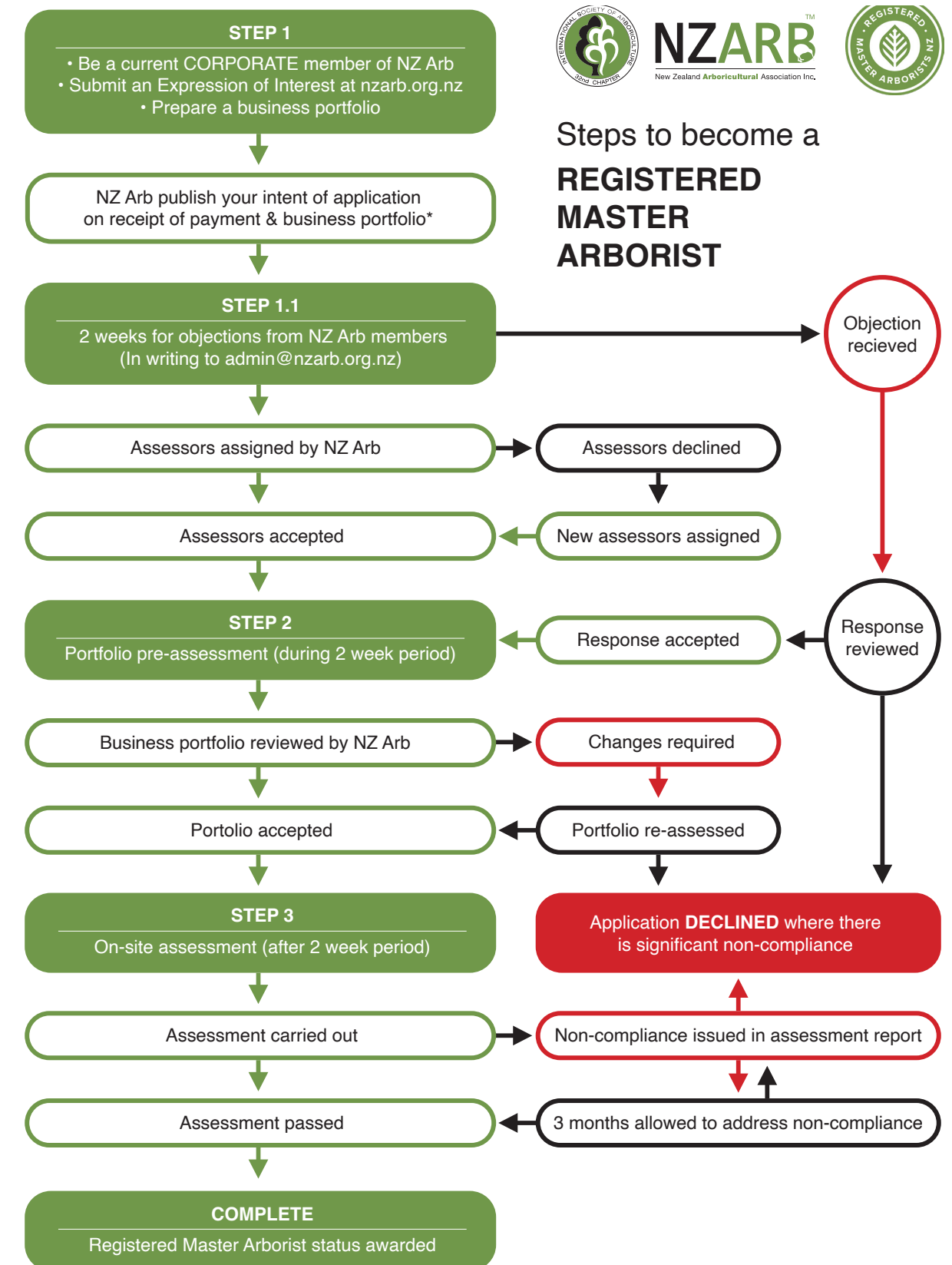
All applicants shall hold adequate public liability and professional indemnity insurance to cover them and their customers for any situation or circumstances that may arise from the services they perform.



## 4.11 DEPOTS

Where applicants have multiple depots, the approval status shall apply only to the individual depot assessed and approved at the time of the Registered Master Arborist audit.

## Section FIVE



## THE REGISTERED MASTER ARBORIST ASSESSOR

- 6.1 The Registered Master Arborist committee shall appoint an impartial assessor/s to each application for Registered Master Arborist status.
- 6.2 The applicant has the right to appeal the initially appointed assessor in writing with valid reasons to the Registered Master Arborist committee. One change of assessor may be acceptable if the committee feel the appeal is justified. Any additional costs incurred shall be agreed upon by the committee and the applicant prior to a new assessor being appointed.
- 6.3 The primary role of the assessor is to assess the applicant's ability to meet the criteria required by the Registered Master Arborist programme.
- 6.4 The applicant has the right to expect that his/her assessment and any documentation provided will be treated confidentially, and used solely for the purpose of the accreditation process.
- 6.5 The assessor will provide a copy of the assessment report to the applicant following the assessment, together with any recommendations.
- 6.6 In the event of a dispute, the applicant may appeal to the Registered Master Arborist committee.
- 6.7 The decision of the NZ Arb Association Executive Committee is final.

