

**THE CHARTERED INSTITUTE OF BUILDING
AWARDING ORGANISATION**

External Verification Policies & Procedures

CIOB Level 3 Certificate in Supervising Construction Works to Existing Buildings and Structures

CIOB Level 3 Diploma in Construction Site Supervisory Studies

CIOB Level 4 Certificate in Construction Site Management

CIOB Level 4 Diploma in Construction Site Management

CIOB Level 4 Graduate Conversion Certificate



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This documentation is available online or by making a request directly to the Awarding Organisation awardingorg@ciob.org.uk

1. THE EXTERNAL VERIFICATION PROCESS

The external verification system forms part of the CIOB quality assurance procedures and supports the maintenance of its qualification standards. Through the sampling process, external verification assures the consistency of marking and assessment. The EV process also ensures that the course administration, delivery and quality assurance systems are adequate in all approved centres. External verification also ensures that centres are acting in accordance with regulatory and Centre Agreement conditions. External verifiers will only visit centres with current registered students or centres requiring certification approval, therefore, the centres current delivery status must be notified to the awarding organisation. Results will not be issued until confirmed by the external verifier.

CIOB external verifiers are subject experts and are responsible for conducting visits to CIOB approved centres to monitor and evaluate the quality and consistency of assessment practices and procedures. Their duty is to approve certification and to inform the CIOB of the performance of its centres in maintaining a consistent application of standards and to provide assurance that they continue to operate in accordance with CIOB approved centre requirements. EVs are required to notify the responsible officer promptly where there are concerns with the ability of the centre to meet the requirements.

Overview:

Stage 1 - Arrangements

Each external verifier is allocated their centres by the awarding organisation. Recorded data is sent to every external verifier relating to each of their centres for current learner registrations and previous certifications. The external verifier then discusses with the centre to:

- agree a visit date, time and visit plan and to inform CIOB of the arrangements,
- review marked assignments, a sample of which should be internally verified preferably via CIOB Moodle,
- agree scope of systems visit, verification and sampling activities not already carried out,
- outline the requirements of the centre detailing the inspection documents required on the day
- Provide advice and guidance as necessary.

Stage 2 - Preparation

- Review previous report(s),
- ensure internal verification records for evaluation are available via preferably Moodle,
- ensure information on the assessments for evaluation are available preferably via Moodle.

Stage 3 – Review - Assessments

- Review of student assessments via CIOB Moodle.

If the Centre has been unable to provide students assessments via Moodle, an additional visit may be required to carry out the sampling and this will usually incur a fee.

Stage 4 – Review – processes and systems

- Review of centre agreement criteria,
- review of centre systems and processes,
- inspection and approval of internally set assignments or changes to CIOB assignments,
- interview with learners and teachers.

Final Stage – discussion, report and support

- Discussions of findings and support to centre,
- advise and set sanctions if required,
- agree action plan,
- advise of any further visits required,
- complete report,
- issue report to the centre,
- monitor centre compliance,
- provide on-going support to centre.

2. REQUIREMENTS FOR EXTERNAL VERIFICATION

The CIOB is committed to ensuring that the standard of its qualifications are maintained at a national level. External verifiers are appointed to undertake inspections at each CIOB approved centre. Centres are expected to notify external verifiers if the course provision is amended in any way as some changes in the provision may affect the centre's approval status such as:

- Change of name or address of centre,
- change of contact, and their contact details for the centre,
- change in staffing resources, this includes directors and senior management,
- change in physical resources,
- change in delivery site e.g. franchise to satellite sites or subcontracted providers without prior written permission.

Centres are expected to provide annually, any internally set assignments to be presented at the External Verifiers Standardisation Forum for sampling. The external verifiers must ensure that all internally set assignments map to the syllabus meeting all the learning outcomes. These should be uploaded to CIOB Moodle for review by the EVs. Centres not using Moodle will be expected to provide copies to their external verifier.

3. EXTERNAL VERIFICATION INSPECTIONS

Inspections are undertaken annually. The review is carried out generally mid-way through the academic year to provide the college with sufficient time to commence the programme of course delivery, and to adequately prepare for the external verification inspection. It also allows for any procedural issues to be dealt with by course tutors so avoiding any long-term damage to the structure or content of course provision. The exact frequency and duration of external verification visits must reflect the centre's performance, volume and throughput of learners. Additional visits throughout the year may be necessary to monitor centres progress in complying with criteria or to provide support to an urgent issue. Additional visits may incur a separate fee and must be approved by the CIOB before

arrangements commence. For new centres, an initial visit will be made usually within two months of launching a course or after the first unit has been completed, which will allow the external verifier to review approval and agreement criteria and to confirm the centre is meeting this. Where there are serious discrepancies between the approval and current practices, the CIOB must be promptly notified. At the end of the visit the external verifier will discuss the conclusions and agree an action plan with centre staff if necessary.

The CIOB will take action where centres fail to provide access for the purposes of visits undertaken by external verifiers and the qualification regulators. This includes access to premises, records, information, learners and staff.

The external verifier must ensure that the centre is fully notified in advance of the planned activity in order to agree the scope of the visit, the verification and any sampling activities that will take place. The course leader who is responsible for the day-to-day management and delivery of our qualifications will be the main point of contact. A pro-forma is provided to external verifiers and includes the following:

- Covering letter detailing visit requirement, date and time of inspection.
- CIOB external verifier centre information (including centre details, contacts and evidence criteria, with previous actions).
- Description of the inspection documents required at the time of visit.

