Syllabus

Level 3 Certificate in Technical Support for Public Service Building Standards
(603/4612/7Ofqual)

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1.   Programme Structure and Rules of Combination

1.1.   Rationale

CIOB Level 3 Certificate in Technical Support for Public Service Building Standards

The CIOB Level 3 Certificate in Technical Support for Public Service Building Standards is designed for local authority building control administrative staff dealing with the building control function on a day to day basis. This qualification develops the learner's knowledge and skills to process the workload of the building control team correctly in line with statutory timescales, delivery and performance standards. They will also understand the importance of this role and how information is conveyed to users of the service.

1.2   Progression to Other Qualifications

The programme provides the underpinning knowledge and understanding for entry to the Level 4 Diploma in Building Control Surveying. Higher Education providers may consider these qualifications for entry to appropriate degree programmes.

1.3   Programme Rules of Combination

The Building Control Technical Support qualification comprises of one qualification; the Level 3 Certificate in Technical Support for Public Service Building Standards.

To achieve the Level 3 Certificate, candidates are required to undertake:

   All four units

All units may also be studied individually for Unit Certification. Units must be undertaken in the suggested numerical order.

1.4   Unit Exemptions

Exemptions may be granted for related qualifications. All requests for exemptions must be sent to the CIOB awarding organisation, addressed to the Associate Director of Education, via awardingorg@ciob.org.uk

Requests for exemptions should be accompanied by a transcript of the units studied and relevant unit descriptors. 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 (one unit from the Certificate).

Learners have the right to appeal an exemption decision via the independent CIOB Grievance and Appeals Panel. Requests should be addressed to the Head of Education, via awardingorg@ciob.org.uk

1.5   Entry Requirements

   GCSE English and Maths or equivalent
   Or
   Relevant building control experience in a local authority

1.6   Unit and Assessment

This qualification is delivered online with a blend of online learning modules and online weekly tutor contact activities. Students will have access to regular contact time with their tutor facilitated through interactive discussion forums and virtual classroom sessions.

Candidates will be assessed through a combination of assignments and practical exercises whose complexity corresponds to the credit value. The marks awarded will be pass or refer for each unit. All units must be passed in order to achieve the certificate.

The assessments will involve practical questions related to work-based scenarios. Participants will have to complete the online assessments on the Virtual Learning Environment programme by the end of each Unit.

Indicative marking descriptors are provided below (Section 1.8).

1.7   The Assessment Criteria

The assessment process is set by the approved provider and must be submitted for approval to the CIOB Awarding Organisation prior to being set. The CIOB provides guidance and advice on the design and delivery of assessments.

All completed assessments are marked internally, internally verified and subject to external verification.

The assessment criteria are based on 3 areas:

1. **Task Achievement** – This is a measure of how well the candidate answers the task question/questions and the identification of the important aspects of the task.

2. **Technical Content** – This is a measure of how well the candidate identifies, describes and evaluates the technical aspects of the task.

3. **Presentation** – This is a measure of how well the candidate presents the assignment and includes the quality of the lay-out and paragraphing, the quality and relevance of visual or graphical content.

1.8 Level 3 Certificate in Technical Support for Public Service Building Standards Indicative Marking Descriptors

* Please note that the bands below describe indicative characteristics only. An overall holistic approach is required when assessing a candidate's work.