## THE ASSESSMENT AUDIT



- 7.1 The assessor, having viewed the submitted business portfolio, also requires evidence of the criteria prescribed in Section Four (appendices 3 and 5).
- 7.2 The applicant will submit examples of current and previous tree work that demonstrate the range of arboricultural services indicated on the application. The assessor and applicant will view these examples as part of the onsite assessment. Photographic evidence shall be provided by the applicant as a means of demonstrating the 'before and after condition' and the techniques used in the examples of previous work. See appendix 5 for breakdown of techniques required for assessment.
- 7.3 The applicant shall demonstrate their arboricultural abilities, safe tree work practices and procedures with examples of work in progress. Such work shall be organised and undertaken by the applicant, and/or by the applicant's staff. The range of procedures that need to be demonstrated are listed in the assessment checklist in appendix 5 of the Registered Master Arborists NZ Guide.



## CANCELLATION OR POSTPONEMENT OF THE ASSESSMENT

- 8.1** The applicant has the right to cancel the assessment at any stage.
- 8.2** Application fees, minus any administration costs, will be refunded if the applicant cancels at least one calendar month before the scheduled assessment date.
- 8.3** A partial refund of fees may be paid if cancellation by the applicant occurs within one calendar month before the assessment date.
- 8.4** Cancellation of the assessment may be made by the Registered Master Arborist committee at any point up to and including the assessment date, if the applicant:
- a) Exhibits conduct which, in the opinion of the association and the appointed assessor, may bring the association or the standing of the Registered Master Arborist programme into disrepute;
  - b) Carries out recent work that is, in the opinion of the Registered Master Arborist committee and the appointed assessor, of an unacceptable standard.
- 8.5** A refund of the assessment fee, minus any administration costs, shall be at the discretion of the Registered Master Arborist committee.
- 8.6** The application will lapse if the assessment and audit are not completed within one calendar year after publication of the notice of intent, and after six months where an audit requires re-assessment in areas of minor non-compliance. Failure by the applicant to meet these requirements will result in total loss of fees and render the application void.
- 8.7** Postponement of 'work in progress' due to extenuating circumstances, such as extreme weather events, will be agreed between the applicant and the assessor on the assessment day. The assessment may be rescheduled for a mutually agreed date. The Registered Master Arborist committee will consider reasonable circumstances which may arise on a case-by-case basis.
- 8.8** Postponement of the assessment by the assessor shall not incur additional fees for the applicant.

## AUDITING

- 9.1** A midterm audit of all Registered Master Arborists shall be conducted during the Registered Master Arborist status period.
- 9.2** The Registered Master Arborist will be notified in writing prior to the midterm review. The cost of the midterm audits shall be met by the Registered Master Arborist (see fee schedule - Section Thirteen).
- 9.3** Additional audits may be conducted at any time by the Registered Master Arborist committee during the Registered Master Arborists status period. NZ Arb reserve the right to carry out further audits and request documentation to ensure continued compliance status.

## RENEWAL OF REGISTERED MASTER ARBORIST STATUS

- 10.1** Notice of the requirement to renew current Registered Master Arborist status will be given in writing six months prior to the end of the five-year Registered Master Arborist period.
- 10.2** Renewal of Registered Master Arborist status must be applied for at least 90 working days prior to the end of the five-year Registered Master Arborists period.
- 10.3** An assessment for renewal should be carried out prior to expiration of the five-year period, otherwise the Registered Master Arborist status is deemed to have expired. The intention will be that the audit be conducted within 90 days

## Loss of REGISTERED MASTER ARBORIST STATUS

*A Registered Master Arborist may be suspended or may lose Registered Master Arborist status on the following grounds:*

- 11.1** A breach of the code of conduct of the association.
- 11.2** Any conduct which, in the opinion of the executive of the association may bring the association or the standing of the Registered Master Arborist programme into disrepute.
- 11.3** Failure to comply with or to maintain the criteria as set out in Section Four of the Registered Master Arborist Approval Guide.
- 11.4** Registered Master Arborist status will be withdrawn if a Registered Master Arborist has not been actively engaged in the arboricultural industry for a period of more than one calendar year.
- 11.5** Failure to maintain experienced or qualified staffing levels to the standard of the performance criteria of the Registered Master Arborist programme.
- 11.6** Failure to pay the annual Registered Master Arborist programme fee.
- 11.7** Failure to comply with all relevant legislation as outlined in Section Four.