The process of external verification will normally be regarded as a full day of inspection of systems and processes. The sampling of assessments can take place remotely via the CIOB on line learning portal Moodle or during the visit. Additional time may be required should this be the initial visit or an inspection to follow up sanctions.

The awarding organisation is required to ensure there are secured systems in place with regards to confirming the results of learners. Before inspection, each external verifier will be provided with a list of registered students and previous certifications. This information is to be used by the external verifier to select the samples for inspection.

The external verifier should inspect any centre set assignments and any amendments to the assignments which are set by the CIOB. Centre set assignments must be approved by the external verifier to ensure that they meet the required level, are unambiguous and are standardised to the correct formulae governed by the awarding organisation. Standard assignment templates are issued to centres so the correct format is consistently used throughout centres.

It is essential that the external verifier obtains details of the assessment and internal verification processes prior to the inspection to ensure that these can be fully evaluated and discussed during the visit. This will maximise the effectiveness of the meetings and ensure time is efficiently spent. Where an external verifier consistently disagrees with the assessment decisions made by an approved centre, the matter may be referred to the chief external verifier.

As part of the visit the external verifier will arrange to meet those involved with the delivery of the qualifications.

Students will be asked for their views on their learning experience, including the quality, quantity and effectiveness of the teaching methods, the support provided, the clarity of the given tasks and the

outcomes required. They will also be asked for their views on their understanding of grading criteria, quality and timeliness of assessor marking and feedback (including internal verification) and the appropriateness of the resources to support teaching and learning. Delivery staff will be asked for their views on the organisation of the qualifications' delivery, teaching materials, awarding organisation updates and the opportunities provided to enhance and support the qualifications' delivery.

Once complete, the external verifier's report is sent to the CIOB for review and approval by the chief external verifier. Results of the inspection will be reported to the Awarding Organisation Management Committee (AOMC) meetings each year. If issues for concern that threaten the credibility of the qualification or could lead to an adverse event are identified by an external verifier, this will be notified directly and promptly to the responsible officer. Once the report has been approved it is placed on the centre's CIOB Moodle page and emailed to the course leader and quality assurance nominee.

3.1 Quality Assurance Nominee

Centres are requested to appoint a quality assurance nominee. The quality assurance nominee should ensure the effective management of CIOB qualifications and actively encourage and promote best practice. The awarding organisation must be informed if there is any change of personnel for this position. The quality assurance nominee should coordinate with the programme leader to ensure all necessary requirements are met for the external verification visit.

4. CIOB QUALIFICATIONS

The Site Supervisory and Site Management qualifications are accredited to operate under the Regulatory Qualifications Framework (RQF).

CIOB Level 3 Certificate in Supervising Construction Works to Existing Buildings and Structures

Qualification Accreditation No: 601/7174/1 (August 2015)

CIOB Level 3 Diploma in Construction Site Supervisory Studies

Qualification Accreditation No: 501/1798/1

Level 3 Units:

1. Planning Construction Works – **assessment set by CIOB**
2. Organising and Controlling Construction Works
3. Supervising Health, Safety, Welfare and Environment of Construction Works – **assessment set by CIOB**
4. Maintaining the Dimensional Accuracy of Construction Works – **assessment set by CIOB**
5. Working with People on a Construction Site
6. Supervising Construction Works to Existing Buildings and Structures
7. Supervising the Construction to New Buildings and Structures

**CIOB Level 4 Certificate in Construction Site Management
Qualification Accreditation No: 600/0529/4**

**CIOB Level 4 Diploma in Construction Site Management
Qualification Accreditation No: 600/0530/0**

Level 4 Units:

1. Project Planning for Construction – **assessment set by CIOB**
2. Project Control and Monitoring for Construction
3. Managing the Quality of Construction Works – **assessment set by CIOB**
4. Managing Health, Safety, Welfare and Risk in Construction Works – **assessment set by CIOB**
5. Managing Dimensional Control in Construction Works– **assessment set by CIOB**
6. Developing and Managing Self and Construction Works Personnel
7. Managing Sustainable Construction
8. Contractual and Legal Responsibilities within a Construction Environment
9. Estimating and Measuring Work within a Construction Environment
10. Managing Sub-Contractors within a Construction Environment
11. Managing Mechanical and Electrical Services within a Construction Environment
12. Managing the Technology of Modern and Traditional Construction Works

Unit 4 - Managing Health, Safety, Welfare and Risk in Construction Works, must be completed for the award of the Level 4 Certificate.

5. INDICATIVE MARKING DESCRIPTORS

The CIOB has set indicative marking and grading descriptors to be used by markers and internal verifiers to determine how learners' levels of attainment are differentiated. These are indicative characteristics and an overall holistic approach is required when a candidate's work is assessed. For Level 3 qualifications the grading is to be used for learner encouragement only, these grades will not appear on either the certificate or the transcript. The Level 4 grading was approved by Ofqual in June 2013. The grading provides an overall qualification grade and will appear on the certificate. Assignments falling into a referral band are subject to internal verification procedures.

6. SAMPLING

The centre should provide an assessment and internal verification plan detailing the assessor and internal verifier for each unit, completion dates, assessment decisions, documentation relating to the decisions and feedback provided to both the assessor by the IV and the student by the assessor. It should also detail the verification of assignment briefs and any planned resubmissions.

