



CIOB Awarding Organisation

External Verification Policy & Procedures

**CIOB Level 3 Diploma in Site Supervisory Studies
CIOB Level 4 Certificate in Site Management
CIOB Level 4 Diploma in Site Management**

July 2010

Contents:

1. The External Verification Process
2. Requirements for External Verification
3. Role of the External Verifier
4. Appointment of External Verifiers
5. External Verification Inspections
6. The External Verifier Report
7. Duties of the CIOB in External Verification
8. Training & Continuing Professional Development (CPD)
 - 8.1 Continuing Professional Development (CPD)
 - 8.2 Advantages of CPD
9. The Chief Verifier
 - 9.1 Appointment of the Chief Verifier
10. Malpractice
11. Appeals & Grievance
12. Reasonable Adjustments and Special Considerations
13. Contact Details
14. Appendices
 - Appendix 1: Guidance Notes for External Verifiers
 - Appendix 2: CIOB Code of Practice for External Verifiers
 - Appendix 3: Sample EV Report
 - Appendix 4: Pre-visit request form
 - Appendix 5: EV Visit Pro-forma
 - Appendix 6: Reasonable Adjustments permitted by Centre or External Verifier
 - Appendix 7: Student Feedback Form
 - Appendix 8: Training & Development Request form
 - Appendix 9: Continuing Professional Development record
 - Appendix 10: CPD Action Plan

Other Documentation available

- Centre & Tutor guidance
- The Awarding Organisation & the QCF
- Certification Policy
- Syllabus & Assignments
- Customer Services Charter & Policies
- Reasonable Adjustments and Special Considerations Policy

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 procedure and supports the maintenance of its qualification standards. Through an auditing process, external verification applies a level of rigour to ensure that course administration, assessment and delivery is undertaken in an accurate and consistent, manner across CIOB Approved Centres.

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.

3. Role of the External Verifier

External Verifiers 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 inform the CIOB on 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 criteria.

The certification process is governed by strict areas of review. Any centre falling below the required standards faces the imposition of sanctions or penalties in cases where a centre is failing to comply with requirements or an investigation under the CIOB Malpractice Policy.

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. Submission of EV personal CPD record is required on an annual basis
- Attendance of the CIOB External Verifiers Standardisation Forum annually
- Have a thorough understanding of the certification criteria for Level 3 and 4 courses
- Possess a detailed knowledge of the relevant CIOB policies, systems and procedural and guidance documentation
- Have a comprehensive knowledge of the statutory and regulatory arrangements for qualifications offered by CIOB under the regulators, Ofqual and the QCF
- Understand and apply the full requirements for the Level 3 and 4 qualifications, including syllabus content, assignment work, assessment and resource requirements, rules of combination, unit awards including unit bank interrogation

4. Appointment of External Verifiers

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 Awarding Body Management Committee (ABMC) approve and CIOB Education, Qualifications, Standards and Practice Board (EQS&PB) ratify as appropriate based upon the above criteria. The tenure of the CIOB External Verifiers will be subject to a three year review process.

5. External Verification Inspections

Inspections are undertaken annually between February and June. This ensures that the review is carried out 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 Verifiers visits must reflect the centre's performance, volume and throughput of candidates. Additional visits throughout the year may be necessary to monitor centres progress in complying with criteria. For new centres, an initial visit will be made within 6 months of launching a programme.

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 and the verification and sampling activities that will take place. A pro-forma is provided to External Verifiers (in appendices) include 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)
- Sample of the inspection documents that are required at time of visit

The process of External Verification will normally be regarded as a full day of inspection. Additional time may be required should this be the initial visit or a follow-up inspection following sanctions.

The awarding organisation is required to ensure there are secured systems in place with regards to confirming the results of candidates. Before inspection each External Verifier will be provided with details of current registrations and previous certifications from CIOB Data Services, this information is to be used for the External Verifier to select the samples they inspect for accurate and consistent assessment, any anomalies should be reported to the CIOB for further action to be taken.

Over a period of time the External Verifier should inspect internally set assignments to ensure there is assessment and internal verification records for all certificated candidates. Internally verified assignments must 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. A sample Quality and Internal Verification Plan is included for External Verifiers reference and recommendation to centres. (See page 5)

Exemplar Assignments

At the time of the centre visit External Verifiers are to request from tutor's exemplar student work demonstrating both excellent responses and good practice with commentary explaining how and why the work had been awarded a pass. The Awarding Organisation also requests that a selection of exemplar material shows common misconceptions and errors.

External Verifiers are required to retain centre visit documentation for a period of three years.

The CIOB will take action against centres who fail to provide access for the purposes of visits undertaken by External Verifiers and the qualification regulators. This includes access to premises, records, information, candidates and staff as requested to cooperate with CIOB's monitoring activities.

Centres seeking re-approval will be invited by CIOB to submit information in accordance with the Centre Approval Guide. The CIOB Submission Panel will be appointed to deal with all re-submissions, these are then submitted to the ABMC for approval.