## TRANSFERRAL OF REGISTERED MASTER ARBORIST STATUS / SALE OF A REGISTERED MASTER ARBORIST BUSINESS

*It is the responsibility of the new owner to advise NZ Arb of the sale of the business*

- 12.1** Registered Master Arborists shall notify NZ Arb or the Registered Master Arborist committee chairman when the business is sold to a third party.
- 12.2** Registered Master Arborist status shall not be transferred without the written consent of the NZ Arb executive committee. The association maintains the right to impose conditions of consent on any transferral of Registered Master Arborist status.
- 12.3** The NZ Arb Association retains the right to reassess Registered Master Arborist status in the event of a change in management or the sale of a Registered Master Arborist business. Failure to comply will result in the loss of this status.
- 12.4** The cost incurred in the transferral of Registered Master Arborist status shall be the responsibility of the new owner or manager

## REGISTERED MASTER ARBORIST FEE SCHEDULE

*The cost to applicants seeking to become a Registered Master Arborist is outlined below. Some fees are fixed, with other costs varying depending on the location of the applicant and the size of the business being assessed. All fees are GST exclusive.*

- 13.1** Applicants must be a current corporate member of the NZ Arb Association at the time of application.
- 13.2** Annual Registered Master Arborist fee – \$1,300.00 exclusive of GST (fixed cost per annum and minimum of five years), includes NZ Arb Association corporate membership of up to 50 FTE's. This fee contributes to administration of the programme and advertising and promotion of the Registered Master Arborists in related industry publications and to councils around New Zealand. Consumers will be encouraged to contact an Registered Master Arborists in their area. This also includes the mid-term and five year assessment expenses.
- 13.3** The association reserves the right to adjust the fee schedule at any time.
- 13.4** The association reserves the right to charge a fee to the Registered Master Arborist to investigate a dispute by a customer (maximum fee \$1,200.00 exclusive of GST).
- 13.5** All fees plus GST are payable prior to publication of notice of intent, appointment of assessors, any depot and site audits being scheduled, or approval of Registered Master Arborist transfers.

## RULES FOR REGISTERED MASTER ARBORISTS

- 14.1** Registered Master Arborists shall indemnify the NZ Arb Association and the Registered Master Arborist committee from any liability that may result from the services they perform.
- 14.2** Being a Registered Master Arborist does not confer any ranking on the Registered Master Arborists register.
- 14.3** By signing and applying for assessment under the Registered Master Arborists programme, and by accepting Registered Master Arborist status, the contractor agrees to all terms and items within this guide (specific document version at the time of approval).
- 14.4** Registered Master Arborists shall keep up to date with any changes to the Registered Master Arborist programme. An up-to-date version of the Registered Master Arborists approval guide will be kept on the NZ Arb website and the current document will be issued with annual payment of membership.

## ADVERTISING REGISTERED MASTER ARBORIST STATUS

- 15.1** Contractors who have been awarded Registered Master Arborist status have the right to promote their status in accordance with the branding guidelines
- 15.2** Any contractor who needs clarification of the terms and conditions of advertising should refer to the NZ Arb / Registered Master Arborist branding guidelines.

## CONFIDENTIALITY

- 16.1** In seeking Registered Master Arborist status, the applicant is allowing their business systems and services to be reviewed by a mutually agreed-upon industry peer (the appointed assessor).
- 16.2** NZ Arb ensures that all involved with the Registered Master Arborist programme shall respect business and individual confidentiality.
- 16.3** In the case of disputes, the matter shall be heard in a confidential forum by the executive committee of the NZ Arb Association.
- 16.4** The executive officers of the NZ Arb Association, Registered Master Arborists committee and assessors shall respect the issue of confidentiality at all times. See 16.2 above.
- 16.5** Prior to the commencement of an assessment, both the applicant and the assessor are required to complete and sign a confidentiality statement (see appendix 2).
- 16.6** Information and records held about this programme will be available only to the NZ Arb executive committee, the Registered Master Arborists committee and the Registered Master Arborists assessors assigned to each application. Hard copies of documentation provided will be initialled and returned to the applicant within 20 working days. Electronic copies shall be held in NZ Arb's password-protected document management system.