External verifiers sample assessments at an appropriate and representative range in order to be confident of the standard of marking within a centre. The sample size will be dependent on the number of students and units delivered but should be representative of the full scope of marks awarded and tutors involved. There is no maximum sample size. If the external verifier decides that the evidence provided is insufficient, further evidence will be requested and a larger sample carried out.

A centre may be required to change their marking of an assessment in line with the recommendations of the external verifier. The EV can increase the sample up to 100% as required. Where changes have been made within the sample e.g. marks or pass/fail decisions altered, then the external verifier should increase the sample up to 100% to ensure that other learners are not affected. The external verifier will agree a sampling plan and will select learners from the list of current registered students. The centre must provide evidence of the assessment process for each unit. The sample requested will be used to make a judgement on a centres assessment approach.

Centres are required to provide the following:

- List of registered students'
- assignment briefs used to produce the learner evidence for a unit, if different from those provided by the CIOB,
- proof of authenticity by the learner, completed signed declaration,
- Turnitin report,
- completed assignment work for unit,
- assessment decisions for the learner work and feedback,
- tutor confirmation of authenticity,
- internal verification documentation relating to the students' assignment assessment decisions,
- internal verifier feedback,
- evidence of referred work and resubmissions,
- initial assessment documentation.

External verifiers' feedback on the sampled work shall be provided within the relevant part of the report form.

7. DRAWINGS

A centre may choose to alter assignments and drawings and when doing so, approval must be sought from the external verifier. Copies of the assignments and drawings should be sent to the CIOB for approval. Centres may also use live sites if they can, or other drawings if preferred, the current drawings from the previous 2010 syllabus or the current available drawings. A variety of drawings should be used in order to encompass the range of structures students will encounter.

8. EXEMPLAR ASSIGNMENTS

External verification arrangements form two parts, firstly review of assessment, this can be carried out via CIOB Moodle where the external verifier will review marked, internally and non-internally verified student assignments. The second stage of the review will be of the centre management processes and quality assurance.

9. CENTRE APPROVAL

External verification ensures that the centre has been compliant with the centre requirements and, will therefore, form part of a continuous process for centre approval. If a centre does not run for a period of one year it will then be invited to re-submit an application for approval. The CIOB Submissions Panel will be appointed to deal with all re-submissions which are then submitted to the AOMC for endorsement.

10. THE EXTERNAL VERIFIERS REPORT

The external verifiers report is in standard format to ensure the auditing process is carried out in a systematic, comprehensive and consistent manner. Hand written signatures or a confirmation email from the course leader must be provided as proof that an inspection has been carried out.

Guidance and notes for external verifiers are circulated each year or discussed during training events. These notes provide external verifiers with some direction in conducting the appraisal. They ensure that the visit has structure and form, to confirm all areas of review are completed to the satisfaction of the awarding organisation. The report is divided into three sections:

Stage 1 – Initial report – Centre details, actions and recommendations

- Contact details
- Visit duration
- Confirmation of a single named point of accountability
- Quality nominee for the quality assurance and management for the assessment of units and qualifications
- Qualifications currently delivered
- External verifiers and course leader confirmation signatures
- Summary of actions identified
- General comments
- Good practice
- Recommendations/actions for CIOB

Stage 2 – Pre-visit - Sampling of students work

Assignment sampling is preferably carried out remotely via the CIOB learning platform Moodle. The external verifier will review a representative sample of the cohort. Sampling will be increased up to 100% where instances for concern have arisen relating to the delivery. A review of any internally set assignments must be undertaken to ensure coverage of unit learning outcomes, appropriacy of assessment methods and internal quality assurance process.

Each section of the report form covers:

- Unit reference
- Assignment title
- Externally or internally set assignment
- Internal verification is appropriate
- Assignment assesses relevant outcomes
- Number of students submitting work for the unit
- Candidates work sampled
- Work internally verified
- CIOB registration number
- Grade
- Tutor feedback adequate and relevant
- Internal verification feedback is adequate and relevant

Stage 3 – Quality assurance, centre processes and procedures

- Current registrations and completions
- Visit findings
- Learner registration and certification
- Learner induction and support
- Resources
- Security
- Course management and assessment
- Internal verification
- Centre policies and procedures
 - Malpractice and Maladministration
 - Complaints and appeals
- Centre workforce
- Legislation
- Equal opportunities
- Risk management
- Risk rating and sanctions

It is up to each institution to follow the process they consider most effective when undertaking risk management. However, course leaders should be aware that:

- The controls are effective and are actually being carried out regularly
- They track and monitor the actions that are implemented and occasionally test them

Best practice involves documenting key controls succinctly and separately from the actions for improvement. This separate documentation facilitates the review of controls for adequacy and efficiency and helps in monitoring and testing the controls.

When reviewing specific areas of external verification the following points should be considered:

Centre Internal Verification

Centres must complete a representative sample of internal verification.