6. The External Verifier Report

The report provided by the CIOB to External Verifiers is in standard format to ensure the auditing process is carried out in a systematic, comprehensive and consistent manner. Hand written signatures must be provided in every instance from the course leader for proof of verification. The report is divided into 11 sections:

Section A - Centre & External Verifier details:

- Confirmation of a single named point of accountability (quality nominee) for the quality assurance and management for the assessment of units and qualifications
- Programmes currently delivered
- The inclusion of Student feedback requests
- Human Resources – examining of staff CV's

Section B - Visit Findings:

- Visit duration by the external verifier
- Registration verification and next visit information
- Result of visit – approval
- CIOB monitoring signatures

Section C – Candidate Support & Induction

- Needs analysis and diagnostics
- Course member support – detailing the level of initial development, induction and resource allocation
- Course delivery and assessment – detailing delivery criteria and overview of the qualification structure, feedback, assessment and lectures observed during visit
- Attendance requirements; the EV must confirm that the minimum 80% candidate attendance requirement is being met
- Accreditation of current skills
- Internal Verification – appraisal of IV process, effectiveness and sampling methods
- Site Management Awards

Section D – Course Delivery & Assessment

- Staff details – CV information (including position, CIOB membership) for new staff must be examined and noted. New CV's to be sent to CIOB HQ
- Teaching staff and the CIOB Guidance Information
- Course assessment and delivery criteria are met in connection with approval strategy
- Document retention
- Recording of guided learning hours
- Pass/fail results are produced only

Section E – Equal Opportunities:

- The systems and processes covering equality and diversity within the centre

Section F – Internal Verification:

- Detail of explicit systems in place within the centre. Certification will be withheld if internal verification has not been carried out to an acceptable standard

Section G – Risk Management:

It is up to each institution to follow the process they consider most effective when undertaking risk management. However, Programme 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.

Section H – Course Work Sampling:

Assignment sampling – A completion of samples must be undertaken of externally and internally set assignments indicating relevance to module, assessment process and internal verification. The awarding organisation must ensure that all internally verified assignments map to the syllabus.

A selection of centres will also be expected to provide annually internally set assignments to be presented at the External Verifiers Standardisation Forum for sampling.

Section I – Staff Details:

- Details of new course tutors delivering awarding body qualifications

Section J – Action Points:

- Previous Action Points – review of completed and outstanding points
- Actions Required – actions required as a result of current inspection

Section K – Comments & Conclusions

- Verifiers Comments – overall summary and comments in relation to course structure, with comments on good practice
- Reasonable Adjustments and Special Considerations – view of records and numbers

A sample copy of the report is provided in the appendices.

The External Verifier is required to complete all sections of the report, indicating acceptable/non-acceptable standards, with appropriate comments provided in each section. All non-acceptable items are stated within actions and requirements for compliancy detailed against each (including timescales for completion).

For minor issues of administration or process management, certification will usually be provided, with strict enforcement timescales to ensure follow-up to action points are dealt with.

Where there are shortfalls in processes and failures to address basic requirements of the course, the External Verifier is required to recommend withdrawal of certification pending a further investigation by the CIOB, following with a second EV visit arrange with the centre in advance.

Guidance notes for External Verifiers are circulated each year and discussed during the annual training event. The notes provide External Verifiers with some direction in conducting the appraisal and ensures that the visit has structure and form to ensure all areas of review are completed to the satisfaction of CIOB. Guidance notes are contained within the appendices.

7. Duties of the CIOB in External Verification

As an awarding organisation, the CIOB retains a signed Code of Practice, a 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 EV 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 in the process, 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

A Code of Practice is set out within the appendices of this document. All External Verifiers are required to sign this document which is registered with CIOB following selection.

8. Training & 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 EV's participate in standardisation activities. In addition, CIOB Awarding Organisation ensure External Verifiers are kept up to date with best practice & industry updates through 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 external.

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.

Forms for requesting training and CPD are listed in the appendices at the end of this document. Alternatively, please contact the Awarding Organisation at the contact details listed.

8.1 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 which involves checking the CPD records of a random selection of members. You do not need to submit your CPD record unless you are contacted and asked to do so. You may also record your 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 you do will depend on your circumstances, and be appropriate for your responsibilities and ongoing development.

8.2 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 ongoing 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

For all CPD enquiries, please contact: cpd@ciob.org.uk

9. The Chief Verifier

The role of the Chief Verifier is established to provide representation on behalf of External Verifiers through the ABMC. The Chief Verifier ensures standards set by CIOB for undertaking External Verification are maintained and upheld. The Chief Verifier has a responsibility for monitoring and supervising the production of reports and to convey results of the inspection programme to the Awarding Body Management Committee meetings each year. The Chief Verifier also takes an active role in the training, standardisation and development of External Verifiers.

The Chief External Verifier will analyse all external verification including the monitoring of each individual External Verifier which is to be reported to the Awarding Body 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
- EV Action Plans for approved centres
- Failure to comply
- External Verifier performance on overall completion of visit and reporting

9.1 Appointment of the Chief 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 ONE tenure (3 years) as an EV. Expressions of interest are obtained from suitably qualified candidates through 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 Body Management Committee (ABMC) approve and CIOB Education, Qualifications Standards and Practice Board (EQS&P Board) ratify as appropriate based upon the above criteria. The tenure of the Chief Verifier will be subject to a three year review process.

10. 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. 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.

11. 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 but include 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 will comprise 10 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, in the opinion of the Board, do not meet acceptable standards of best practice. The Board will report to Audit and Risk Committee.

12. Reasonable Adjustments and Special Considerations

For CIOB Awarding Organisation qualifications, the centre must consult and inform the External Verifier if reasonable adjustments have to be implemented. 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.

For types of assessment and reasonable adjustments, while assessors, internal and external verifiers normally prefer to see a portfolio made up of evidence which is varied, the approved centre should be prepared to accept a more restrictive variety of evidence as a means of enabling access. It is sensible, however, for the centre to discuss this matter with the internal verifier and/or external verifier at an early stage.