DEFINITION OF TERMS

<b>RMANZ</b>	Registered Master Arborists NZ Programme.
<b>RMANZ Application Guide</b>	This publication, or any subsequent amendments.
<b>RMANZ Committee</b>	A committee made up of a minimum of three persons and maximum of five. The Registered Master Arborists Committee shall be made up of at least one current association executive committee member, one industry representative and at least one current Registered Master Arborist in good standing.
<b>RMANZ Coordinator</b>	A member of the RMANZ committee whose responsibility is to administer and oversee the RMANZ processes.
<b>Applicant</b>	The applicant is the principal of the enterprise applying for Registered Master Arborist status. This can include an independent owner /operator or the depot manager where the arboricultural firm is part of a wider business entity. Where a contractor has multiple depots, the applicant is the depot manager of the operation for that geographic region and must meet the requirements of Section 4.1 of this guide to be eligible for Registered Master Arborist status.
<b>Registered Master Arborist Status</b>	Accreditation given by the NZ Arboricultural Association to a contractor who meets and maintains the criteria and requirements as prescribed in the RMANZ Guide. Where companies have multiple depots, the approval status shall apply only to the individual depot assessed and approved.
<b>Registered Master Arborists Register</b>	A record of all the current Registered Master Arborists, stating their full name, trading name and addresses, phone numbers and the expiry date of their Registered Master Arborist status.
<b>Assessor</b>	An appointed person who has been engaged to carry out

**Assessment Audit Date**

assessments of RMANZ applications.

**Assessment Report**

The day on which the depot and crew examinations take place.

**Confidentiality Statement**

A report completed by the assessor following the assessment to provide comments to the applicant.

**Foreman**

A written statement completed by the assessor and the applicant to ensure non-disclosure of sensitive information

**Human Resources**

Site foreman may also be referred to as crew leader and is that person who is in charge of the onsite operations.

**Notification of Intent**

Staff, employees (full and part-time), contractors and/or sub-contractors employed by the applicant.

**NZ Arb**

Notification to the association membership of the intent by an applicant to apply for Registered Master Arborist status. This shall be by way of publishing on the association website and in Tree Matters magazine and association newsletters.

**Physical Resources**

New Zealand Arboricultural Association Inc.

**Plant**

Any equipment and machinery used in the day-to-day operations.

**Previous Work**

Any plant, buildings and land.

**Training**

Work carried out by the applicant within one calendar year before the date that the applicant registers their intent to apply for Registered Master Arborist status.

Shall be taken to mean any documented training or course of study designed to advance arboricultural knowledge.

CONFIDENTIALITY STATEMENT

INTRODUCTION

An assessor for NZ Arb’s Registered Master Arborist programme is required to access information that is commonly regarded as confidential to the applicant. This includes financial and client records.

In signing a contract to act as an assessor for the association’s RMANZ, the assessor agrees to respect the applicant’s confidentiality.

Furthermore, documentation submitted by the applicant and the assessment report completed by the assessor shall be viewed only by the applicant, RMANZ co-ordinator and committee. The content of all material shall be regarded as confidential.

Prior to commencing an assessment, the appointed assessor and the applicant are asked to complete the following statement:

CONFIDENTIALITY STATEMENT

With regard to this assessment visit undertaken at \_\_\_\_\_,  
it is understood by the assessor and the applicant that the documentation sighted and verbal responses to questions will be considered as confidential, respecting that the assessor must complete a report for the association which is a true reflection of the findings established during the visit

Signed: \_\_\_\_\_ (Assessor)

Signed: \_\_\_\_\_ (Assessor)

Signed: \_\_\_\_\_ (Applicant)

Of: \_\_\_\_\_ (Trading Name)

On: \_\_\_\_\_ (Date)

This statement is to be completed in duplicate. One copy is to remain with the applicant. The second copy is to be returned by the assessor to the RMANZ coordinator.

BUSINESS ATTRIBUTES & PICTORIAL PORTFOLIO

INTRODUCTION

The applicant shall prepare a business attributes portfolio to submit with their application for assessment. The information submitted by the applicant is to give the assessor a clear understanding of the applicant’s business prior to a physical visit. **A pictorial portfolio illustrating the full range of services provided by the applicant shall also be submitted (see appendix 5, Section B).** If the assessor feels the applicant is not ready for assessment, then more information may be requested. The following is a guide outlining the scope of this company profile. The applicant’s business attributes portfolio should include, but not be limited to a description of:

- 1. **BACKGROUND**
  - a. Company mission statement
  - b. Company history
  - c. Organisational structure
  - d. Qualifying criteria as set out in 4.2 of the Registered Master Arborist Guide
- 2. **CLIENT SERVICE**
  - a. Job tracking
  - b. Quotations – clear and reasonable
  - c. Contract management
  - d. Customer feedback recording
  - e. Public liability / Professional indemnity
- 3. **HEALTH AND SAFETY**
  - a. Current Worksite Health and Safety Policy
  - b. Pre-start hazard ID and recording
  - c. Staff PPE provided, recorded and maintained
  - d. Accident and incident reporting and recording
  - e. Equipment inspection records and recording
  - f. First aid certification / depot first aid kits
  - g. Staff training / warranting records
  - h. Emergency procedures / contact numbers
  - i. Traffic Management Procedures (TMP)
  - j. Drug & Alcohol Policy
  - k. Arboriculture Pruning Standards & Publications