- Internal verification operates within AO guidance
- Internal verification ensures the effective standardisation of assessment and outcomes
- Roles are clearly defined
- Roles are clearly understood by all members of the team
- Weaknesses are addressed
- Internal verifiers have the appropriate occupational expertise
- Sampling is on-going and not end-loaded
- All assessors are included in the process
- Reports on assessment are maintained and reported to the relevant assessor
- Strategies and plans are in place and operational
- Support mechanisms are in place
- Samples provided for external verification are complete and correct

- Samples are provided in a timely manner
- Final decisions on achievement are validated appropriately
- External verification outcomes are acted upon and monitored

Malpractice and maladministration

- Procedures and reasonable steps are taken to keep under review arrangements in place
- Steps are taken to investigate
- Steps are taken to prevent incidents
- Action is taken against those responsible
- Action plans are in place for managing and rectifying incidents
- Comprehensive reports are kept in order to manage malpractice and maladministration
- There is a notification procedure that sets out the prompt notification to CIOB of any incidents of malpractice or maladministration

Centre policies and procedures

- Centres are required to have policies and procedures in place in order to cover quality assurance processes at Centre level

Complaints and appeals

- Centres operate a complaints handling procedure
- Fully comprehensive documentation is available
- Policies and procedures are regularly reviewed
- Details of any occurrences relating to complaints or appeals are recorded appropriately

Centre workforce

- Staff should be fully inducted and supported in the delivery of the course
- Staff involved in the assessment process have the appropriate expertise
- Teaching CVs have been examined and approved
- Performance management systems are in place
- Inductions and professional development are in place
- Staff understand the specifications of the policies and procedures
- Effective systems are in place to communicate AO policies
- Quality assurance and management are in place

Legislation

- Delivery of the qualifications is in accordance with equalities law
- Health, Safety and Welfare regulations compliant
- Data protection is adhered to
- Evidence of compliance with all relevant law

Equal opportunities and diversity

- Policies are in place and operational

- Systems are in place to monitor and review
- Equal opportunities are embedded in the course:
 - Management
 - Admissions
 - Delivery
 - Assessment policies and practices
- There is monitoring through data collection and analysis
- Staff are fully informed of centre policies
- Regular staff training takes place
- Students are well informed
- Students are interviewed and confirm knowledge of equality and diversity
- Equal opportunities are managed within the Centre
- Policies are kept up to date

Risk management

- Health and safety is operational and incorporates risk assessment
- Named person responsible for health, safety and risk assessment
- Named person responsible for overall departmental responsibility for health, safety and risk assessment
- Department maintains a risk register
- Risk assessment takes place on a regular basis
- Policy is reviewed regularly
- Staff training is carried out

Centre risk rating and sanctions

Approved centres undertaking the delivery of qualifications for the CIOB awarding organisation under the regulatory conditions, are to be assigned a level of risk by the external verifier to provide, should the need arise, the awarding organisation with an indicator for centre monitoring.

The external verifier is required to complete all sections of the report with appropriate comprehensive findings in each section. All areas for improvement must be stated within the actions section, and any requirements for compliancy detailed against each, (including timescales and by whom for completion). Stage 1 – Actions and Recommendations must be completed during the visit. For Stage 2 and 3 it may not be practical for the external verifier to complete these sections during their visit, these can be completed afterwards. It is essential that the main actions are agreed during the visit and signatures are obtained, as this confirms that the centre acknowledges and agrees to implement the agreed actions, and that the visit had taken place.

11. SANCTIONS

The certification process is governed by strict areas of review, under an enforceable agreement signed by the centre before any delivery of CIOB qualifications can commence. Any centre falling below the required standards faces the imposition of sanctions or penalties. Sanctions and timescales imposed upon centres are determined by the external verifier and awarding organisation. Any instance recorded by the external verifier deemed to be of a serious nature, should be reported to the CIOB Responsible Officer without delay in order for the RO to report these findings to Ofqual. The

awarding organisation will take all the necessary steps to ensure that the interest of learners is protected.

Sanctions placed on a centre will be investigated and may initially be identified from:

- External verification
- Stakeholders
- Government organisations
- Other awarding organisations

Where notification from a Government organisation is received the awarding organisation will act on the information as appropriate.

11.1 External verification action plan

For minor issues of administration or process management, certification will usually be provided but with strict enforcement timescales, as outlined by the external verifier within their report. On-going external verifier monitoring will take place until the actions are met, this may be carried out remotely by centre visits or both. If the actions are met within the desired timescale then AO monitoring ends and the centre is notified as such.

Level 1:

Reported via the external verifier action plan:

- 1.1 Minor issues of course administration/process
- 1.2 Minor issues regarding delivery of the programme which do not conform to the requirements of the course
- 1.3 Inappropriate teaching staff delivering the course
- 1.4 Action points from previous report not actioned

11.2 Suspension of further registrations or certification

Where there are shortfalls in centre processes and failures to address basic requirements of the course, the external verifier may recommend suspension of registrations pending a further investigation by the CIOB. A second external verification visit should follow arranged with the centre in advance. Suspension should only be imposed after CIOB support has been implemented in order to resolve issues, and further investigation has deemed there are still serious failings at the centre. *Students should not be penalised by centre process failures if their work meets the necessary requirements for the qualification.*

Level 2:

- 2.1 Internal verification none planned or implemented
- 2.2 Assessments are not valid and reliable
- 2.3 Course is not delivered in line with the requirements of the current syllabus
- 2.4 Compulsory assignments have not been completed

11.3 Centre approval withdrawal

Where it is considered there are significant faults in the management and quality assurance of the qualifications, which results in the on-going failure to meet the core criteria and requirements for the qualifications, the external verifier will be required to invoke the sanction of centre approval withdrawal to offer the qualification(s). If the area of non-compliance indicates that fraudulence is implicated then the procedures for dealing with malpractice should be implemented. The awarding organisation is expected to advise the regulators of any approval withdrawal should this arise, and were possible give reasonable notice of the intention to withdraw.