Where reasonable adjustments are put in place for verified types of 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.

13. Contact Details

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

Vocational Coordinator
The Chartered Institute of Building
Englemere
Kings Ride
Ascot
Berkshire
SL5 7TB

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

14. Appendices

Appendix 1: Guidance Notes for External Verifiers
Appendix 2: CIOB Code of Practice for External Verifiers
Appendix 3: Sample EV Report
Appendix 4: Pre-visit request form
Appendix 5: EV Visit Pro-forma
Appendix 6: Reasonable Adjustments permitted by Centre or External Verifier
Appendix 7: Student Feedback Form
Appendix 8: Training and Development Request form
Appendix 9: Continuing Professional Development Record
Appendix 10: Continuing Professional Development Action Plan

Appendix 1: Guidance Notes for External Verifiers

These notes are issued for guidance only. External Verifiers are expected to take other aspects into account depending on establishment under review. External verification should take place between February and June each year.

1. COURSE CONTENTS

You should address the following:

- Full details of course provider
- Course Syllabus – ensure it is current
- Ensure that CIOB set assignments are being used
- Handouts 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 modules, rather than individual stand-alone context)
- Number of teaching staff for programme. (Is it adequate and do we have CV's)
- 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?
- Ensure that provider is using CITB Site Management Safety Training Scheme Syllabus
- Centres not offering the award for three years will need to reapply for approval

Opportunity of progression from and to additional CIOB courses

- S/NVQ Level III and IV Site Management (UK only)
- Other courses/progression – (list)
- Other CIOB courses? (EPA/EPAR)

Course Evaluation by Student

- Induction arrangement. Modules offered. Options taken. Registration
- Student feedback form
- 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
- Visiting Staff@ - Copies of CV's
- Course evaluation by staff and students at year-end. May be available from existing course monitoring within establishment

2. COURSEWORK/PROJECT WORK AND ASSESSMENT

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

Course work (locally set)

- Does coursework meet syllabus requirements?
- Is information presented to students, current up-to-date and legible?
- Are handouts realistic to Site Managers and not of general 'type' suitable to all industries or academic courses?
- Percentage relationship between written work and discussion o subject matter. (High/low)

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
- The final grade is pass/fail
- Feedback
- Lack of Internal Verification is essentially a 'failure to comply' so will hold up certification.

3. TEACHING RESOURCES

You should aim to address the following:

Rooms

- Quality and location
- Noise – inside/outside traffic noise
- Daylight – natural/artificial/combination
- 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)

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
- RIBA
- Barbour Index
- In-house collection
- Office equipment availability photocopy machine
- Word processor facilities

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

4. STAFFING – CV'S

Look for the following details:

- Previous industrial experience gained at Site Management level?
- Professional qualifications – CIOB member?
- Full-time/part-time/speakers
- Where staff are new has CV's been sent to CIOB HQ?

Staff Development

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

Course Management Structure

- Normal person to whom all correspondence should be addressed
- Teaching staff – members of CIOB
- Staff changes since last Verifiers visit
- End of course evaluation by staff

5. INDUSTRIAL LINKS

- Employer's views on CDSM schemes (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

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 further CIOB courses
- Introduction of S/NVQ's and numbers of candidates taking this route separately or in conjunction with CDSM course (UK only)

7. PROBLEMS ENCOUNTERED

Discuss with the centre

- Actions required by the centre

8. RECOMMENDATIONS

Make any suggestions you think helpful to the course delivery, marketing or general promotion of the scheme 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.

Appendix 2: CIOB Code of Practice for External Verifiers

CIOB Code of Practice for External Verifiers

This Code of Practice sets out the key areas of the role and matters of conduct which External Verifiers are expected to maintain. These are:

- ✓ External Verifiers will undertake an annual inspection of their allocated centres between February and June of each year
- ✓ External Verifiers will use the prescribed CIOB report format completed during the visit, fully signed and dated prior to submission to the Institute.
- ✓ External Verifiers will observe and comply fully with CIOB policy and procedures when conducting their inspections
- ✓ External Verifiers will ensure compliance with CIOB requirements for maintaining Continuing Professional Development
- ✓ External Verifiers will conduct themselves with utmost integrity and probity whilst conducting CIOB business
- ✓ External Verifiers will immediately make known to the CIOB any conflicts of interest which could compromise the Institutes standing and reputation
- ✓ External Verifiers will fully comply with the Appeals Procedure in respect of any appeal lodged with the CIOB
- ✓ External Verifiers will fully comply with the Malpractice Procedure in respect of any issue of malpractice lodged with the CIOB

Appendix 3: Sample EV Report

CIOB External Verifier Report Form



Please complete all sections A-K

CIOB Level 3 Certificate in Site Supervisory Studies
CIOB Level 4 Certificate/Diploma in Site Management

Section A Centre & External Verifier Details

For External Verifier visits to be carried out between February to June. This form is to be completed by the External Verifier upon inspection and submitted to the CIOB with any submitted evidence within 14 days of the inspection.