#### 4. RELEVANT LEGISLATION / CODES OF PRACTICE / INDUSTRY STANDARDS

- a. Health and Safety at Work Act 2015
- b. Resource Management Act 1991
- c. Property Law Act 2007
- d. CoPTTM (Code of Practice for Temporary Traffic Management)
- e. Electricity (Hazards From Trees) Regulations 2003
- f. CoP Arboriculture Part 1 & 2
- g. Regional / Local District Plan Tree Rules
- h. Local Authority Tree Policies and Strategies
- i. Department of Labour Approved CoP for EWP and Cranes (November 2009)
- j. National, Regional and Local Plant Pest Lists

#### 5. PLANT AND RESOURCES – VEHICLES AND MACHINERY

- a. Specialist tools and equipment storage
- b. All vehicles displaying current certificate / WoF
- c. Professional presentation and roadworthiness
- d. First aid kit / emergency procedure in all vehicles
- e. Motor vehicle insurance / public liability
- f. Yard and workshop – secure, safe, tidy

#### 6. HUMAN RESOURCES

- a. CV – qualifications / skills of principal and staff
- b. Accurate and up-to-date staff training records
- c. Induction / safety systems for new staff
- d. Written employment contracts / job descriptions
- e. Staff performance appraisals
- f. On-going training / quality improvement
- g. Crew adequately trained / equipped for the job

Assistance in the preparation of this attributes package can be sought from the RMANZ co-ordinator, the association, a RMANZ assessor or an external contractor.

### THE NEW ZEALAND ARBORICULTURAL ASSOCIATION INC CODE OF CONDUCT

This code shall apply to all members of the association professionally concerned with arboriculture, including students and honorary members. The underlying principle is that public confidence in the service provided by the association shall be enhanced and that no members shall conduct themselves in such a way that the member, the association or the profession is brought into disrepute.

1. A member shall perform only those services that are within the member's competence to perform.
2. Every member shall uphold the dignity of the industry and the association and its other members. Every member shall strive to add to the increasing knowledge in arboriculture and to related topics for the benefit of the association.
3. A member will conduct all matters relating to technical arboricultural activities, business operation and civic responsibilities in a manner that will uphold the status of the arboricultural industry.
4. A member shall duly acknowledge assistance from other members.
5. A member will further the interests of arboriculture by the interchange of information and experience with other arborists, and will actively contribute to the work of arboricultural associations, schools of instruction and publications.
6. A member will strive for increasing knowledge of arboriculture, and will be instrumental in research and field tests of new equipment and tree maintenance techniques where feasible and appropriate.
7. Member arborists employed in public businesses shall, when contracting with other arborists, exercise fairness and impartiality.
8. A member will, when serving as an expert witness on any matter relating to arboriculture, base all testimony on an adequate knowledge of the subject and facts which can be substantiated, and render an opinion according to his or her honest convictions.

APPENDIX 5

ASSESSMENT AUDIT CRITERIA CHECKLIST

Company: \_\_\_\_\_

Depot Address: \_\_\_\_\_

Staff Assessed: \_\_\_\_\_

Practical Assessment Location: \_\_\_\_\_

Item	Demonstrate (D) or Portfolio (P)		Comment
Section 4.3 to 7.2 A & B - 100% of criteria to be met (unless not an offered service***) Section 7.2 C & D - Oral Assessment - 8/10 topics to be answered satisfactorily			
4.3	Client Service	D	P
	Job tracking / record-keeping		
	Contract management		
	Customer feedback recording		
	Concise quotations		
	Public liability / Professional indemnity insurance		
	Company history		
	Website		
4.4	Health and Safety	D	P
	Current Worksite Health & Safety Policy understood / available		
	Pre-start Hazard ID and recording		
	Staff PPE provided / recorded / maintained		
	Accident and incident reporting		
	Equipment inspection records		
	First Aid Certification / depot first aid kit		
	Staff training / warranting records		
	Emergency procedures / contact numbers		
	Traffic Management Procedures (TMP)		
	Drug and alcohol policy		
***	Utility Line Clearance written procedures		
4.5	Legislation / Codes of Practice / Standards	D	P
	Health and Safety at Work Act 2015		
	Resource Management Act 1991		
	Property Law Act 2007		
	Waka Kotahi NZ Transport Agency CoP for Temporary Traffic Management		
	Electricity (Hazards from trees) Regulations 2003		
	Approved COP Arboriculture Part 1 & 2		
	Regional / Local District Plan Tree Rules		
	Local Authority Tree Policies and Strategies		
	Approved CoP for EWP and Cranes (Nov 2009)		
	National, Regional and Local Plant Pest Lists		
	Arboriculture Pruning Standards or Publications		
4.6	Plant and Resources - Vehicles & Machinery	D	P
	Specialist tools and equipment storage		
	Vehicles displaying current Certificate / WoF		
	Professional presentation and roadworthiness		
	First Aid Kit / emergency procedure in vehicles		
	Motor vehicle insurance / Public Liability		
	Yard & Workshop - secure / safe / tidy		
***	Live line tool certification		
4.7	Human Resources		
	CV - qualifications / skills of principal staff		
	Accurate and up-to-date staff training records		
	Induction / safety systems for new staff		
	Written employment contracts / job descriptions		
	Staff performance appraisals		
	Ongoing training / quality improvement		
	Crew adequately trained / equipped for the job		