Level 3:

- 3.1 Breakdown in the management and delivery or quality systems of the course, which, puts the course members at a disadvantage and the CIOB qualification at risk.
- 3.2 Consistent failure to assist the awarding body and/or Ofqual as required.
- 3.3 When the awarding organisation receives information that could result in the application of centre sanctions, an investigation will take place by the external verifier and appropriate action taken.

The awarding organisation will take all reasonable steps to protect the interests of learners in relation to any qualifications withdrawal.

The centre may wish to appeal against the awarding organisations decision to apply sanctions. The CIOB Awarding Organisation Appeals Policy should be referred to.

12. APPEALS & GRIEVANCE

An appeal may be requested by a candidate or a named representative from an approved centre to the awarding organisation to undertake an investigation. Further details are contained within the Grievance & Appeals Board Procedure, which includes the decisions taken by an external verifier as part of the quality control process.

The CIOB has a Grievance and Appeals Board which will consider appeals made against the Institute, its members or its processes, excluding those relating to professional conduct as detailed above. The board shall have powers of remedy where they conclude that there has been an incorrect application of procedure or process.

The board comprises of ten corporate members representing as far as possible, a balance between regions, disciplines, gender and race. It will recommend a review of any processes or procedures which, the opinion of the board, do not meet acceptable standards of best practice. The board will report to the Audit and Risk Committee.

13. REASONABLE ADJUSTMENTS AND SPECIAL CONSIDERATIONS

For CIOB Awarding Organisation qualifications, the centre must consult and inform the external verifier if reasonable adjustments have been requested. A centre should keep records for audit purposes where they are permitted to agree reasonable adjustments, where they apply to CIOB for permission or where they agree adjustments to assessment with the external verifier.

Where reasonable adjustments are put in place for assessments, the approved centre should check whether permission needs to be obtained from the CIOB or the external verifier. The approved centre should ensure that they adhere to the awarding organisation's requirements for record keeping and supporting evidence.

The approved centre should keep records of their decisions to permit adjustments to assessments. These records should include any supporting evidence. Such records should be retained by the approved centre for a period of five years from the candidates' completion of the course.

14. APPOINTMENT OF EXTERNAL VERIFIERS

We allocate the external verifiers' centres across geographical areas. This enables verifiers to ensure there is standardisation and consistency in delivery across centres.

In order to achieve and apply a consistency of approach to the process, CIOB external verifiers are subject to the following criteria:

- Full Corporate Members of the CIOB at MCIOB/FCIOB level.
- Maintenance of an appropriate level of continuing professional development (CPD), which is commensurate with the external verification role. External verifiers must maintain professional development records.
- Attendance of the CIOB External Verifiers Standardisation Forum annually.
- Have a thorough understanding of the CIOB qualifications.
- Possess a detailed knowledge of the relevant CIOB policies, systems and procedural and guidance documentation.
- Have a comprehensive knowledge of the General Conditions of Recognition of the Office of Qualifications and Examinations Regulations (Ofqual) for examinations and assessments in England, and of vocational qualifications in Northern Ireland. and the Regulatory Qualifications Framework.
- Understand and apply the full requirements for the Level 3 and 4 qualifications, including syllabus content, assignment work, assessment and resource requirements and rules of combination.

Expressions of interest are obtained from suitably qualified candidates through advertisements placed within CIOB publications and/or on the CIOB website and via requests through CIOB regional or branch networks. Applications are considered on the basis of CV's submitted to the CIOB. The CIOB AOMC approves applications. The tenure of the CIOB external verifiers will be subject to a three year review process.

15. DUTIES OF THE CIOB IN EXTERNAL VERIFICATION

The awarding organisation retains a signed contract and a register of its external verifiers with their corresponding centres. Following annual inspections, reports are scrutinised and systematically analysed to ensure accuracy and consistency of approach. In order to monitor the efficacy of the process and ensure complete impartiality throughout, the CIOB undertakes the following:

- Performance review systems – through annual training.
- Supervised external verifier visits.
- Monitoring of external verifier reports and external verifiers.
- Feedback from approved centres on the process.

- Monitoring of external verification sanctions.
- Internal compliance team audits, to ensure efficient systems.

Where there are clear concerns in relation to the performance or judgement of an external verifier, the CIOB will take action to ensure the integrity of the verification process is maintained.

The CIOB aims to ensure that external verifiers are continuously updated in relation to the requirements of the role. This will necessarily be affected by changes in internal processes and updates following regulatory requirements. The CIOB will also ensure that external verifiers maintain an acceptable standard in relation to:

- Continuing professional development.
- Personal conduct and probity, including declaration of conflicts of interest (no direct or indirect personal or financial interest).
- Dealing with appeals from a centre against an External Verification decision.

16. SUPPORT, TRAINING AND DEVELOPMENT OF APPROVED CENTRES

An important part of the external verifiers' role is to provide advice and support to centres. Time should be allowed to discuss any concerns with the centre and to answer queries. Support should be given to specific areas raised by the centre or highlighted from the visit. Centres may also contact the awarding organisation if they require training or clarification on any aspect of the qualifications policies and procedures. External verifiers are able to assist in this area during the course of a centre visit.