1. Contact Details

Full Name of External Verifier:

Date of Visit:

Please provide a single named contact with responsibility for Quality Assurance and Management

Centre Name:

Name of Programme Leader:

Quality Assurance Nominee:

Centre Address:

<street>

<town>

<County>

<Postcode>

Contact Details:

<telephone>

<email>

2. Programmes Delivered

| Qualification Title | Certification Approved | | Course running at time of visit? | | If not running, state pass date of last cohort |
|--|------------------------------|-----------------------------|---|------------------------------|--|
| | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| Level 3 | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| Level 4 | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| <hr/> | | | | | |
| Is the Centre using the approved syllabus? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Is the Centre using the approved assignments? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| <hr/> | | | | | |

3. Student Feedback

Please indicate if Student Feedback Forms are included with this report

Yes

No

Please indicate if the Student Feedback Forms are to be submitted to the CIOB by the Centre

Yes

No

4. Human Resources

Indicate if the current staff CVs have been examined. (All CVs must be checked to provide evidence that they meet the CIOB criteria and newly appointed staff CVs must be submitted to the CIOB)

All CVs have been examined

Yes

No

This is to confirm that the External Verifier has carried out External Verification on behalf of the CIOB for the Level 3 and/or Level 4 Courses

Signature of Course Leader:

Date:

Signature of External Verifier:

Date:

*The full report will be issued by the CIOB following receipt of information from the External Verifier. External Verifiers are to provide Centre Action Plans. Reports will be reviewed by the Chief External Verifier.

**CIOB Level 3 Certificate in Site Supervisory Studies
CIOB Level 4 Certificate/Diploma in Site Management**

Section B Visit Findings

1. Indicate the duration of the visit below

| |
|----------------------------------|
| Duration (in hours) of EV visit: |
|----------------------------------|

| Qualification title: | Course members seen: |
|----------------------|----------------------|
| | |
| | |

2. Registrations and date of next visit

Please confirm all claims for certification since last visit are correct and ensure there are assessment and IV records for all certificated candidates: Please provide a copy of the centre register for the programmes

| | | |
|---|------------------------------|-----------------------------|
| Do the centre registrations match the CIOB registrations? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| If they do not match, please take appropriate action | | |

| | |
|----------------------------------|--|
| Date of next verification visit: | |
|----------------------------------|--|

| | |
|---|--|
| Second visit required/recommended date: | |
|---|--|

3. Result of Visit

| | | |
|-------------------------|------------------------------|-----------------------------|
| Certification approved? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
|-------------------------|------------------------------|-----------------------------|

| |
|---|
| If not approved, please outline below the reasons for withholding approval below: |
|---|

4. Please select a sample of candidates who have been previously certificated for ratification at CIOB HQ

| |
|--|
| Report monitored by CIOB Vocational Coordinator: |
| Signature: |
| Date: |

| |
|---|
| Report reviewed by Chief External Verifier: |
| Signature: |
| Date: |

NB: All fields must be completed and comments provided in every instance

Section C Candidate Support & Induction

1. Needs Analysis & Diagnostics
Initial assessment is carried out for each applicant to identify skills, experience and training/development needs?

- Acceptable
 Not acceptable

| |
|-----------|
| Evidence: |
|-----------|

- 2 An induction process exists which provides information about the course?

- Acceptable
 Not acceptable

| |
|-----------|
| Evidence: |
|-----------|

3. The induction process includes an overview of the qualification structure?

- Acceptable
- Not acceptable

Evidence:

| |
|--|
| |
|--|

4. The assessment and attendance requirements are explained to candidates?

- Acceptable
- Not acceptable

Evidence:

| |
|--|
| |
|--|

5. A process for accrediting current skills and knowledge is available? (*entry to the course*)

- Acceptable
- Not acceptable

Evidence:

| |
|--|
| |
|--|

6. Candidates have access to a range of physical resources to suit their needs whilst on the course?

- Acceptable
- Not acceptable

Evidence:

7. Candidates have access to a range of learning materials suited to the needs of the course which are maintained and up to date?

- Acceptable
- Not acceptable

Evidence:

8. Ensure centres have effective internal systems to record where they permit reasonable adjustments and special considerations? *(Please specify if action has been taken at the centre to support a candidate in this way?)*

- Acceptable
- Not acceptable

Evidence:

9. Course leaders are aware of the Site Management Awards Scheme so that all candidates have the opportunity for entry?

- Yes
 No

Evidence:

Section D Course Delivery & Assessment

1. Staff teaching on the course are occupationally competent and have a thorough knowledge of the units they are teaching? (please state what evidence has been provided to confirm this) examples may be up to date CVs including relevant CPD activities:

- Acceptable
 Not acceptable

Evidence:

2. All teaching staff are aware of the current CIOB Policy and Procedure documents?

- Acceptable
 Not acceptable

Evidence:

3. The course is assessed and delivered in line with the centre approval delivery strategy?

- Acceptable
- Not acceptable:

Evidence:

4. The centre retains assessment decisions for a period of 5 years?

- Acceptable
- Not Acceptable

Evidence:

5. How is the centre recording appropriate guided learning hours?

- Acceptable
- Not acceptable

Evidence:

6. Ensure that the centres do not produce results other than pass/fail:

- Acceptable
 Not acceptable

Evidence:

Section E Equal Opportunities & Diversity

- | | | | |
|-----|---|------------------------------|-----------------------------|
| 1. | There is an Equal Opportunities and Diversity Policy in place and operational. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2. | Staff are informed of Equal Opportunities & Diversity Policies. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3. | Regular Staff training in Equal Opportunities & Diversity is carried out. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 4. | Students are informed of Equal Opportunities and Diversity Policies. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 5. | A sample of students have been interviewed by the EV. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 6. | There is a system or process for reviewing and monitoring the currency of the Equal Opportunities Policies. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 7. | Please insert the date when the policy was last updated | | |
| 8. | Equal Opportunities and Diversity Policies are embedded in course management. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 9. | Equal Opportunities and Diversity are embedded in the admissions policy. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 10. | Equal Opportunities and Diversity Policies are embedded in course delivery. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 11. | Equal Opportunities and Diversity Policies are embedded in assessment policies and practices. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 12. | Equal Opportunities and Diversity are monitored through data collection and analysis. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 13. | Equal Opportunities and Diversity are managed by a department, committee or steering group. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Comments:

Comments contd.:

Section F Internal Verification (*Centres must complete a minimum 25% internal verification*)

- | | | | |
|-----|--|------------------------------|-----------------------------|
| 14. | Internal Verifiers have appropriate occupational expertise. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 15. | Final decisions on achievement are validated appropriately. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 16. | There is an explicit system in place, which ensures that validation of assessment decisions is made by Internal Verifiers. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 17. | All claims for certification for this award are validated by an accredited Internal Verifier. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 18. | All Assessors are included in the Internal Verification process. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 19. | Sampling for Internal Verification is on-going and not end-loaded. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 20. | Internal Verification Reports on assessment are maintained and reported to the relevant assessor. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Action required:

Action required contd.

NB: If action is required, please ensure it is recorded in the centre action plan

Section G Risk Management

1. Samples provided for External Verification are complete and correct. Yes No
2. Samples are provided in a timely manner Yes No
3. The outcomes of External Verification are monitored and acted upon at centre and programme level. Yes No
4. Internal Verification operates in line with the Awarding Body Guidance on Internal Verification for the Site Supervisory/Site Management Programmes. Yes No
5. Internal Verification Practices and Processes effectively ensure the standardisation of assessment practices and outcomes. Yes No
6. Internal Verifier roles are clearly defined and are able to influence assessment outcomes and practice. Yes No
7. Internal Verification roles and processes are clearly understood by all members of the delivery team. Yes No
8. Any weaknesses in the assessments identified by internal and external verification are addressed through remedial action that improves assessment practice. Yes No

9. Internal Verification Strategies and Plans are in place, operational and extend to all assessment locations, all assessors, all units and all candidates' work. Yes No
10. Support Mechanisms are in place and evidenced for all Internal Verifiers. Yes No

Please comment on the Risk Management below:

Section H Course Work Sampling (The external verifier must request centres to provide a representative sample. If further sheets are needed, please see appendix A at the end of this form)

(Please allow one sheet per unit)

1. Enter the Unit Reference Below

| |
|--------------|
| Unit Number: |
|--------------|

2. Please indicate if the assignment sampled is compulsory or non compulsory

| | | |
|-------------------|--|--------------------------------------|
| Assignment title: | Compulsory <input type="checkbox"/> | Optional <input type="checkbox"/> |
|-------------------|--|--------------------------------------|

3. Internal Verification tracking appropriate?

- Yes
 No

4. Assignment assesses relevant learning outcomes of unit?

- Yes
 No

5. Number in student group:

| |
|--|
| |
|--|

6. Candidates work externally verified Name / Number?

| |
|--|
| |
|--|

- | | | |
|---|------------------------------|-----------------------------|
| 7. Graded pass/fail only | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 8. Tutor feedback adequate and relevant | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 9. IV sampled | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 10. IV feedback adequate and relevant | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

Evidence:

| |
|--|
| |
|--|

Section I Curriculum Vitae – Staff Details

1. Please verify all team/teaching and new staff members CV details have been examined:

| Staff name: | Position: | CIOB member? If so what status: (ACIOB, ICIOB , MCIOB, FCIOB) | CV meets CIOB- criteria: (Y/N) | Identify Unit(s) Lectured: |
|-------------|-----------|--|--------------------------------------|----------------------------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Section J Action Points from Previous Report

1. Date of previous visit:

| |
|--|
| |
|--|

2. Actions identified

| Action ref: <i>(Cross reference to main report e.g. 2B)</i> | Identified action: | Completed Y/N: <i>(If no please provide timescale)</i> |
|--|--------------------|---|
| | | |

3. EV Signature: _____ Date: _____

| |
|--|
| |
|--|

4. Actions Required from this Visit

| Action ref: <i>(Cross reference to main report e.g. 2B)</i> | Identified action to be taken: | Completion Timescale By when: |
|--|--------------------------------|----------------------------------|
| | | |

5. EV Signature: _____ Date: _____

| |
|--|
| |
|--|

FAILURE TO COMPLETE ACTIONS WITHIN 6 MONTHS MAY RESULT IN A CENTRES APPROVAL AND/OR CERTIFICATES NOT BEING AWARDED

Section K Verifier's Comments/Conclusions

1. Please record any recommendations for the centre and additional comments:

Recommendations:

Comments:

2. Please identify and outline areas of good practice not mentioned previously:

*Documentation Note: External Verifiers to retain on file for a period of 3 years

Appendix A. Additional Coursework Sampling Records

| | |
|--------------------------------------|-----------|
| Please number the additional samples | <2 of...> |
|--------------------------------------|-----------|

COURSEWORK SAMPLING *(The centre must provide a representative sample.) (Please allow one sheet per unit)*