Tick here if additional sheets used

☐☐

Tick here if additional sheets used No. of additional sheets (sign & date all sheets & include company applying)

☐☐

Company: \_\_\_\_\_

Depot Address: \_\_\_\_\_

Staff Assessed: \_\_\_\_\_

Practical Assessment Location: \_\_\_\_\_

Item	Demonstrate (D)		Comment
7.2	Arboriculture Techniques Work in Progress	D	
A	Details - Assessor must observe on site		
	Quotations – clear and reasonable		
	Consent on site (if required)		
	Site organization – safe and effective		
	Emergency procedures / contact numbers		
	Pre-start check of tools and equipment		
	Pre-start hazard ID and recording		
	Roles and communication clearly understood Correct PPE available and in use		
	Traffic and pedestrian safety and control		
	Rigging – ropes appropriate and set up correctly		
	Climbing – in accordance with industry standards		
	Safe use of chainsaws / chippers / ladders		
	Controlled sectional stem / branch removal Controlled lowering with ropes / and-or winch		
***	Utility Line Clearance procedures		
B	Item	D	P
	Crown lifting / cleaning / thinning		
	Branch end-weight reduction		
	Reduction pruning		
***	Cable and rod bracing / branch propping		
***	Root pruning		
***	Tree planting / staking / mulching		
***	EWP (must also see written procedures)		
***	Stumpgrinding		
Oral Assessment - potential topics to discuss with staff on site / site foreman / company principal			
C	Utility Arboriculture	DKO	
	Evidence of Network authority approval		
	Electrical hazard assessment / circuit ID		
	Electricity (Hazards from Trees) Regulations 2003		
	Minimum approach distances / close work zones		
	Safe use of insulated tools / use of EWP		
	Arboricultural Code of Practice – Part II		
	Utility Line Clearance procedure		
D	Amenity Arboriculture;	DKO	
	Current Worksite Health & Safety Policy		
	Induction / safety systems for new staff		
	Local Authority / District plan tree rules		
	Tree Identification – use of Botanical names		
	Minimum approach distances / Circuit ID		
	General tree knowledge		
	DKO - local and regional pest plant lists		
Key			
	EWP - Elevated work platform		DKO - Demonstrate Knowledge of
***	Contractor does / does not offer this service		Contractor did / did not demonstrate

Tick here if additional sheets used

☐☐

Tick here if additional sheets used No. of additional sheets (sign & date all sheets & include company applying)

☐☐

Assessor 1: \_\_\_\_\_

Signature: \_\_\_\_\_

Dated: \_\_\_\_\_

Assessor 2: \_\_\_\_\_

Signature: \_\_\_\_\_

Dated: \_\_\_\_\_

Assessor 1: \_\_\_\_\_

Signature: \_\_\_\_\_

Dated: \_\_\_\_\_

Assessor 2: \_\_\_\_\_

Signature: \_\_\_\_\_

Dated: \_\_\_\_\_



ASSESSMENT EVALUATION FORM

This questionnaire has been developed to provide feedback to the association about the Registered Master Arborists programme. The Registered Master Arborists programme is a quality assurance programme for the tree care industry and therefore, it is imperative that it is reviewed by its users to assist with ongoing development.

This questionnaire seeks your comments about the RMANZ and the assessment visit. On receipt of the Registered Master Arborist status awarded to the business and the assessment report, you will be asked to complete Part B of the assessment evaluation form.

Name of Applicant \_\_\_\_\_

Trading Name \_\_\_\_\_

Assessor \_\_\_\_\_

Assessment Date \_\_\_\_\_

THE ASSESSMENT PROCESS

1. How has the assessment process influenced your operation?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Do you feel you were provided with appropriate information to assist you to work through the process of the assessment? Please give details of areas where you would appreciate further guidance.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

ORGANISATION OF THE ASSESSMENT

3. Was there adequate time to prepare for your assessment, once you had applied?

4. Were you provided with adequate information about:

(a) The assessment? \_\_\_\_\_

(b) The requirements of the assessor? \_\_\_\_\_

THE ASSESSMENT VISIT

5. Did you feel the assessor had adequate and appropriate information prior to visiting your business? Please provide reasons for your answers.