17. TRAINING AND CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

Training is a key part of ensuring standards are applied consistently and with due regard to CIOB policy and regulatory requirements. A training day is arranged annually to ensure external verifiers participate in standardisation activities. In addition, the CIOB Awarding Organisation ensures external verifiers are kept up to date with best practice and industry updates through attending standardisation events and direct contact via the chief external verifier, online forums and by the awarding organisation administrative team. External verifiers are encouraged to attend industry-relevant events and meetings, and to take part in relevant industry specific committees, either within the CIOB or externally. Records of any CPD should be kept as external verifiers may be required to submit this to the AO when requested.

External verifiers and CIOB members are encouraged to keep their CPD records up-to-date and to contact the awarding organisation if there is a particular training event they are interested in attending.

17.1. Continuing Professional Development (CPD)

CPD is a key part of professional life for any CIOB member and underpins the value of the professional qualification. An institute that cannot demonstrate a firm commitment to CPD undersells its members.

Every member has an obligation under Rule 13 of the CIOB Rules of Professional Competence and Conduct to maintain the currency of the professional qualification through CPD.

The CIOB operates a CPD monitoring programme for all members of which involves checking the CPD records of a random selection. Members do not need to submit their CPD record, for membership purposes, unless they are contacted and asked to do so. Members may record CPD online via the CIOB website.

All members are responsible for developing their own annual CPD plan, evaluating their CPD activities and keeping a record of the activities they undertake. Compliance does not require a set number of hours. The amount of CPD done will depend on circumstances, and should be appropriate for the level of responsibility and on-going development required. All members have free access to the CIOB CPD Portal which can be accessed at this link:

<http://www.constructionmanagemagazine.com/cpd/>

17.2. Advantages of CPD

CPD is the process of regularly assessing current and future skill and knowledge requirements relevant to your responsibilities, then planning and implementing an on-going programme of training and development to address these needs.

The process allows you to:

- Progress your career.
- Maintain your professional status.
- Reflect on personal achievements and invest in future development.
- Learn from others and exchange knowledge and ideas.
- Benchmark your performance.
- Demonstrate to colleagues and clients that you're a self-starter and motivated to learn.
- Develop the skills you need to do your job more effectively.
- Learn in a flexible style, identifying and making the most of available development opportunities.

CPD Activities might include:

- Open/distance learning.
- Private study.
- Conferences, lectures and seminars.
- Training courses.
- Writing articles for publications.
- Teaching.
- Practice.
- Preparing papers.
- Examining, tutoring or mentoring.

Construction Professionals CPD Zone

To meet the growing learning needs of busy, knowledgeable construction professionals we launched the CPD portal for CIOB members which you can find at www.construction-manager.co.uk/cpd The online system hosts a wide variety of CPD content on many subjects and in many formats including video, PowerPoint presentations, textual and magazine articles all available to the CIOB

membership community worldwide. - See more at: <http://www.ciob.org/Your-Career/continuing-professional-development-cpd#sthash.xiGuGcXU.dpuf>

18. THE CHIEF EXTERNAL VERIFIER

The role of the chief verifier is established to provide representation on behalf of external verifiers through the AOMC. The chief external verifier ensures standards set by CIOB for undertaking external verification are maintained and upheld. The chief external verifier has a responsibility for standardisation through yearly monitoring, analysing, and producing a risk management strategy for approved centres and in the production of reports.

The chief external verifier takes an active role in the training, standardisation, development of external verifiers and review of documentation. The chief external verifier will analyse all external verification over time in carrying out performance reviews whilst an external verification is taking place. Monitoring of each individual external verifier is to be reported to the awarding organisation Management Committee meetings with regard to reviewing evidence for delivery and assessment and the award of units.

The evidence reviewed will include:

- Centre/provider comments.
- Candidate comments.
- External verifier action plans for approved centres.
- Failure to comply.
- External verifier performance on overall completion of visit and reporting.
- External verification visit monitoring and report.

The chief external verifier may be requested to become involved with a centre at the request of the awarding organisation. Should a centre have high level sanctions imposed both the external verifier and chief external verifier will work together with the centre in order to address the issues.

19. APPOINTMENT OF THE CHIEF EXTERNAL VERIFIER

The appointment criterion for the chief verifier is identical to an external verifier. However, he/she is, in addition, required to have served at least 3 years as an external verifier. Expressions of interest are obtained from suitably qualified candidates through the AOMC, advertisements placed within CIOB publications and/or on the CIOB website and through a request for branch representation. Applications are considered on the basis of CV's submitted to the CIOB. The CIOB Awarding Organisation Management Committee initially approves and the CIOB Education, Qualifications Standards and Practice Board (EQS&P Board) ratifies as appropriate, based upon the above criteria. The tenure of the Chief Verifier will be subject to a three year review process.

20. MALPRACTICE

The external verification process is subject to close validation through the CIOB. The CIOB adopts an open policy which ensures that issues of malpractice can be raised and investigated. The CIOB external verifiers are subject to the malpractice policy under the following criteria:

- Failure to make a declaration of interest in an approved centre.

- Disclosure of confidential information about a candidate or approved centre.
- Failure to carry out the external verification task.
- Falsification of fees and claims.
- Failure to follow the requirement of the CIOB awarding body in relation to external verification.
- Failure to adhere to the CIOB Code of Practice for external verifiers.
- Failure to adhere to CIOB policy on Reasonable Adjustments & Special Considerations.

