

# THE CHARTERED INSTITUTE OF BUILDING AWARDING ORGANISATION

## Guidance for Students

**CIOB Level 3 Certificate in Supervising Construction Works**

**To Existing Buildings**

**CIOB Level 3 Diploma in Construction Site Supervisory Studies**

**CIOB Level 4 Certificate in Construction Site Management**

**CIOB Level 4 in Diploma Construction Site Management**

**CIOB Level 4 Graduate Conversion Certificate**



## CONTENTS

	Page
1. Background	1
2. Regulated qualifications	1
2.1 Ofqual	1
2.2 Qualification Wales	2
2.3 Qualification Wales responsibilities	2
2.4 Ofqual's Regulatory Qualification Framework	2
3. Student Unique Learner Number (ULN) & Personal Learning Record (PLR)	3
3.1 Unique Learner Number	3
3.2 Personal Learning Record	3
4. Qualification structure and rationale	3
4.1 Level 3 Certificate in Supervising Construction Works to Existing Buildings and Structures	3
4.2 Level 3 Diploma in Construction Site Supervisory Studies	4
4.2.1 Level 3 Units	4
4.3 Level 4 Certificate and Diploma in Site Management	5
4.3.1 Level 4 Units	5
4.4 Graduate conversion certificate	6
5. Candidate interviews	6
6. Learning methods and assessment	7
6.1 Grading	7
7. Modes of attendance	7
8. Student record books	8
9. CIOB Moodle	8
10. Revision, Re-drafting and interim review of work	8
11. Plagiarism	10
12. Exemptions	10
12.1 Accreditation of Prior Certificated Learning	11
12.2 Health and Safety Unit Exemptions	11
12.3 Accreditation of Prior Experiential Learning	11
12.4 Aegrotat Awards	11
13. Reasonable Adjustments and Special Considerations (RASC)	12
14. Equality & Diversity	12
15. The use of the Welsh and Irish (Gaeilge) language	12
15.1. Welsh Language	12
15.2 Irish (Gaeilge) Language	12
16. Funding	12
17. Award of Certification	13
18. Replacement certificates and charges	13
19. CIOB Awarding Organisation fee levels	13
20. Qualification progression	14
21. Student feedback	14
22. CIOB local hubs	14
23. Membership of the Chartered Institute of Building	14
24. Complaints	15
24.1 Awarding Organisation Complaints Handling Procedure	15
24.2 Complaints monitoring	16
24.3 Contact information	16
25. Appeals procedures	16

25.1	Appeals introduction	16
25.2	An appeal	16
25.3	Grounds for appeal	17
25.4	Malpractice	17
25.5	Procedures for registering an appeal	17
25.6	The appeals process	17
25.7	Stage 1 – Awarding organisation	18
25.8	Stage 2 – Grievance and appeals board	18
25.9	Stage 3 – Independent review	19
25.10	Appeal outcomes	20
25.11	Protecting the interests of all candidates and the integrity of the qualification	20
25.12	Timescale for appeals	20
25.13	Cost and fees	20
25.14	Refunds	20
25.15	Annual evaluation	21
25.16	CIOB Awarding Organisation Appeals process flowchart	22
26.	CIOB Scholarship and Awards	23
27.	Awarding Organisation Documentation and Procedures	23
28.	Use of the CIOB logo	23
29.	Contact information and general enquiries	23

## 1. BACKGROUND

The Level 4 Certificate and Diploma in Site Management commenced with the CIOB Site Management and Education Training Scheme (SMETS). This was launched in 1976 and initially operated at twelve centres. Over thirty approved centres, including colleges, training providers and companies now offer the scheme in the UK. Since the qualification's inception thousands of students have undertaken these qualifications.

The Level 3 Diploma in Site Supervisory Studies commenced with the CIOB First Line Supervisors Scheme. This was launched in 1983 and today operates in over twenty approved centres across the UK.

The Level 3 Site Supervisory and Level 4 Site Management qualifications prepare the learner by providing them with the knowledge and understanding for either a supervisory or management role. Our qualifications offer learners the opportunity for personal growth and engagement in learning.

The unique syllabuses are designed to develop the confidence, knowledge and hands-on skills to manage a modern construction site.

The CIOB qualifications provide eligibility to the Construction Skills Certifications Card Scheme (CSCS) enabling candidates to gain either the Academically Qualified Persons or Management Card (black card). <https://www.cscs.uk.com/aqp-groupings/ciob-courses/>

Gaining a CIOB qualification provides evidence to employers and clients that an internationally recognised level of study has been successfully completed.

Both qualifications grant free student membership of the CIOB, for the duration of the course and have international recognition.

## 2. REGULATED QUALIFICATIONS

### 2.1 Ofqual

Since 2010, our qualifications have been recognised under the regulatory body Ofqual and their Conditions of Recognition (June 2016) and the Regulatory Qualifications Framework (2016).

The Office of Qualifications and Examinations Regulation (Ofqual) was founded in 2010. They regulate GCSEs, AS and A levels in England, and a broad range of other qualifications in England and Northern Ireland. Other regulators exist for the devolved nations of the UK.

**Ofqual are independent of government** and report directly to Parliament and the Northern Ireland Assembly, although they do work within the context of government policy. Government decides the National Curriculum used by primary and secondary schools, the qualifications that can be offered in schools, and the accountability framework by which schools are evaluated. It also determines the vocational qualifications that can be taught in schools and colleges, and the framework for qualifications used in apprenticeships.

**Ofqual regulate around 160 awarding organisations** who between them offer more than 20,000 different qualifications. Ofqual regulate so that these qualifications are valid

and trusted, and so that new GCSEs, AS and A levels and other key qualifications are of the required standard.

## 2.2 Qualification Wales

Qualification Wales was established through the Qualifications Wales Act 2015 as the regulator of non-degree qualifications and the qualifications system in Wales. It is a Welsh Government Sponsored Body, independent of government, and is accountable to the National Assembly for Wales.

## 2.3 Qualification Wales responsibilities

The Qualifications Wales Act 2015 sets out two principal aims and places responsibilities on the organisation that guides their work.

- a) ensuring that qualifications, and the Welsh qualification system, are effective for meeting the needs of learners in Wales;
- b) promoting public confidence in qualifications and in the Welsh qualification system

Qualification Wales has the responsibility for regulating non-degree qualifications, including general qualifications, such as GCSEs and A levels and vocational qualifications, such as NVQ's. They are also responsible for the qualifications system in Wales – for example, how the different bodies in the system (such as themselves, awarding bodies, other regulators, funders, learning providers, expert bodies) inter-relate.