Grading	Task Achievement The Relevance of the Response	Inclusion of Relevant Technical Knowledge in Content	Presentation/Coherence
Pass			
40%+	The work demonstrates a clear understanding of the main issues relevant to the task. The issues are explained effectively and potential solutions identified. There is some attempt to analyse the merits of the solutions to the task where applicable. The task is broadly achieved within the word count, if relevant to assignment.	The work demonstrates an understanding of the key technical issues of the task. There is clear description of relevant technical aspects with some attempt to evaluate the merits of these as appropriate to the task.	Demonstrates an awareness of presentation and an attempt to present the information with clarity and coherence. There is use of paragraphing and titling to assist the reader where applicable. There is use of clear graphical information to support the assignment which has broad relevance to the task. There may be some limited inaccuracies/omissions in these.
Refer			
0-39%	The work shows a poor understanding of the task. Frequent inaccuracies. Failure to identify important aspects of the task. Much of the information is irrelevant to the task. There may be evidence of copy and paste from external sources. The response may be limited to lists of words with no attempt to explain the relevance/merits of these to the task. The assignment falls short of the word count or the task is not complete.	The work demonstrates a lack of understanding of the technical aspects. There are omissions of important technical information. Errors are evident in the technical content. There is no attempt to explain the relevance of the technical content to the task.	Lacks structure and may be limited to lists of points which are not developed. Disorganised in structure causing difficulty for the reader to understand the points. The response is illegible or incoherent in places. The graphical information is of poor quality or absent. They may be irrelevant. There may be errors, a lack of clarity causing difficulty for the reader to understand.

1.9   Overall Qualification Grade

Candidates must pass 4 units of the programme.

1.10 Indicative Reading List

General

- Planning Portal
- Legislation.gov.uk
- Town & Country Planning Act 1990
- Policy Planning System
- Central government information on the planning act
- The Approved Documents England
- The Approved Documents Wales
- CIPFA Accounting for Building Control
- Building Control Quality Management System suite of documents
- The Building Act 1984 or subsequent version
- Building Regulations 2010 or subsequent version
- The Building (Local Authority) Charges Regulations 2010 or subsequent version
- Building (Approved Inspectors. Etc.) Regulations 2010 or subsequent version

1.12 Knowledge & Skills Matrix

Specialist Knowledge and Skills			Transferable Skills				
Unit Title	Subject Knowledge & Understanding	Specialist Skills Application	Application of IT Skills	Presentation Skills	Communication Skills	People Management Skills	Administration Skills
3.1 Introduction to Building Control							
3.2 Introduction to Building Control Legislation							
3.3 Building Control – Processes and Functions							
3.4 Building Control – Service Delivery							

Unit 3.1 – Introduction to Building Control

Unit Title	Introduction to Building Control
Level	3
Unit Reference Number	D/617/6177
Credit value	1
Unit Guided Learning Hours	1
Unit Personal Study Hours	9
Total Qualification Time	10

Learning outcomes: The learner will:	Assessment Criteria: The Learner can:
1. Understand the historical context of building control and how building control fits in the construction process.	1.1 Explain how building control works today. 1.2 Describe key historic events that have shaped building control.

Unit information

This unit is designed to introduce Building Control Technical Support to the building control discipline.

The knowledge and skills in the unit are gained through a mix of online learning resources, research, collaborative activities and virtual classroom sessions.

This is unit 1 of a 4 unit qualification – forming the CIOB Level 3 Certificate in Technical Support for Public Service Building Standards.

Unit 3.2 – Introduction to Building Control Legislation

Unit Title	Introduction to Building Control Legislation
Level	3
Unit Reference Number	D/617/6178
Credit value	4
Unit Guided Learning Hours	4
Unit Personal Study Hours	36
Total Qualification Time	40

Learning outcomes: The learner will:	Assessment Criteria: The Learner can:
1. Understand the main duty and function of local authority building control based on the key legislation used to administer the building regulations.	1.1 Describe the key documentation used to fulfil the building control function. 1.2 Describe the statutory consultees and timescales for building regulation applications, including non-fee earning work. 1.3 Explain the role of local authority building control in relation to enforcement.
2. Based on current legislation, be able to assess various application and notification types received by local authority building control.	2.1 Assess a range of works to determine their status in relation to the statutory framework. 2.2 Advise on the most appropriate application type for various proposals.

Unit information

This unit is designed to give the Building Control Technical Support an understanding of the legal framework in which building control operates.