A CIOB external verifier found to be in breach of malpractice regulations risks suspension/removal of their duties by the CIOB Awarding Organisation and an investigation by the CIOB Professional Conduct Committee of the CIOB.

Approved centres are also subject to the CIOB malpractice policy as part of the external verification process.

21. CONTACT DETAILS

For all information relating to the CIOB Awarding Organisation, please contact:

Quality Coordinator
The Chartered Institute of Building
1 Arlington Square
Downshire Way
Bracknell
Berkshire
RG12 1WA

Tel: +44 (0)1344 630 742
Email: awardingorg@ciob.org.uk

22. Guidance Notes for External Verifiers

These notes are issued for guidance only. Centres are externally verified to ensure they are acting in accordance with regulatory conditions for the delivery of qualifications. External verifiers are expected to take other aspects into account depending on the establishment under review. External verification preferably should take place annually.

22.1 COURSE CONTENT

You should address the following:

- Full details of course provider.
- Course syllabus – ensure it is current.
- Ensure that CIOB set assignments are being used.
- Hand-outs current? (Check students work).
- Interrelationship of course subjects and internal monitoring of its outcome. (Try to establish that students are aware of cross relationship of units, rather than individual stand-alone context).
- Number of teaching staff for course. (Is it adequate and have CVs been reviewed).
- Hours in college.
- Hours of study.
- Arrangement of timetable.

- Setting of additional assignments – cross reference to schemes of work in delivery depth and breadth of knowledge.
- Exemplar material – request copies of completed assignments.
- Supplementary information supplied by lecturer.
- Relationships with assignments.
- Exemptions granted for the CITB Site Management Safety Training Scheme. For other qualifications mapping and approval must be completed.
- Centres not offering the award for one year will need to reapply for approval.

Opportunity of progression

- S/NVQ Level 3 Diploma and Level 6 Diploma Site Management (UK only).
- Other courses/progression – HND, Foundation Degree, Degree courses.
- CIOB programmes such as the Chartered Membership Programme.

Course Evaluation by Student

- Induction arrangements. Units offered. Options taken. Registration.
- Online student survey – The CIOB website.
- Course handbook.
- Value placed on outcome of qualification.
- Satisfaction with delivery of syllabus content.
- Amount of course work/written work/assignments etc.
- Facility of college in general.
- Access to equipment etc.
- Length of course?
- Mode of attendance p/t day/evening/twilight/blended/e-learning.
- Course evaluation by staff and students at year-end. May be available from existing course monitoring within establishment.

22.2 COURSE WORK / PROJECT WORK AND ASSESSMENT

The aim is to establish what has been learnt, rather than just what has been taught.

Course Work (Centre set)

- Does coursework meet all the syllabus learning outcomes?
- Is information presented to students, current up-to-date and legible?
- Are hand-outs realistic to site managers and not of general ‘type’ suitable to all industries or academic courses?
- Balance between written work and discussion of subject matter.

Project Work

- Integration of work set within the learning process of the syllabus.
- Project work set to be as realistic as possible. Designed to be job specific and related to workplace.
- Amount of time spent by students on project work should be balanced with teaching element.

- Adequate information given to students to enable students to undertake project successfully?

Assessment

- Does it meet current practices?
- Balance between coursework and project work.
- Method used in assessing work notified to student before work starts.
- Grading: distinction, merit, referral, pass, and fail.
- Feedback.
- Inadequate internal verification is essentially a 'failure to comply' so could hold up certification.

22.3 TEACHING RESOURCES

You should aim to address and review the following:

Rooms

- Quality and location.
- Noise – inside/outside traffic noise.
- Daylight – natural/artificial/combo.
- Well ventilated.
- Blackout facilities.
- Pleasantly decorated.
- Size of room suitable for number of students.
- Seating accommodation.
- Type and style of seating arrangements.
- Individual style desks/tables (to enable group work or discussion forum).

Room Resources

- Video facilities.
- Overhead projections.
- Fixed or mobile screens.
- Chalk or wipe boards.
- Computers and other IT facilities.
- Separate computer suite.
- Open access at all times.
- Additional computer facilities.

Laboratories (where applicable)

- Concrete and aggregate testing facilities.
- Concrete making facilities.
- Curing facilities.
- Supporting concrete testing instruments.
- Basic soil testing equipment.
- Quality control.

Learning Resources

- Building reference library.
- Building products.
- In-house collection.
- Office equipment availability photocopy machine.

Library

- Building section.
- Cross-section of reference books.
- Sufficient books in number for students.

Surveying Equipment

- Ensure sufficient equipment for syllabus and number of students.
- Theodolite.
- Supporting equipment, tapes etc.
- Levels.

Student Support

- Course adviser.
- Welfare facilities.
- Canteen/restaurant.
- CIOB Liaison Officer.
- Parking.
- Reasonable adjustments and special considerations.

Internal Procedures

- Operation of a complaints and appeals process for learners.
- Delivery of qualifications in accordance with equalities law. How each centre deals with or intends to prevent and investigate cases of malpractice or maladministration. Review how the in-centre procedure for preventing and dealing with malpractice/maladministration is working and identify any improvements, where necessary. Assess the risk posed by each centre in relation to potential for malpractice and maladministration and taking appropriate steps in response to that level of perceived risk.
- Centre withdrawal process/action plan in order to protect the interest of learners.
- Plagiarism and how it is dealt with.
- Identify and share good practice amongst centres to encourage and support high quality delivery and assessment practices.