1. Enter the unit reference below:

| |
|--------------|
| Unit Number: |
|--------------|

2. Please indicate if the assignment sampled is compulsory or non compulsory

| | | |
|-------------------|--------------------------|--------------------------|
| Assignment title: | Compulsory | Optional |
| | <input type="checkbox"/> | <input type="checkbox"/> |

3. Internal Verification tracking appropriate?

- Yes
- No

4. Assignment assesses relevant learning outcomes of unit?

- Yes
- No

5. Current number in cohort:

| |
|--------------------------|
| Number in student group: |
|--------------------------|


6. Candidates Work:

| |
|--|
| Candidates work externally verified Name / Number? |
|--|

- | | | |
|---|------------------------------|-----------------------------|
| 7. Graded pass/fail only | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 8. Tutor feedback adequate and relevant | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 9. IV sampled | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 10. IV feedback adequate and relevant | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

| |
|-----------|
| Evidence: |
|-----------|

Appendix 4: Pre-visit request form

| | |
|--|--|
| CIOB External Verifier Centre Information |  |
|--|--|

| | |
|---|--|
| Centre full name | |
| Centre reference code | |
| Centre full address | |
| Telephone number/s (with codes) | |
| Email address | |
| Contact name programme leader | |
| Quality Assurance Nominee | |
| Course/s running (from – to) | |
| Units of study offered | |
| Stream/s of each course | |
| number of students on each stream | |
| Mode/s of attendance | |
| Name/s of IV's and Lead IV | |
| Copy of IV and assessment tracking sheets | |
| Names of tutors, which units they teach and are they FT or PT | |
| Copy of the previous EV report | |

**Centre Information Required
for
CIOB External Verification**



When I visit your Centre I will need to be provided with clear evidence of the following:

| <i>The Centre Visit Generally</i> | |
|--|--|
| 1 | Meeting the course/s manager |
| 2 | Meeting the lead IV for the Centre or courses |
| 3 | Copy of all teaching staff CV's |
| 4 | Evidence of either CPD or staff appraisal |
| 5 | Proof of internal CIOB team minutes |
| 6 | Proof of student registration with CIOB at enrolment |
| 7 | Candidate feedback forms (to be requested from candidates when interviewed by EV) |

| <i>Section C - Candidate Induction & Support</i> | |
|---|--|
| 8 | Initial assessment is carried out to identify skill/experience/training/development needs |
| 9 | An induction process exists which provides information about the course |
| 10 | The induction process includes an overview of qualification structure and progression routes available to HE |
| 11 | Assessment process and attendance requirements (80%) have been explained to students |
| 12 | A process of accrediting current skills and knowledge is available |
| 13 | Students have access to resources to support their needs whilst on the course, and they are updated |
| 14 | Students have access to learning and support materials to support their needs, and they are updated. |
| 15 | An effective system is in place to record permitted Reasonable Adjustments and Special Considerations |
| 16 | Course leaders are aware of the Site Management Awards Scheme for candidates opportunity for entry |

| Section D - Course Delivery and Assessment | |
|---|---|
| 17 | Staff teaching on the course are occupationally competent and have a thorough knowledge of modules they teach |
| 18 | All teaching staff are aware of the current CIOB Policy and Procedure documents |
| 19 | The Course is assessed and delivered in line with the Centre's approved delivery strategy |
| 20 | The Centre retains assessment decisions for a period of 5 years |
| 21 | How is the Centre recording appropriate guided learning hours for the course. |
| 22 | Evidence that centres do not produce results other than pass/fail. |

| Section E – Equal Opportunities and Diversity | |
|--|---|
| 23 | There is an Equal Opportunities and Diversity Policy in place and operational |
| 24 | Staff are informed of Equal Opportunity and Diversity Policies |
| 25 | Regular staff training in Equal opportunities and Diversity is carried out |
| 26 | Students are informed of Equal Opportunities and Diversity Policies |
| 27 | A sample of students to be interviewed by EV |
| 28 | Evidence of reviewing and monitoring Equal Opportunities and Diversity exists |
| 29 | Date when Centre's Equal Opportunities and Diversity Policy was last updated |
| 30 | Equal Opportunity and Diversity Policies are embedded in course management |
| 31 | Equal Opportunities and Diversity are embedded in the admissions policy |
| 32 | Equal Opportunities and Diversity Policies are embedded in course delivery |
| 33 | Equal Opportunities and Diversity are embedded in assessment policies and practices |
| 34 | Equal Opportunities and Diversity are monitored through data collection and analysis |
| 35 | Equal Opportunities and Diversity are managed by a department committee or steering group |

| Section F – Internal and External Verification | |
|---|--|
| 36 | Internal Verifiers have appropriate occupational expertise |
| 37 | Final decisions on achievement are validated appropriately |
| 38 | There is an explicit IV process in place ensuring assessment decisions are made by accredited IV's |
| 39 | All claims for certification for the awards are validated by an accredited Internal Verifier |
| 40 | All assessors are included in the Internal Verification process |
| 41 | Sampling for Internal verification is ongoing not end loaded |
| 42 | Internal Verifier reports on assessment are maintained by relevant assessors |
| 43 | Samples Provided for External Verification are complete and correct |
| 44 | Samples for External Verification are provided in a timely manner |
| 45 | The outcomes of External Verification are monitored and acted upon at Centre and programme level |
| 46 | IV operates in line with Awarding Body Guidance on IV for Site Supervisory/Management programmes |
| 47 | IV practices and processes effectively ensure the standardisation of assessment practices and outcomes |
| 48 | IV roles are clearly defined and are able to influence assessment outcomes and practice |
| 49 | IV roles and processes are clearly understood by all members of the delivery team |
| 50 | Weaknesses in assessments identified by IV or EV are addressed through remedial action that improves assessment practice |
| 51 | IV Strategies and Plans are in place, operational and extend to all assessors, units and candidates work |
| 52 | Support mechanisms are in place and evidenced for all Internal Verifiers |