Qualifications Wales is organised to focus on four main areas of activity:

- **Recognition and Approval:** the recognition of awarding bodies and the approval (and designation) of qualifications
- **Monitoring and Compliance:** the regulation of awarding bodies once recognised and the review of qualifications already in the system
- **Development and Commissioning:** the design of new qualification requirements for Wales and the commissioning of awarding bodies to develop new qualifications for Wales
- **Research:** research into the qualifications system and into specific areas of interest and relevance to Qualification Wales provide the evidence base for regulatory decision making.

## 2.4 The Ofqual regulatory qualifications framework

A qualification size is described by outlining the Total Qualification Time (TQT) this indicates to learners how long it might take them to study a qualification, this time also includes the time spent on individual study and the assessment. Guided Learning Hours, (GLH) is also calculated within the size of which is the time a student is actually being taught. The size of a qualification is set only as a guide, as students study at different paces. This approach not only is a guide to enable a learner to gauge how much time they would need to dedicate to achieve the qualification, but it is also helpful to employers in order to know roughly how long an employee may need to be away from the workplace to study.

Ofqual have been careful to build on what already worked with qualification frameworks, and so the RQF uses the same levels that we are already familiar with, Entry 1-3 and

Levels 1-8. The RQF maps to the Framework for Higher Education Qualifications, as well as to the European Qualifications Framework, as portability is important to those looking for jobs or seeking to employ people from across the continent.

### **3. STUDENT UNIQUE LEARNER NUMBER (ULN) and PERSONAL LEARNING RECORD (PLR)**

#### **3.1 Unique Learner Number**

The Unique Learner Number (ULN) is a ten digit number randomly generated and allocated to learners by their Centre. ULNs are also mandatory for learners in England funded by the Skills Funding Agency. The learners' Centre applies for the ULN on behalf of the learner when they embark on a qualification of study. The ULN will remain with the learner so that in the future all their learning experiences and achievements will be linked together as a lifelong learning record. The ULN does not replace the learners' allocated CIOB membership registration number.

#### **3.2 Personal Learning Record**

The personal learning record (PLR) is an online compilation of a person's learning and achievement records collected by UK education bodies. The PLR means learners should no longer have to show copies of different certificates to learning providers and employers. The PLR is managed by the Learning Records Service (LRS). This enables learners, since 2007, to accumulate a record of their qualification achievements.

### **4. QUALIFICATION STRUCTURE AND RATIONALE**

#### **4.1 Level 3 Certificate in Supervising Construction Works to Existing Buildings and Structures**

The course is aimed for those who work in the area of conservation covering the environmental issues and safeguards when dealing with existing buildings and structures. The qualification requires the completion of two units:

Unit 3 – Supervising Health, Safety, Welfare and Environment of Construction Works  
Unit 6 – Supervising Construction Works to Existing Buildings and Structures.

A learner may be given exemption (planned) from the CIOB Health and Safety Unit where they have been awarded a certificate for:

CITB Site Safety Supervisory Training Scheme (SSSTS) Site Safety Plus  
CITB Site Management Safety Training Scheme (SMSTS) Site Safety Plus

Proof of this award must be provided to the CIOB at the time of learner registration in order for the exemption to be granted. The students' award must be current, expired awards will not be accepted.

## 4.2 Level 3 Diploma in Construction Site Supervisory Studies

The Supervisory course is aimed for both practicing and potential supervisors in the construction industry. A wide range of backgrounds and differing lengths and levels of experience are catered for. The level 3 Diploma provides an ideal bridging for those wishing to progress from craft occupations to a supervisory role.

This qualification provides an important route into a supervisory role for trades operatives, gangers and apprentices. The learning outcomes include the knowledge and practical skills to supervise a successful construction project of any size safely and efficiently. The qualification provides the underpinning knowledge and understanding for the Level 3 National Vocational Qualifications (NVQ's) Diploma in Construction Site Supervision.

The learner must study a total of six units. The six units may be taken in any order. To receive the full award the student must successfully complete all units. Although units will vary in length a minimum of 180 guided learning hours (30 hours per unit on average) plus 180 hours personal study time is required before the certificate is awarded. The expected duration of the course is one year.

### 4.2.1 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 of New Buildings and Structures

A learner may be given exemption from the CIOB Level 3 Health and Safety unit where they have been awarded a certificate for the CITB Site Supervisors Safety Training Scheme (SSSTS). Health and Safety certificate awards towards exemptions must be valid throughout the duration of the student completing the course. The learner and Centre must provide proof of their award by sending a copy of their health and safety certificate to the Awarding Organisation. When considering an exemption towards a qualification an exemption can only be valued at one point and therefore you may wish to consider completing the CIOB unit in order to achieve a higher overall grade.

Learners may claim for individual credits for their achievement and unit Certification awarded. This enables students, if they are unable to complete the full qualification at the time, to hold units in order to count towards the full qualification should they wish to complete at a later stage.

The assessments in three of the units within this qualification are set by CIOB and will be externally assessed as part of the requirements of Ofqual. The remaining three assignments can either be devised by the centre, or the Centre may choose from a CIOB bank of exemplar assignments.

The CIOB Awarding Organisation requires a pass for each individual assignment on completion of the qualification for the learner to receive their award.

### 4.3 Level 4 Certificate and Diploma in Construction Site Management

The Level 4 Certificate and Diploma in Construction Site Management is designed to meet the needs of those employed in, or training for site management.

The Site Management course provides the underpinning knowledge for the S/NVQ Level 6 Diploma in Construction Site Management and is designed to meet the needs of those employed in, or training for site management. This qualification, for an already experienced site manager, assists employers in satisfying regulatory health and safety requirements are met.

Any four units, including the Health and Safety unit (unless exemption applies), must be successfully completed for the award of the Certificate. A further eight units, a total of twelve units, must be successfully completed and will result in the award of the Diploma. Learners must complete the Health and Safety unit as a compulsory rule of combination within the first year in order to gain the certificate award. To enable flexibility for the centre this can be achieved at any time within the course.

The learner must study and successfully complete a total of twelve units to gain the full Diploma award. The expected duration of the course is two years; year one in order to gain the certificate and a further year for the Diploma, however, timeframes will vary from centre to centre.

Although units will vary in length, a minimum of 360 guided learning hours (30 hours per unit on average) plus 360 hours personal study time is required before the Diploma can be awarded.