\_\_\_\_\_

\_\_\_\_\_

6. What did you (and the personnel in your business) see as the role of the assessor prior to the assessment?

\_\_\_\_\_

\_\_\_\_\_

7. Was your perception altered during or following the assessment?

\_\_\_\_\_

\_\_\_\_\_

8. Please comment on the assessor’s professionalism, ability to ask questions and ability to provide adequate answers to any of your questions.

\_\_\_\_\_

\_\_\_\_\_

9. Please make any further comments you wish about the Registered Master Arborists assessment process and/or the assessor.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

THE ASSESSMENT REPORT

10. Is the assessment report acceptable in its presentation and format? Please provide reasons for your answer.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

11. Do you feel the report is an appropriate tool to assist your business to continue to work through the Registered Master Arborists process? Please provide reasons for your answer.
- 
12. Will your business re-apply for a further assessment at the termination of the period for which it has currently been awarded approval status?\_\_\_\_\_
13. Please make any further comments you wish about the assessment report and/or the Registered Master Arborists programme.
- 

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this form within seven days of the assessment to:

The Registered Master Arborists NZ Programme Coordinator  
New Zealand Arboricultural Association  
PO Box 1193  
Nelson 7040  
New Zealand

APPENDIX 7

NZ ARB REGISTERED MASTER ARBORIST APPLICATION FORM		
Name of company:		
Physical Address:		
Postal Address:		
Phone:		
Email:		
Fax:		
Contact Person:		
Location for Inspection:		
Fee Included? (circle answer)	Yes / No – Invoice required	
Portfolio Included?		
Evidence photographed?		
Number of Years Trading as an Arboricultural Business:		
Range of Services Provided:	Amenity tree planting, pruning and removal	Y / N
Additional Services Provided:	Cable / rod bracing	Y / N
NB. Consultancy Services are not assessed or approved under the Registered Master Arborists programme	Root pruning / cavity treatments / soil amendment	Y / N
	Mature tree transplanting	Y / N
	EWP / Cranes	Y / N
	Electrical / Utility Arboriculture	Y / N
We, the undersigned, agree to all terms and items in the Registered Master Arborists Guide and application for Registered Master Arborist status		

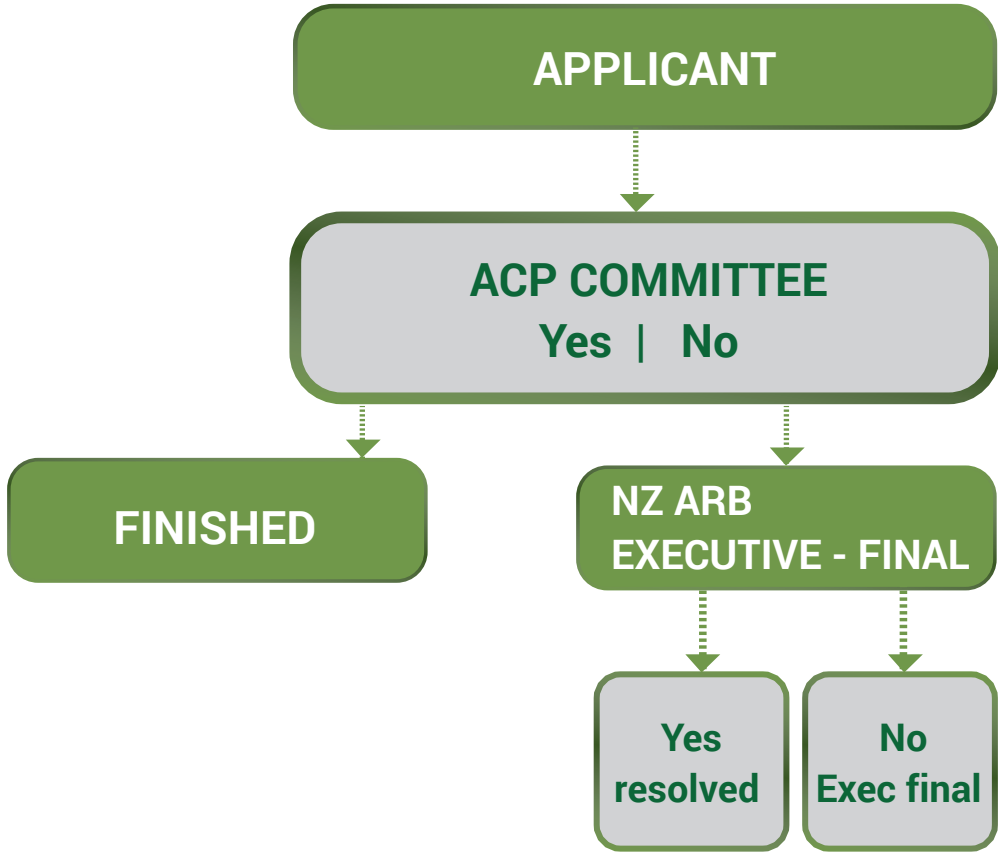
Print Name (Principal)