22.4 STAFFING – CV’S

Look for the following details:

- Previous industrial experience gained at site management level?
- Professional qualifications – CIOB or other professional body member?
- Full-time/part-time/speakers.
- Where staff are new has CV’s been reviewed?
- Visiting Staff - Copies of CV’s.

Staff development

- CPD record.
- Attitude of teaching staff members on further training.
- Management policy on staff training.

Course management structure

- Person to whom all correspondence should be addressed.
- Teaching staff – membership of CIOB or other professional body
- Staff changes since last verifiers visit.
- End of course evaluation by staff.
- Availability of sufficient managerial and other staff within centre.

22.5 INDUSTRIAL LINKS

- Employer’s views on CIOB Construction qualifications (liaison group?)
- Training limits of teaching staff with employers.
- Marketing policy of centre.

Employer’s feedback

- Letters from employers.
- Discussions with employers direct over presentation and content of course.
- Trends of employers staff training.

22.6 COURSE TRENDS

Look for information on the following:

- Increasing or decreasing number of students.
- “Drop-outs” – attendance and reasons why they have left – follow up procedure.
- Students continuing on to further CIOB routes.
- Introduction of S/NVQ’s and numbers of candidates taking this route separately or in conjunction with the site management qualification (UK only).

22.7 PROBLEMS ENCOUNTERED

It is important that outlined actions and timescales agreed are clear and realistic, since failure to complete actions may result in sanctions being applied.

Discuss with the centre:

- Actions required by the centre.
- Timescales.

22.8 RECOMMENDATIONS

Make any suggestions you think helpful to the qualification delivery, marketing or general promotion of the qualification(s) within the organisation. It is essential to point out any strengths or weaknesses with the provision in order to learn from the verification experience and ensure the quality is maintained. Centres should fully familiarise themselves with all guidance and procedural documentation.

23. OFQUAL CONDITIONS

The following conditions should be considered if the external verifier believes that an event has occurred within a centre, which could have an adverse effect. Such instances should be notified to the CIOB Responsible Officer.

NOTIFICATION TO OFQUAL OF CERTAIN EVENTS

Notification where an event could have an Adverse Effect

B3.1 An awarding organisation must promptly notify Ofqual when it has cause to believe that any event has occurred or is likely to occur which could have an Adverse Effect.

Specific examples of events which could have an Adverse Effect

B3.2 For the purposes of this condition, such events may in particular include those where:

- a. there is a substantial error in the awarding organisation's assessment materials,
- b. there has been a loss or theft of, or a breach of confidentiality in, any assessment materials,
- c. the awarding organisation cannot supply assessment materials for a scheduled assessment date,
- d. there has been a failure in the delivery of an assessment which threatens Assessors' ability to differentiate accurately and consistently between the levels of attainment demonstrated by Learners,
- e. the awarding organisation will be unable to meet a published date for the issue of results or the award of a qualification,
- f. the awarding organisation has issued incorrect results or certificates,
- g. the awarding organisation believes that there has been an incident of malpractice or maladministration, which could either invalidate the award of a qualification which it makes available or could affect another awarding organisation,

- h. the awarding organisation has (for any reason, whether inside or outside its control) incurred an increase in costs which it anticipates will result in an increase in its fees of significantly more than the rate of inflation,
- i. the awarding organisation is named as a party in any criminal or civil proceedings or is subjected to a regulatory investigation or sanction by any professional, regulatory, or government body, or
- j. a Senior Officer of the awarding organisation is a party to criminal proceedings (other than minor driving offences), is subject to any action for disqualification as a company director, or is subject to disciplinary proceedings by any professional, regulatory, or government body.

Notification of specified events in all cases:

B3.3 An awarding organisation must promptly notify Ofqual if it is, or if it has cause to believe that it is likely to be, subject to:

- a. a material change in its governance structure or legal status,
- b. a change of control,
- c. a merger between it and another body, or
- d. any insolvency or bankruptcy proceedings.

B3.4 An awarding organisation must promptly notify Ofqual if it proposes to make available a qualification which is substantially different in type or content to any which it has previously made available.

Further requirements on the timing of notifications

B3.5 When it notifies Ofqual of an event in accordance with this condition, or as soon as possible afterward, an awarding organisation must also notify Ofqual of any steps that it has taken or intends to take to prevent the event having an Adverse Effect or to correct or mitigate that Adverse Effect if it occurs.

B3.6 An awarding organisation must not delay making a notification to Ofqual in accordance with this condition because relevant information is unavailable, but must notify based on all the information that it has and provide further information to Ofqual once it becomes available.

2.4 CIOB Royal Charter

The CIOB was granted a Royal Charter in 1980. Its objectives, as defined in its Royal Charter, are:

- The promotion for the public benefit of the science and practice of building and construction.
- The advancement of public education in the said science and practice including all necessary research and the publication of the results of all such research.

These objectives form the foundations of the Institute's work, its role, and set the standards to which members are committed. Officers, Members and staff are ultimately responsible to the Privy Council, for ensuring that all business for, on behalf of, or in the good name of the Institute is conducted to that standard and in accordance with the directions of the Royal Charter. All members of the Institute are therefore expected to operate to a strict code of conduct, and the Institute has clear disciplinary procedures

- See more at: <http://www.ciob.org/about/governance/royal-charter#sthash.pjhPeM8R.dpuf>