#### 4.3.1 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 Technology of Modern and Traditional Construction Works.

Learners may claim for individual credits for their achievement and unit certification awarded. This enables students, if they are unable to complete the full qualification, to hold completed units to count towards the full qualification, should they wish to complete at a later stage.

The assessments for four of the units within this qualification are set by CIOB and will be externally assessed as part of the requirements of Ofqual. The remaining eight assignments can be devised by the Centre or the Centre may choose from the CIOB bank of exemplar assignments.

The CIOB Awarding Organisation requires a pass mark on completion of the qualification for the learner to receive their award all learning outcomes must be met. The following grades are given: distinction; merit; pass and refer.

#### **4.4 Level 4 Graduate Conversion Certificate**

The Level 4 Graduate Conversion Certificate qualification is designed for graduates working in the industry whose academic qualifications are not connected to construction. Suitable candidates will hold a degree in any subject but must be working in a management role in the construction industry. Units are chosen from those listed within the CIOB Level 4 Certificate and Diploma in Construction Site Management.

Six units for the Graduate Conversion Certificate are to be completed; the health and safety unit is mandatory, unless an approved exemption applies. The following units have been mapped to the CIOB Professional Review for Chartered Membership and therefore could be considered when undertaking this qualification:

#### **The Recommended Units**

- Project Planning for Construction
- Managing the Quality of Construction Works
- Managing Health, Safety, Welfare and Risk in Construction Works
- Contractual and Legal Responsibilities within a Construction Environment
- Managing the Technology of Modern and Traditional Construction Works

On satisfactorily completing this qualification you will be achieve:

- CIOB Level 4 Certification in Construction Site Management (RQF)
- Eligibility to the Professional Review route to Chartered Membership (MCIOB)
- Eligibility for the Construction Skills, Construction Site Certification Scheme (CSCS) Site Managers Card (black)

### **5. CANDIDATE INTERVIEWS**

The CIOB requires all potential learners to be interviewed by the centre course leader before they are accepted onto a course. Prior to interview course leaders are required to conditionally approve applicants as meeting or exceeding the minimum entry requirements. Centres must ensure that learners have the correct information for learners to make informed choices enabling them to enrol on qualifications that meet all their learning expectations.

Normally interviews will be held at the start of the academic year, but as not all centres operate from September to July, flexibility is permitted thereby allowing 'roll on-roll off' schemes to operate.

The purpose of the interview by the centre course leader is therefore:

- To confirm that the learner is eligible in terms of knowledge and experience
- To evaluate if the learner will be able to contribute to the course
- To identify and discuss any areas of particular need
- To agree aspects of the course and other studies that will assist the learner
- To consider Accredited Prior Certificated Learning

- To establish whether adjustments may be required

It is the centres responsibility to evaluate the learners' previous achievements and to ensure learners are aware of the options open to them such as any reasonable adjustments that may be available. Notification of any Accredited Prior Certificated Learning along with the qualification specification must be sent to the CIOB for mapping in order to ensure the current certification meets the required learning outcomes.

As soon as possible, after the interview, each applicant should be informed whether their application for the qualification has been successful. Applicants should be informed that acceptance is subject to ratification by the CIOB and therefore is dependent on the learner being registered with the CIOB at the commencement of, and for the duration of the scheme. Centres are invoiced directly for student registration fees and are included in their teaching fees. Free CIOB student membership is available to all students registering on the qualification for the duration of the course.

*CIOB Education Fee information is published annually and is available on the CIOB website or on request.*

Often applicants' fees will be met by the employer. Career development loans and 24+ Adult Learning Loans may be available, interest will be applied on such loans and rates will vary. There may be special provisions for the unemployed such as National and Local Charities who may choose to fund a learner.

## **6. LEARNING METHODS AND ASSESSMENT**

The emphasis is on group participation and mutual learning with guidance from the course tutor. The qualifications have been designed with the practical entrant in mind. In addition to attendance at the centre, you should be prepared to spend time in private study to assist your coursework. Where your studies are interrupted the units already completed can be recorded by way of unit certification.

Course assessment is based on individual and group work and practical assignments. Your course assessment is based on specific criteria set by the Awarding Organisation. Marks are given for the quality of your responses on the task, the quality of the technical content, presentation and coherence.

### **6.1 Grading**

- 70+ marks                      Distinction
- 60 – 69 marks                Merit
- 40 - 59 marks                Pass
- 0 - 39 marks                 Referral

## **7. MODES OF ATTENDANCE**

Centres are expected to adapt the hours during which the course is run, to meet the needs of employers locally. Block release, day release, half day and evening, or evening-only attendance is available at different centres. Distance learning provision is also available for both level 3 and 4 qualifications.

The commonest provision is 4pm - 9pm one day a week for two years, linked to some weekend attendance.

The modular nature of the course will allow you, if necessary, to transfer to another centre to acquire uncompleted units. However, since centres may take the units in any order, transfer may produce problems in scheduling missed units. Centres will endeavour to help, but it is advisable to check with approved centres before committing to a transfer.

## **8. STUDENT RECORD BOOKS**

Student record books are available should a student wish to record areas of study and evidence within the workplace, these can become experiential curricula vitae of the course. Record books are developed by the CIOB Awarding Organisation and are available to download from the website [www.ciob.org.uk/education/courseinfo/sitemanagement](http://www.ciob.org.uk/education/courseinfo/sitemanagement)

## **9. CIOB MOODLE**

Moodle is CIOB's Virtual Learning Environment for CIOB Qualifications. The Centre arranges access for students via our Moodle Registration Form. Students are notified of their login details by the CIOB Moodle Administrator.

The *assignment activity module* enables learners to submit/upload any digital content (files), such as word-processed documents, spreadsheets, images, or audio and video clips; a tutor can also communicate tasks, collect students work and provide feedback. A Moodle assignment can also be used to remind learners of 'real-world' assignments they need to complete offline, such as art work. Learners can submit work individually or as a member of a group.

When reviewing completed assignments, tutors can leave feedback comments and upload files such as marked-up learner submissions, documents with comments or spoken audio feedback. The "*Turnitin*" *assignment activity module* is used for the final assessment this scans students work for any plagiarism.

The Education Department is responsible for initially setting up the provider's course with the current standardised content, enrolling users and all other 'administrative' requirements. The Provider will only be responsible for managing, keeping content up-to-date and uploading course content and using Moodle as a means of interacting with its students, for example in forums etc.