| Section G – Risk Assessment | |
|------------------------------------|---|
| 53 | The Centre's Health & Safety Policy which is operational and incorporates Risk Assessment processes |
| 54 | The Policy is reviewed on a regular basis |
| 55 | The named person with overall Centre responsibility for H & S and Risk Assessment |
| 56 | The named person with departmental responsibility for day to day H & S and Risk Assessment procedures |
| 57 | The Department maintains a Risk Assessment register which is monitored and updated on a regular basis |
| 58 | Study environments used in the delivery of the course are risk assessed on a regular basis |

| Section H - Course work Sampling | | |
|---|---|--------------------------|
| 5 9 | Selection of Student course work for sampling | <input type="checkbox"/> |
| 6 0 | Student feedback – forms | <input type="checkbox"/> |

| Action points from previous report have been closed out | |
|--|------------------------------|
| Action Ref | Action by Centre Outstanding |
| | |
| Action required from this EV visit | |
| Action Ref | Action by Centre |
| | |

Appendix 5: EV Visit Pro-forma



TRAVELLING AND SUBSISTENCE CLAIM FORM FOR NATIONAL MEETINGS EXTERNAL VERIFIERS 2010

Name _____ Class _____

BLOCK CAPITALS PLEASE

Membership No: _____

Address _____

Centre Visited: _____

Date: _____

Please read the notes overleaf before completing this claim. Claims above the maxima are not admissible.

TRAVEL

- External Verifiers Fee £ _____
- Public transport £ _____
- Car _____ miles @ ___p per mile £ _____
- Car _____ miles @ ___p per mile £ _____

SUBSISTENCE

- Breakfast £ _____
- Luncheon £ _____
- Dinner £ _____

OVERNIGHT ACCOMMODATION (or railway sleeper) £ _____

Total claimed £ _____

PAYMENT METHOD

BACS CHEQUE

Account Name _____

Bank Name _____

Account Number _____

Sort Code _____

I confirm that these expenses have been wholly, exclusively and necessarily incurred in the course of authorised business duties and that the expenditure is reimbursable under current CIOB guidelines as stated on the Intranet. I also note that any duplicate payment or a payment made in error will be notified to me in writing and I agree that such payment will be refunded to the Institute within 5 working days.

Signature _____ Date _____

Internal Authorisation _____ Date _____ Code _____

NOTES

ADMISSIBLE CLAIMS

Claims on actual expenditure up to the maximum shown below are admissible for attendance at all meetings of the Council, its boards, committees, sub-committees and other nationally authorised meetings. Vouchers must be submitted in support of all claims.

TRAVEL

Travel expenses should be claimed on the basis of the lower of either office to business destination or home to business destination.

- **Public Transport**
In general this should be based upon standard class travel. Rail receipts must be submitted with the expense claim.
- **Car**
Claims will be based on 40p per mile on mileage up to 4,000 miles per annum and 25p per mile thereafter.

SUBSISTENCE

- **Breakfast** - Reasonable cost of breakfast when staying overnight in hotels
- **Lunch** - Actual cost up to a maximum of £10.
- **Dinner** - Actual cost up to a maximum of £25.

OVERNIGHT ACCOMMODATION

The Institute will reimburse reasonable costs for hotels up to a maximum of London £140, major cities £120 and elsewhere £100 per night.

PERSONAL ACCIDENT INSURANCE

A central policy is in place to cover members when they are on any Institute business. This includes cover for all national and regional activities and whilst traveling by normal modes of transport, including scheduled air travel. Any additional cover taken by members is not re-chargeable to the Institute.

PAYMENT

Payment of claims will be made by cheque / bacs as soon as possible after receipt (normally within two weeks following authorisation).

Appendix 6: Form for Reasonable Adjustments permitted by Centre or External Verifier

(Form 3 - Please refer to the full policy on Reasonable adjustments)

Please list the candidates granted reasonable adjustments by the centre or by the External Verifier.

Please do not list candidates for whom applications have been made to the awarding body.

| | | | |
|------------------|----------------------|--------------------|---------------------------------|
| Centre no | <input type="text"/> | Centre name | <input type="text"/> |
| | <input type="text"/> | | Assessment Date/ Session |

This form should be returned to the awarding Organisation by:

A copy of the form should be retained by the centre and made available to the awarding body or the regulatory authorities as required.