The knowledge and skills in the unit are gained through a mix of online learning resources, research, collaborative activities and virtual classroom sessions that link the learning process to the workplace experience.

This is unit 2 of a 4-unit qualification – forming the CIOB Level 3 Certificate in Technical Support for Public Service Building Standards.

Essential Reading:
The Building Act 1984 or subsequent version
The Building Regulations 2010 or subsequent version
The Building (Approved Inspectors. Etc) Regulations 2010 or subsequent version
The Building (Local Authority Charges) Regulations 2010 or subsequent version

Unit 3.3 – Building Control – Processes and Functions

Unit Title	Building Control - Processes and Functions
Level	3
Unit Reference Number	K/617/6179
Credit value	6
Unit Guided Learning Hours	6
Unit Personal Study Hours	54
Total Qualification Time	60

Learning outcomes: The learner will:	Assessment Criteria: The Learner can:
1. Understand the principles of the Quality Management Systems in Building Control.	1.1 Describe the key documents and main responsibilities of the technical support team, as defined in the Building Control Quality Management System.
2. Understand the core processes carried out by local authority building control.	2.1 Be able to identify the correct procedures for processing building control applications.
3. Be able to identify alternative routes to serving notices for building control work.	3.1 Explain the procedure for responding to the different notices received by local authorities from Approved Inspectors.
4. Be able to calculate building control standard charges, in accordance with the scheme of charges.	4.1 Calculate standard building control charges for a given scenario.

Unit information

This unit is designed for existing or potential new staff working for local authority building control as part of a technical support team, giving them the knowledge and skills to effectively support the building control team.

The aim of this unit is to develop the candidates practical understanding of the Building Control Quality Management System, knowledge of the core processes carried out by building control and to ensure they can effectively work through these processes. The candidates will also demonstrate the ability to determine standard charges based on a scheme of charges.

The knowledge and skills in the unit are gained through a mix of online learning resources, research, collaborative activities and virtual classroom sessions that link the learning process to the workplace experience.

This is unit 3 of a 4-unit qualification – forming the CIOB Level 3 Certificate in Technical Support for Public Service Building Standards.

Recommended Reading: Building Control Quality Management System suite of documents:
The Quality Management System
Quality Policy
Quality Manual
Procedures Manual
Code of Conduct
The Building Act 1984 or subsequent version. The Building Regulations 2010 or subsequent version.
The Building (Approved Inspectors Etc) Regulations 2010 or subsequent version.

Unit 3.4 – Building Control – Service Delivery

Unit Title	Building Control – Service Delivery
Level	3
Unit Reference Number	D/617/6180
Credit value	3
Unit Guided Learning Hours	3
Unit Personal Study Hours	27
Total Qualification Time	30

Learning outcomes: The learner will:	Assessment Criteria: The Learner can:
1. Understand the needs of building control service user groups and the appropriate method to communicate with them.	1.1 Explain the requirements of the key service user groups. 1.2 Identify the most appropriate methods of communication for given scenarios.
2. Understand the principles of user service and marketing in building control.	2.1 Evaluate the benefits of effective user service for a building control section. 2.2 Describe alternative methods of obtaining user feedback. 2.3 Create marketing materials for a given audience.
3. Understand the key performance indicators for building control.	3.1 Describe the key performance indicators in building control.

Unit information

This unit is designed for existing or potential new staff working for local authority building control as part of their technical support team, giving them the knowledge and skills to effectively support the building control team.

The principle aim of this unit is to develop the candidates practical understanding of service delivery and marketing in the context of local authority building control.

The knowledge and skills in the unit are gained through a mix of online learning resources, research, collaborative activities and virtual classroom sessions that link the learning process to the workplace experience.

This is unit 4 of a 4 unit qualification – forming the CIOB Level 3 Certificate in Technical Support for Public Service Building Standards.

Essential Reading:
Building Control Quality Management System suite of documents