For assistance please email the Education Department at [educationadmin@ciob.org.uk](mailto:educationadmin@ciob.org.uk). For more urgent queries, such as problems logging in, please contact Laura Chinn on 01344 630 799.

## **10. REVISION, RE-DRAFTING AND INTERIM REVIEW OF WORK**

Learners should be given clear and full information at the beginning of the course on the mode, preparation and overall criteria of assessment. Outside of centre tutorials learners should be advised to plan efficiently and manage their own learning appropriately. Submission deadlines are the latest time/date for coursework submission when late penalties will not be incurred. Coursework deadlines are to be set by the tutor, taking into account individual learning needs. Each learner should adhere to set deadlines unless special considerations have been mutually identified or been requested. The tutor is

responsible for enforcing the submissions procedure. The course leader and tutors are responsible for approving all requests for longer extensions under extenuating circumstances. In every instance Learners are responsible for keeping copies of any assignments submitted.

The aim of the submissions procedure will ensure that:

- Learners receive a set scheduled timeframe
- Learners will be informed of when, where and how to submit their coursework
- Learners will be informed of how to request an extension period, or to request extenuating circumstances
- Procedures are outlined for handling referred work and draft submission deadlines
- Procedures are outlined as to the consequences of plagiarising work

Learners are responsible for requesting submission extensions before the original assignment submission deadline, should they require further time in order to complete their coursework (acceptable reasons should apply).

All learners' assignments must be submitted by the specified deadline. Assignments submitted after the deadline without a granted extension will not be marked and the student will be deemed to have failed the assignment. It will be the course team's decision to allow the candidate to be given allowances in order for the learner to complete all of the outcomes.

Learners who submit assignments in person should be given a dated receipt as proof of submission. Details of coursework hand in procedures should be published in the Centre Student Handbook.

Learners who fail to attend tutorials on the specified submission date must attempt to upload their course work to Moodle, email or deliver their assignment to the centre on the submission date. Exceptions to this will be for learners who have written proof that they have been absent on long term sickness, bereavement etc.

If a learner fails to meet the submission deadline they must request an assignment extension by the deadline date and time. This will give the student an extension of up to two working days. If a student fails to request by the deadline then their assignment will not be marked and they will have deemed to have failed the assignment.

Consideration must be given to requests for extensions for the submission of coursework for learners with dyslexia.

The length of the extension is at the tutor's discretion and should take account of the learners' individual circumstances and needs. As a guideline an extension ranging from seven to fourteen days could be considered as reasonable. This should only be confirmed following a written request.

When a learner with dyslexia requests an extension on a submission deadline, it is recommended that a tutor considers granting the extension where the student has made reasonable efforts to meet the deadline and where there appears to be a genuine reason for missing the deadline. The general difficulties with time management and study skills that are characteristic of dyslexia may be considered a sufficient reason to grant an extension, if the learner has demonstrated that he or she has made reasonable effort

towards completing the assignment. Any supporting evidence from other individuals could be taken into account. A tutor however, can refuse to grant an extension if there does not appear to be a reasonable reason for missing the set deadline.

If a learner requires a longer extension due to serious extenuating circumstances, then they must submit a written request at least two days before the assignment deadline. The written request must contain detailed information and evidence supporting the request such as medical note or letter from a third party etc. The Qualification Leader and tutor will decide the length of the extension to be granted. Extensions will not be given due to loss of work.

Where a learner is unable to request in writing by the deadline date due to serious illness or hospitalisation, such extenuating circumstances will be taken into consideration by the qualification leader and tutor. In such cases the student will be required to provide evidence of the circumstances.

The tutor can set 'draft coursework' submission procedures for work submitted to a deadline and use a "draft submission deadline". A draft submission deadline is where learners would submit unfinished assignments for feedback and revision before the final deadline submission date.

All learners must accurately reference all source material in assignments and the assignment front sheet and declaration of authenticity must be completed for every assignment.

Learners will fail assignments if:

They fail to submit

They fail to meet the pass criteria

They fail to meet pass criteria after one referral attempt

They fail to submit by the agreed deadline written request

They fail to submit by the extension deadline

After investigation the assignment shows evidence of gross plagiarism

All students have the right to appeal an assessment decision under the CIOB AO appeals policy.

## **11. PLAGIARISM**

Awards are made in recognition of a student's personal achievement. All work submitted by students for assessment is accepted on the understanding that via the student signing the assignment declaration form, they are confirming that it is their own work. Please refer to the centre's own procedures for plagiarism or contact the Awarding Organisation directly.

## **12. EXEMPTIONS**

The assessor, when marking and grading work, can only apply one point, which constitutes a pass for exempted awards. As an exemption gains only one point, learners should consider this when thinking about their overall grade - could they have achieved a higher grade if completing the CIOB assignment?

## **12.1 Accreditation of Prior Certificated Learning**

Exemptions for other qualifications as long as they have been awarded by a recognised awarding body or professional body may be granted, the learning outcomes will be mapped against the CIOB unit to ensure the required outcomes have been met. This avoids duplication of effort and ensures learners do not duplicate learning and undergo unnecessary assessment.

Requests for exemptions should be accompanied by a transcript of the modules studied and relevant qualification/unit specification. These will be reviewed by the CIOB's Chief External Verifier. Exemptions will be granted for full units only, with no exemption granted for part of a unit. Qualifications used to support an exemption application must be valid and have been achieved within the past five years. Exemptions will be granted for a maximum of one third of the qualification, (for the level 4 - one unit from the four required for the certificate and four units from the twelve required for the Diploma).

## **12.2 Health and Safety Unit Exemptions**

A learner may be given exemption from either the CIOB Level 3 or 4 Health and Safety unit where they have been awarded a certificate for the CITB Site Supervisors Safety Training Scheme (SSSTS) for the Level 3 or Site Management Safety Training Scheme (SMSTS) for the Level 4. Health and Safety certificate awards towards exemptions must be valid throughout the duration of the student completing the course. The learner and centre must provide proof of their award by sending a copy of their health and safety certificate to the Awarding Organisation. The students' award must be current, expired awards will not be accepted.

Requests from centres for recognition of Health and Safety awards other than the CITB Site Safety Training Schemes will be considered upon submission along with their specification by the centre to the awarding organisation. The course details are to be mapped against the CIOB unit to ensure all the learning outcomes are met. The Awarding Organisation reserves the right to refuse requests.

A copy of the achieved exempted health and safety award must be provided as proof of completion when requesting CIOB certification. CIOB certification is only gained through learners attending a CIOB Awarding Organisation Approved Centre.