Please complete as appropriate:

| | | | |
|------------------------------------|----------------------|-----------------------------------|----------------------|
| Candidate no | <input type="text"/> | Candidate name | <input type="text"/> |
| Unique Learner Number (ULN) | <input type="text"/> | Assessment Date/ Session | <input type="text"/> |
| Qualification Code: | <input type="text"/> | Unit component number/code | <input type="text"/> |
| Qualification title/level | <input type="text"/> | | |

| |
|---|
| Reason for application: |
| Reasonable adjustment made: |
| Supporting evidence: |
| <p>Declaration:</p> <p>I confirm that:</p> <p>This form contains the details of all the reasonable adjustments permitted by the centre or external verifier; The adjustments to assessment have been made in accordance with the guidance of the awarding body.</p> <p>Name: Signature:</p> <p>Position in centre: Date:</p> |

Appendix 7: Student Feedback Form

| STUDENT FEEDBACK FORM | |
|---|---|
| CIOB LEVEL 3 DIPLOMA IN SITE SUPERVISORY STUDIES | |
| CIOB LEVEL 4 CERTIFICATE/DIPLOMA IN SITE MANAGEMENT | |
| Date: | Centre: |
| Course enrolled: (Please tick as appropriate) <input type="checkbox"/> Level 3 Diploma in Site Supervisory Studies <input type="checkbox"/> Level 4 Certificate/Diploma in Site Management | |
| Candidate Name: (Optional) | |
| <p>The CIOB is committed to the quality of its courses. We feel it is important that we have input from students on the delivery of our courses. You can assist us by providing feedback on how you have found our courses and their delivery. Using the scale below please complete the following questions by entering the appropriate number in the box provided. We welcome your comments and appreciate the time taken in providing valuable feedback.</p> <p>Please note: This form is available on line at www.ciob.org.uk/education if you wish to complete</p> <p>Please email this form to the Vocational Coordinator at CIOB at awardingorg@ciob.org.uk or address: CIOB, Englemere, Kings Ride, Ascot, Berkshire SL5 7TB.</p> | |
| 1. Induction Process | |
| Do you feel the initial induction and assessment carried out by your centre adequately addressed your development needs? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Did the induction provide you with a full understanding of the qualification structure? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Were the assessment processes and attendance requirements fully explained? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Were you provided with CIOB Student Membership registration forms at the time of induction? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| 2. Course Delivery and Assessment | |
| Do you feel that the course delivery was appropriate to your needs? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Do you feel you were given clear written feedback on your assignments and performance? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |

| | |
|--|---|
| Were these provided at regular intervals? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Do you feel assignment work was returned back to you within a reasonable time period? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Did you have access to a suitable range of resources and support materials for your learning requirements to ensure that your course needs were met? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Do you feel there is a good liaison with industry through your Centre? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Do you feel sufficient support is available and given by staff members when required? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| 3. Course literature | |
| Did you find the course information to be clear and concise? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Do you feel that teaching materials were and up-to-date and relevant? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| 4. Class Structure | |
| Do you feel there is adequate opportunity / time in or after class to discuss issues that you feel are important? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Was the group facilitated in a way which led to interaction between class members? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| 5. Equality and Diversity | |
| Are you aware of the Centre's Equality and Diversity Policy? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Are there any issues relating to equality and diversity which you feel have not been addressed by the Centre? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Do you feel that the Centre adequately promotes Equality and Diversity to learners? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| 6. Improvements | |
| Are there any other suggestions you could provide for improvement? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Overall if you were to rate the course, please indicate (1 = Poor 1 = Excellent) | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 |
| 7. General | |
| Where did you hear of the course? | |

| | |
|--|---|
| Is the centre you attend the most convenient / local centre? | <input type="checkbox"/> Yes <input type="checkbox"/> No please provide details: |
| Are you currently based at one site or travel to others? | <input type="checkbox"/> On Site <input type="checkbox"/> Travel to others (please give details) |
| Thank you for taking the time to complete this form. If you have any further comments on the delivery or structure of your course at your centre please contact the CIOB Vocational Coordinator, telephone 01344 63742 or email awardingorg@ciob.org.uk | |

Students are also able to complete a student satisfaction survey on-line by following the available link on the CIOB web page at: www.ciob.org.uk/courseinfor/sitemanagement

Appendix 8: Training & Development Request form

| Training & Development Request Form | | | |
|---|-----|------------------------|----------|
| This form should be completed by the individual, countersigned by the line manager and forwarded to Human Resources who will make the course booking. | | | |
| Name | | Department | |
| Please answer the following questions. | | | |
| 1. Why is this training needed? | | | |
| 2. In what ways will performance be changed, improved or modified as a result of this training? | | | |
| 3. How will this training improve the organisation's effectiveness? | | | |
| 4. Why is this the most appropriate training solution? | | | |
| 5. Could this training be provided internally (via on-job training)? | | | |
| Course name | | | |
| Provider | | Date | |
| | | Cost | |
| | | Discount | |
| Tel | Fax | Website | Location |
| Signed (individual): | | Signed (line manager): | |
| To be completed by HR | | | |
| Course booked | | | |
| Booking reference | | | |
| Entered on training plan | | | |
| Invoice received and passed to accounts | | | |
| Joining instructions and course evaluation form sent to the individual | | | |
| Course evaluation received | | | |

Appendix 9: Continuing Professional Development Record

| Name | | Membership Number | | | |
|--------------------------|--------------------------------|--------------------------------|--------------------------------------|-----------------------------------|-------------------------|
| Covering the period from | | to | | | |
| Dates | Details of CPD activity | Effective learning time | What did you learn from this? | How will this benefit you? | Further comments |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Appendix 10 Continuing Professional Development Action Plan

| | |
|--|--------------------------|
| Name | Membership Number |
| Covering the period from | to |
| In what area do I need to improve my performance? | |
| | |
| How does this link to other objectives (e.g. employer, CIOB, etc.)? | |
| | |
| What do I need to learn in order to achieve this? | |
| | |
| What will I do to achieve this? | |
| | |
| What resources and support will I need? | |
| | |
| How will I measure a successful outcome? | |
| | |
| Target dates for completion: | |
| | |