Signature (Principal)

Dated

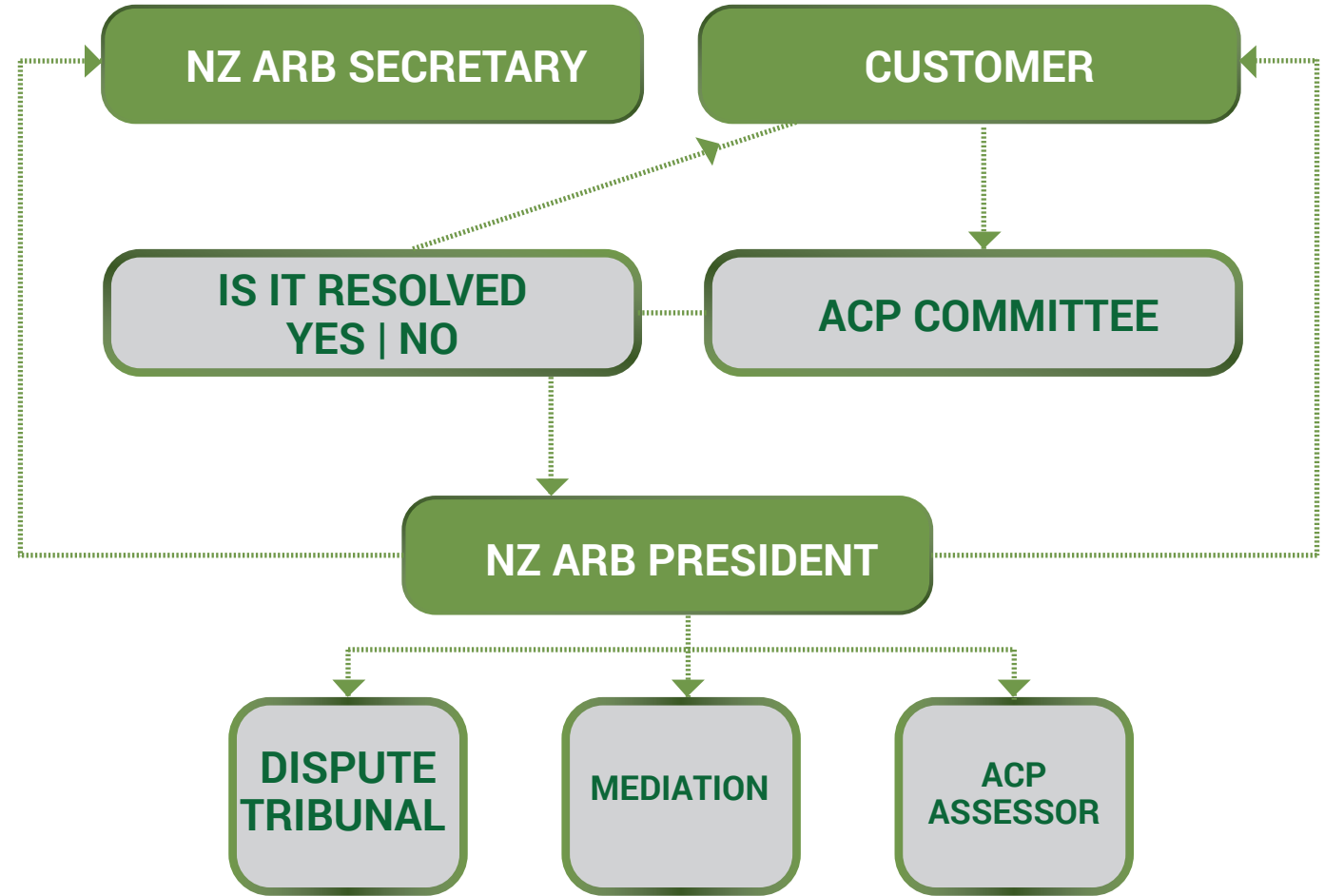
## PROCESS FOR DISPUTES

## APPLICANT DISPUTE PROCESS



## PROCESS FOR DISPUTES

## DISPUTES FOR CUSTOMERS



**LIST OF DOCUMENT UPDATES**

**03/08/2021 - 5.1.1:** Added “The requirement for secondary branches of an existing Registered Master Arborists NZ to undertake the Notice of Intent stage of the approval process shall be at the complete discretion of the RMANZ Committee” (Section 5, page 13)

**22/07/2022 - 5.2:** Reformating of the application form and appendix 3. Aligned section 4 to appendix 5 numbering.

**01/11/2022 - 6.0:** Rebranding with Registered Master Arborists NZ logos and terminology throughout.

10/02/2023 - 6.1: Updated flow chart to 4 week period. Updated pages 27 and 30 appendix items. Updated form title.

01/07/2025 - 6.2: Updated flow chart to 4 week period.