## **12.3 Accreditation of Prior Experiential Learning**

The CIOB qualifications are vocational qualifications that develop learners' knowledge and skills in their occupation. The assignments are designed to assess the learner's current work place skills and therefore we are unable to grant exemptions from units or assessments for prior experiential learning. Learners who hold non-accredited training certificates such as SMSTS can apply for unit exemptions through their centre.

## **12.4 AEGROTAT AWARDS**

The CIOB Awarding Organisation does not grant Aegrotat or Posthumous Awards.

The Awarding Organisation will award unit certification for those units that have been successfully completed by a learner. The centre must submit a certificate claim form to request unit certification.

### **13. REASONABLE ADJUSTMENTS AND SPECIAL CONSIDERATIONS (RASC)**

Reasonable adjustments and special considerations may be permitted at the discretion of the centre in cases where the adjustment falls within the remit of the provider. Where the reasonable adjustment or special consideration falls outside of the providers remit, this will be considered either by the external verifier or the Awarding Organisation Management Committee.

### **14. EQUALITY AND DIVERSITY**

The CIOB Awarding Organisation is committed to ensuring that all courses leading to CIOB qualifications are accessible to all students who wish to take them.

The Awarding Organisation opposes all forms of unlawful and unfair discrimination. It is a requirement that approved centres delivering CIOB qualifications provide equality and fairness to all students and do not discriminate on grounds of gender, marital status, race, ethnic origin, colour, disability, sexual orientation, religion or age.

Centres are required to ensure that there are no unnecessary barriers to access or to learning and that the course content and structure are non-discriminatory and that the special needs of individual students are met, both in terms of learning and of assessment.

### **15 THE USE OF THE WELSH AND IRISH (GAELIGE) LANGUAGE**

#### **15.1 Welsh Language**

The CIOB Awarding Organisation is sensitive to the sharpened focus from the Welsh Assembly, on the provision of Welsh medium dual language materials and wishes to respond positively to language needs in Wales.

The CIOB Awarding Organisation monitors demand on an annual basis to see if there is a requirement from our Welsh centres for the provision of our qualifications in Welsh and /or dual language medium.

#### **15.2 Irish (Gaeilge) Language**

The CIOB is supportive of the Belfast Agreement, which committed the government to recognise the importance of the Irish language. We wish to respond positively to language needs in Ireland, through the provision of Irish (Gaeilge) medium and dual language material.

The CIOB Awarding Organisation monitors demand on an annual basis to establish if there is a requirement from our Ireland centres for the provision of our qualifications in Irish (Gaeilge) and/or dual language medium.

### **16 FUNDING AND GRANTS**

Funding through CITB is available for professionals undergoing CIOB units if claimed through the 'training plan' or 'short duration' routes. CITB grants are available to in-scope employers. Centres need to ensure that employers are aware of this.

Individual funding may be granted to individual learners through their local Skills Funding Agency, which helps to support learners who would otherwise not be able to participate in learning for financial reasons under their Discretionary Learner Support (DLS). For further information visit <https://www.gov.uk/discretionary-learner-support/overview> or contact the centre/training provider student support officer.

A [Professional and Career Development Loan](#) is a bank loan set at a competitive interest rate that learners aged 18 years or over can use to help pay for learning that leads to work or that will improve their employability. They can be used to support any full-time, part-time or distance learning courses for up to two years, as long as the course leads to a trade, occupation or profession. Like any loan, learners must repay the money they borrow, but the Skills Funding Agency will pay the interest on the loan while the learner is in learning and for up to one month afterwards. The learner then repays the loan to the bank over an agreed period at a fixed rate of interest [www.gov.uk/career-development-loans/overview](http://www.gov.uk/career-development-loans/overview)

A 24+ Advanced Learning Loan [www.gov.uk/advanced-learning-loans](http://www.gov.uk/advanced-learning-loans) to help with the costs of a college or training course if you're 24 or older. The course must be eligible e.g. a Level 3 or 4 course (such as an A Level) or an advanced or higher apprenticeship. Loans have to be paid back. [Repayments](#) start the April after the completion of the course and you won't have to pay anything back until you earn more than £21,000 a year. The loan doesn't depend on your income and there are no credit checks.

You can get independent money advice from the [Money Advice Service](#). Get free advice and help with choosing a course from the [National Careers Service](#).

Further information can also be located at: <http://skillsfundingagency.bis.gov.uk/>

## **17. AWARD OF CERTIFICATION**

On completion of your qualification your centre must notify the CIOB of your certification claim, units achieved and grades awarded using the CIOB proforma. Please ensure that your details are correct and that your tutor has been given your name exactly as you wish it to appear on your certificate. There is generally an eight week turn around for certification.

## **18. REPLACEMENT CERTIFICATES AND CHARGES**

Learners and/or centres requesting a replacement certificate or transcript of completed units for a learner, should contact the CIOB. The reissue of a certificate will only be granted if the awarding organisation is fully satisfied that the required evidence from the original issue of the award has been met. The reissue of a replacement certificate is entirely at the discretion of the awarding organisation.

Details of replacement certificate and transcript fees and charges are available on our web pages <http://www.ciob.org/awarding-body> or by contacting us at [awardingorg@ciob.org.uk](mailto:awardingorg@ciob.org.uk).

## **19. CIOB AWARDING ORGANISATION FEE LEVELS**

Qualification fees are payable upon commencement of the course through the centre. Once a learner is registered for the Level 4 Certificate qualification they are registered also for the Diploma and therefore a separate registration fee is not required. The Awarding Organisation however, must be notified when a learner will commence on the Diploma

year of study; your centre should ensure this. Learners who have completed the Level 3 qualification and are wishing to progress to the Level 4 Certificate, are required to register for the level 4 qualification.

For up-to-date information on Education Services fees and associated costs, please refer to our web-pages; <http://www.ciob.org/awarding-body> or contact us on +44 (0) 1344 630 829 or Email: [awardingorg@ciob.org.uk](mailto:awardingorg@ciob.org.uk)

## **20. QUALIFICATION PROGRESSION**

On completion of the CIOB Level 4 Site Management Diploma course for those wishing to progress, may be taken by enrolling on courses such as: Higher National Diploma; Foundation Degree or Degree courses. You may wish to also consider the CIOB Chartered Membership Qualification (CMP). The CMP involves candidates being able to apply their acquired experiential knowledge for assessment in managing people, processes and the technology of construction.

For further details please contact our Education Administrator Audry Lamont, Tel: 01344 630 774, E-mail: [alamont@ciob.org.uk](mailto:alamont@ciob.org.uk).

For accredited Degree qualifications please contact Laura Chinn, Accreditation Officer, Tel: 01344 630 799, E-mail: [lchinn@ciob.org.uk](mailto:lchinn@ciob.org.uk)

## **21. STUDENT FEEDBACK**

As an awarding organisation the CIOB is committed to quality. We feel it is important that we have feedback from our students on the delivery of our courses. Students can assist us by completing our online survey and providing any additional information you feel important. We would welcome your comments and would appreciate the time taken in providing this valuable feedback. Surveys that highlight good practice can enable us to implement this within our guidance sharing best practice, and highlighting issues can enable us to provide support to either centres or students where it is needed. Our Student Satisfaction Survey is provided by QuestionPro and emails are sent via your tutor in order for you to gain access and complete our survey.

## **22. CIOB REGIONAL HUBS**

Your local CIOB Regional Hub will be pleased to hear from you, whether you require support from the CIOB, or have a question. Regional Member Services staff are your point of contact and can offer support and advice at a local level.

## **23. MEMBERSHIP OF THE CHARTERED INSTITUTE OF BUILDING**

Free student membership is granted once the registration process of the learner has been completed. On commencement of the course your centre will provide the necessary registration form our registration fees are included within your centre teaching fees, information on fees can be found on our website. Free student membership is granted for a period of four years, should you decide to take this offer the CIOB registration form should be completed to indicate this.

Student membership provides a number of benefits to learners whilst studying for this qualification:

- Complete access to the CIOB Library & Information Service
- Advice on technical and legislative issues
- Information and updates through CIOB members area of website
- Access to branch activities and networking opportunities
- Access to electronic copies of the CIOB Construction Manager and Contact magazine

Both the learner and the tutor must complete the appropriate sections of the registration form for either the Level 3 or Level 4 qualifications. Your tutor will forward these to the CIOB Qualifications Administrator.

Once the CIOB has received the appropriate registration fees, the CIOB will provide written confirmation of your registration to your course leader. You may wish to use the CIOB Record Books which are available online. Record books can enable you to keep track of your studies. This can also become an experiential record of your accomplishments whilst on the qualification.

NB: It is a requirement of the qualification that a student is registered with the CIOB and the centre has paid the relevant registration fee at the start of the course.

Further details about membership can be found on the web pages:

[www.ciob.org/become-a-member](http://www.ciob.org/become-a-member)

## **24. COMPLAINTS**

We hope you do not have cause to complain about our standards of service; however we know that there may be occasions when things go wrong. If you do wish to make a complaint, we will:

- Take all complaints seriously
- Follow our published procedure for dealing with complaints
- Resolve the problem within timescales set out with our complaints policy
- Apologise if the complaint is upheld

### **24.1 Awarding Organisation Complaints Handling Procedure**

To ensure that complaints are managed effectively, our handling procedure is set out as follows:

- Complaints should be issued to the Awarding Organisation in writing within 30 days of a complaint or grievance is identified or within 30 days of the notification of an internal appeal
- The complaint will then be acknowledged in writing to you and investigated by the Awarding Organisation
- Complainants will then be notified in writing of the outcome and the right to appeal within 30 days.
- A complainant may have grounds for an appeal if the outcome reached is not to their satisfaction. For more information on appeals please read the Awarding Organisation Appeals procedure as detailed on our website [www.ciob.org.uk/education](http://www.ciob.org.uk/education)

## **24.2 Complaints monitoring**

The Awarding Organisation will undertake regular reviews of complaints through an internal monitoring process.

## **24.3 Contact information:**

Complaints under the jurisdiction of the Awarding Organisation should be directed to:

Head of Education  
Chartered Institute of Building  
1 Arlington Square  
Downshire Way  
Bracknell  
Berkshire  
RG12 1WA  
Email: [awardingorg@ciob.org.uk](mailto:awardingorg@ciob.org.uk)

## **25. APPEALS PROCEDURE**

### **25.1 Appeals introduction**

The awarding organisations appeals process will be accessed once the centres internal appeals process has been exhausted.

The CIOB as an Awarding Organisation has comprehensive and rigorous quality assurance procedures in place for maintaining the standards of its qualifications and their delivery. In the event that these systems are deemed to have failed, an appeal may be made to the CIOB. The Institute is committed to ensuring that the services of its approved centres or appointed representatives are conducted in an equitable, rigorous and effective manner at all times.

The CIOB strives to ensure that the quality and integrity of its awards is maintained. However, there may be incidents which require an investigation of the quality systems and procedures. The appeals procedure allows centres and candidates to enquire about or appeal against decisions or outcomes.

The CIOB will treat all appeals with equal importance and consideration. It understands the need to ensure that appeals are dealt with in a thorough and equitable manner.

The CIOB Appeals Process has been established under the terms issued by The Office of Qualifications and Examinations Regulations (Ofqual) as the regulator of qualifications (other than degrees), examinations and assessments in England, and of vocational qualifications in Northern Ireland.

### **25.2 An appeal**

An appeal is a formal request by a candidate or a named representative from an approved centre to the Awarding Organisation to undertake an investigation (on the grounds outlined below) and to arrive at a decision.

### **25.3 Grounds for appeal**

An appeal may be made by individual candidates or centres:

- When the systems and procedures are deemed to have failed
- On the grounds of maladministration or malpractice
- Against an external verification decision
- A candidate considers that a centre decision continues to disadvantage him/her and this has not been resolved by the centre's internal appeals procedure

A candidate who appeals against results or against practices and procedures carried out by an approved centre may only be considered after the centre's own appeals procedure has been exhausted. Appeals will be considered individually on the merits of each submission made to the CIOB Awarding Organisation.

### **25.4 Malpractice**

In cases where malpractice is suspected through the nature of an appeal, the Malpractice Policy will be invoked.

### **25.5 Procedures for registering an appeal**

An appeal must be submitted in writing to the Head of Education within 30 days of a grievance being identified; or within 30 days of the notification of an internal appeals decision which has been made by an approved centre. The written appeal must contain the following information:

- Name of person making the appeal
- Name of approved centre
- Name of candidate(s) involved in the appeal (if applicable)
- CIOB course being studied by candidate/s (if applicable)
- Year in which candidate(s) registered for the course (if applicable)
- Details of the appeal
- Grounds or reason for the appeal
- If the appeal is against an assessment decision, the assessed item(s) of work must be included in the written appeal

### **25.6 The appeal process**

The CIOB Awarding Organisation appeals process has three stages affording opportunities to appeal decisions. An outcome must be reached from each stage before the appeal can be escalated to the next stage. At each stage at least one independent member\* will be involved in the decision making process.

These stages are:

1. The Awarding Organisation
2. The Grievance and Appeals Board
3. Independent Review\*

\*An independent member will be someone who is, and has not been at any time during the past seven years, a member of the awarding organisations' board or committees, or an employee or examiner of the awarding body.

## **25.7 Stage 1: Awarding Organisation**

Learners appealing against the decisions of a centre must exhaust the centre's own appeals procedures before lodging an appeal with the CIOB Awarding Organisation.

Appeals are to be lodged with the Awarding Organisation in writing. The Awarding Organisation will acknowledge in writing the receipt of the appeal within 5 days.

The Awarding Organisation Management Committee will investigate the appeal and an outcome will be determined based upon the information provided by the appellant to the Awarding Organisation. An independent reviewer will be involved in determining the outcome of the appeal.

At each stage of the appeals process the appellant will be kept fully informed and notified of the outcome and opportunity to appeal the decision within 30 days.

Appeals to the Awarding Organisation should be made in writing to the address below:

CIOB Awarding Organisation – APPEALS  
The Chartered Institute of Building  
1 Arlington Square  
Downshire Way  
Bracknell  
Berkshire  
RG12 1WA

Email: [awardingorg@ciob.org.uk](mailto:awardingorg@ciob.org.uk)

## **25.8 Stage 2: CIOB Grievance and Appeals Board**

If the appellant wishes to appeal the decision of the Awarding Organisation, the appeal can be lodged within 30 days with the CIOB Grievance and Appeals Board. The appeal will be acknowledged in writing and a decision provided in writing within 8 weeks.

### **Grievance & Appeals Board Procedure**

1. A written complaint is received by the Deputy Institute Secretary regarding an Institute process. The Deputy Institute Secretary reviews the complaint together with the Manager/Head of Department to which the process relates.
2. A holding response is sent to the complainant if it is deemed to be a complaint under the Terms of Reference of the Board. If the complaint is not covered by the Terms of Reference, a formal response will be made. (1 week).
3. Evidence of the Institute process will be collated by the Deputy Institute Secretary and a member from the Board sought to review the complaint. (2 weeks)
4. All documentation relating to the complaint will be forwarded to the board member.

5. The board member will be asked to review and consider the complaint, grievance or appeal and complete an Appeal Report, using the template document supplied. (2 weeks)
6. On receipt of the appeal report, all documentation shall be sent to the chair of the board. The Chair's role is to confirm that due process has been followed and the response of the board member is fair and reasonable. (2 weeks)
7. The Deputy Institute Secretary sends the appeal report to the complainant and to the Awarding Organisation Head of Education with a covering letter.
8. The Awarding Organisation Head of Education will write to the appellant with details of the outcome of the appeal.

Enquiries regarding the Grievance and Appeals Board should be directed to:

Deputy Institute Secretary / Legal Manager  
Chief Executive's Directorate  
The Chartered Institute of Building  
1 Arlington Square  
Downshire Way  
Bracknell  
Berkshire  
RG12 1WA

Tel: +44 (0) 1344 630732

### **25.9 Stage 3: Independent review**

If an appellant wishes to appeal the decision of the Grievance and Appeals Board and the Awarding Organisation, the appellant must respond in writing to the Awarding Organisation within 30 days of the issued decision. The appeal will then be passed to the Awarding Organisation Management Committee who will appoint an independent person from an independent review panel. The independent review panel is comprised of individuals who are not and have not been members of the Awarding Organisation or any CIOB Committees in the preceding seven years and are not employed by the CIOB.

This independent reviewer will have access to all of the information previously submitted by a candidate and the CIOB responses to the enquiry and appeal history. They will also have access to information regarding the processes and procedures that the CIOB follow and are provided with access and information which may aid the review.

Upon completion of the independent review the CIOB Awarding Organisation will communicate the decision reached to the candidate in writing within 30 days. The decision of the Independent Review is final.

CIOB Awarding Organisation - APPEALS  
The Chartered Institute of Building  
1 Arlington Square  
Downshire Way  
Bracknell  
Berkshire RG12 1WA

## **25.10 Appeal outcomes**

Where the outcome of an appeal brings the validity of other results or decisions into doubt, the CIOB Awarding Organisation will take action to protect the interests of other affected candidates and to ensure the integrity of the award.

The Awarding Organisation Management Committee will take appropriate action to rectify failures in quality procedures or policies which are identified through a successful appeal.

Appeals may be lodged against assessment decisions. However there are certain circumstances which will not be considered as valid grounds for an appeal.

Appeals relating to the following will not be considered:

- The effect of the assessment decision on a candidate's employment or employment prospects
- The cost to the student of exam re-sits
- The effect of an assessment decision on a candidate's family or personal life
- Pressure of work during an examination period
- Against the academic judgment of an examiner or of the Examinations Board

If an appeal is lodged without legitimate grounds, the CIOB **will not** consider the appeal.

## **25.11 Protecting the Interests of all Candidates and the Integrity of the Qualification**

Where the outcome of an appeal brings into question the accuracy of other results, the CIOB will take steps to protect the interests of all candidates and the integrity of their qualifications. This may include the review of learners' work and this may be undertaken without obtaining the learners' consent. Where serious breaches of quality systems or procedures have occurred at the Centre, the CIOB retains the right to withdraw Centre approval.

## **25.12 Timescale for appeals**

The CIOB aims to fully investigate an appeal and respond to the appellant with an outcome within 30 days of the appeal being lodged. At every stage, the appellant will be informed of a time period to respond by.

## **25.13 Costs and fees**

The CIOB does not charge a fee for an appeal and if there are any associated costs these will not be passed to the appellant.

## **25.14 Refunds**

The appeals process is free to appellants and therefore no refunds or associated costs are paid to the appellant. The CIOB reserves the right not to enter into any discussions on the repayment of any expenses incurred by the appellant through the appeals process.

## **25.15 Annual evaluation**

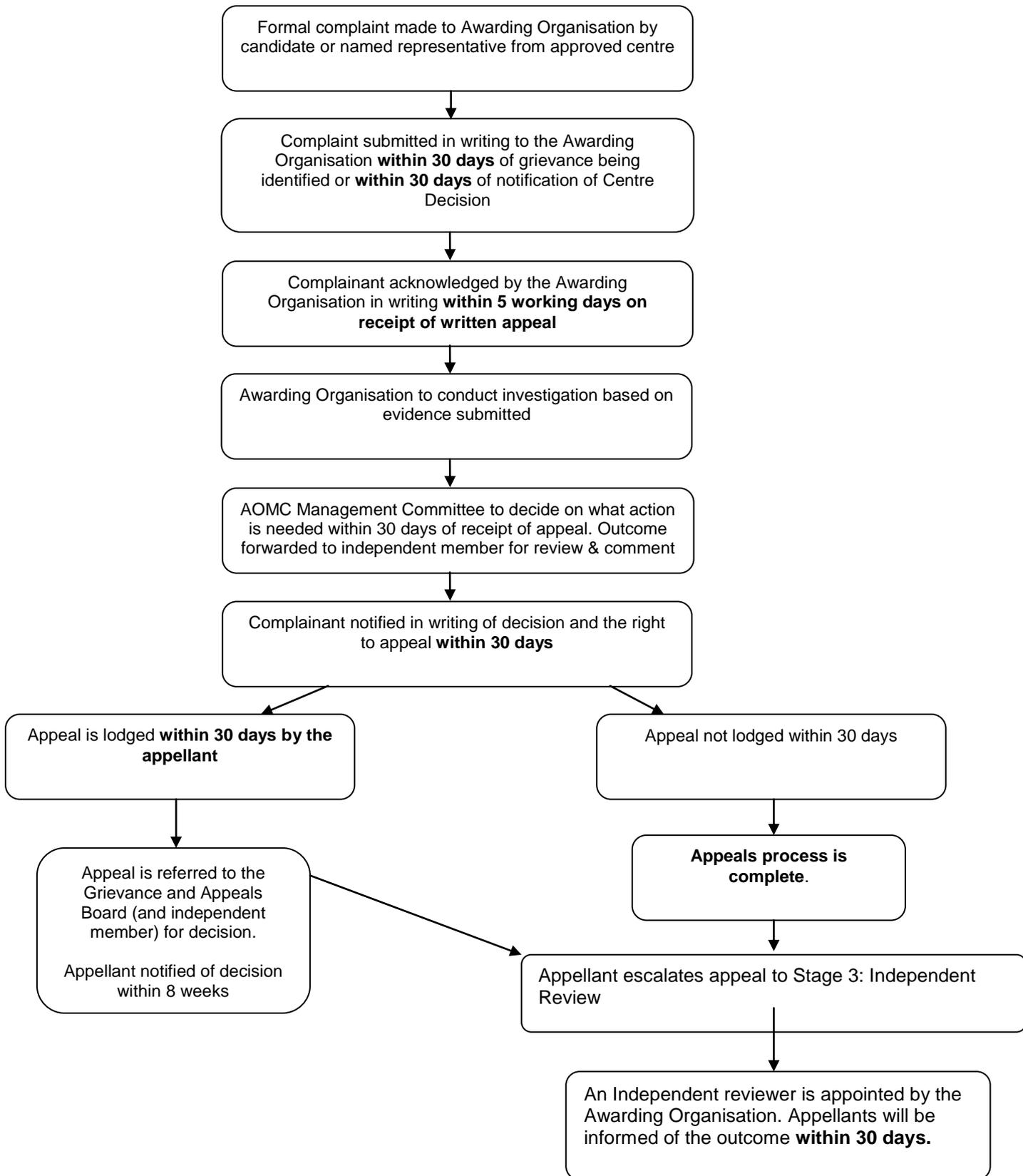
The CIOB will continuously monitor and evaluate the nature, conduct and outcomes of its appeals arrangements. Where a successful appeal identifies failures in the quality systems or procedural failures, the Awarding Organisation Management Committee will take remedial action necessary to ensure the integrity of its qualifications. It will report on the operation of its service and share relevant data with the regulatory authorities upon request. This procedure is in line with regulatory criteria as set out by Ofqual.

The CIOB Awarding Organisation may vary this policy from time to time, such variations being effective upon their publication.

If you would like to talk to someone about the appeals process, please contact us on + 44 (0) 1344 630 742 or email your enquiry to [awardingorg@ciob.org.uk](mailto:awardingorg@ciob.org.uk)

Or by post: CIOB Awarding Organisation - APPEALS  
The Chartered Institute of Building  
Downshire Way  
Bracknell  
Berkshire  
RG12 1WA

## 25.16 CIOB Awarding Organisation Appeals Process



## **26. CIOB SCHOLARSHIP AND AWARDS**

As a champion of the built environment, the CIOB offers a range of scholarships to support students, graduates, academics and practitioners in order to promote and reward the industry's future leaders. The scholarships, prizes and bursaries on offer include awards for research, travel, course fees and projects covering the whole construction process.

The CIOB scholarships are available to bright, motivated and ambitious individuals who show the potential to succeed in the construction industry.

Further information can be found on our website at [www.ciob.org/scholarships](http://www.ciob.org/scholarships) or by contacting us at the contact details at the end of this section.

## **27. AWARDING ORGANISATION DOCUMENTATION AND PROCEDURES**

For a comprehensive list of CIOB guidance documentation and procedures, please refer to the web-pages <http://www.ciob.org/awarding-body> or contact the CIOB by email at: [awardingorg@ciob.org.uk](mailto:awardingorg@ciob.org.uk) to request your copy.

## **28. USE OF THE CIOB LOGO**

Only Corporate Members of the Institute may use the approved CIOB logo on items related to their advisory service ('Rules and Regulations of Professional Competence and Conduct') [www.ciob.org.uk/about/royalcharter](http://www.ciob.org.uk/about/royalcharter)).

In order to use the logo, members must be:

- Of Corporate Member status (i.e. MCIOB or FCIOB)
- Operating in an individual capacity (i.e. not in a partnership or company)
- Trading under their own name (e.g. John Smith MCIOB, Director) and not under a company name (e.g. Smith and Associates)

## **29. CONTACT INFORMATION AND GENERAL ENQUIRIES**

For all Awarding Organisation enquiries, please contact either the Education Administrator or Quality Coordinator:

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

Email: [awardingorg@ciob.org.uk](mailto:awardingorg@ciob.org.uk)

Web: [www.ciob.org.uk](http://www.ciob.org.uk)

Tel: +44 (0) 1344 630829

Updated: 09/12/16 Final: 28.02.17

Next annual policy review date: Nov 2017