



FACULTY REGULATIONS

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1. Change Control

1.1 Version History

Issue Number	Changes Made	Approved by	Date of Release
1	First Release	FAAM Board	11.10.2017

1.2 Change Management Process

- 1.2.1 Any changes to this Handbook, which constitutes the Regulations of the Faculty, must pass through the following change authorisation process before they are implemented;
- i. The FAAM Board agrees to a particular, and defines the proposed wording change for this document. This agreement can be based on a majority vote, rather than unanimous.
 - ii. The FAAM Registrar submits the proposed change to the FOH Registrar in writing including the specific wording change for the Regulations (this document)
 - iii. The FOH Registrar presents this proposal to the FOH Board seeking agreement from the FOH Board on the proposal. The FOH Board should consider the overall impact on the Society, impact on other Faculties' Regulations and on their own. This agreement can be based on a majority vote, rather than unanimous.
 - iv. The FOH Registrar seeks Council approval of the proposed changes.
 - v. Members of the Faculty are informed of the changes and updated documents are published through the Member Portal.
- 1.2.2 In the event that a change is considered to be urgent and that it is not appropriate to await the cyclical meetings of Faculty Boards and Council, then the process can be followed by email. In this event, the email chain must be submitted to Head Office and recorded as an audit trail in the same way that meeting minutes would have been recorded.

2. Overview of this Document

2.1 Introduction

- 2.1.1 The purpose of this document is to provide full information about how the Faculty of Asbestos Assessment and Management operates. The document includes information about joining, upgrading and maintaining membership to FAAM as well as information about how the Faculty is governed.
- 2.1.2 The contents constitute the Regulations of the Faculty.
- 2.1.3 The Charter, Bylaws and Society Regulations of BOHS also form part of the governance structure for BOHS as a whole.
- 2.1.4 Should there be a conflict of information with any other documentation, this document should be considered to be the overriding document.

2.2 Changes to the Regulations

Changes to this document, i.e. the Regulations, should be made only in accordance with the process which explained in section 1.2.

3. The Vision for FAAM

The Faculty of Asbestos Assessment and management was created in order to meet the following objectives within the profession;

- To pursue excellence for all those who practise in the asbestos assessment and management profession
- To establish, develop and maintain standards of competence in asbestos assessment and management practice for those who are members of the Faculty of Asbestos Assessment and Management (FAAM).
- To act as the guardian of professional standards and ethics in the profession of asbestos assessment and management.

The Faculty will achieve this by;

- Operating a professional membership scheme
- Administering and governing examinations in Asbestos and related subjects

4. Membership of the Faculty

The Faculty of Asbestos Assessment and Management will operate a professional membership scheme according to the following;

4.1 Benefits

4.1.1 Members will receive the following benefits as part of their membership of FAAM

Be part of a professional network to create best practice with industry peers

- View the latest technical publications
- Gain expert industry advice
- Free attendance at our regional meetings
- Access to online forums where you can share ideas with industry colleagues
- Use of our online searchable membership directory

Enhance your career progression

- Access to a professional development programme.
- Participate in the continuous professional development (CPD) scheme, to keep an online record of your skills, courses and experience that will aid your career progression and excellence within the asbestos industry

Gain recognition within the Asbestos industry

- Entitlement to FAAM's post-nominal letters to prove your membership and expertise.
- Receive a membership certificate and card to illustrate your competence to prospective employees.

Keep in touch with industry news

- Receive regular e-bulletins sharing both industry news and faculty updates
- Discounted rates to BOHS events and conferences
- BOHS Exposure Magazine – keeping you up to date with Society news

4.1.2 The Faculty will seek to develop member benefits as the membership base expands and develops.

4.1.3 The Society may from time to time need to temporarily withdraw any of these benefits, due to unexpected circumstances, and reserves the right to do so.

4.2 Requirements of members

4.2.1 In order to maintain their membership status, members are expected to meet the following commitments;

- i. Prompt payment of annual subscription fees
- ii. Prompt and complete annual submission of CPD. A separate guide on the CPD scheme is provided to members to assist with this process.
- iii. Abidance to the Code of Ethics

4.3 Participation in the Faculty

4.3.1 Members are encouraged to take an active role in the Faculty beyond the requirements listed in section 4.2.1. Examples of ways this could be done are;

- To actively participate in online forums, discussions and questionnaires
- Take up volunteering opportunities offered by the Faculty, for example to contribute to projects, working groups or committees on particular matters.
- To nominate themselves for Board roles
- To promote and advocate the work of the Faculty to third parties

Participation by members is crucial in helping to establish FAAM in its early years, and is highly encouraged and valued.

4.4 Membership Levels, Application and Upgrades

4.4.1 Membership of the FAAM is delivered through a defined set of levels (in accordance with the Bylaws of BOHS). These levels are; Technician, Associate, Licentiate, Member and Fellow

4.4.2 An individual may hold one level of membership at one time with the FAAM.

4.4.3 Details of the levels including the description, entry requirements, application process, approval authority, upgrading process, post nominal letters and CPD requirements are contained in section 4.4.4 to section 4.4.8.

4.4.4 The Technician level will operate as follows;

Level of membership	Technician
Description	This is the entry level to the Faculty aimed at those individuals who have an understanding of the asbestos profession through a nationally recognised qualification. This is the ideal category for those looking to show that they take their profession seriously. This level is also applicable for apprentices
Entry Requirements	Holder of; <u>One of the BOHS Level 4 qualifications:</u> P401, P402, P403, P404, S301, W504 RSPH Level 4 Certificate in Asbestos Laboratory and Project Management Other similar qualifications (please contact BOHS) <u>Or one of the RSPH qualifications*:</u>

	<p>Level 3 Award in Asbestos Bulk Analysis, Level 3 Award in Asbestos Surveying, Level 3 Award in Asbestos Air Monitoring and Clearance Procedures.</p> <p>*Holders of these qualifications will be required to pass the written examination for the corresponding BOHS P module in order to bridge the gap between their Level 3 qualification and the required Level 4 qualification. The course is optional. Applicants should check the BOHS website for information about booking this examination.</p>
Joining Process	<p>In order to join the Faculty at this level of membership, applicants should apply through the website. Applicants will be asked to provide evidence of their qualifications. (Scanned copies of a good quality will be accepted).</p> <p>Head office staff hold the authority to approve applications to this level provided that a complete application along with accurate supporting documents.</p>
Upgrading	n/a
Post-nominal letters	TFAAM
CPD requirements	Annual return 6 points
Typical job role	Analysts and Surveyors

4.4.5 The Associate level will operate as follows;

Level of membership	Associate
Description	This level of membership demonstrates that the individual has a clear understanding of the asbestos profession through a nationally recognised qualification or series of qualifications. It signifies that they are looking to show that they take the profession seriously and are committed to progression.
Entry Requirements	<p>Holder of;</p> <p><u>One of the BOHS qualifications:</u> P405, P407</p> <p><u>Or three from the BOHS qualifications</u> P401, P402, P403, P404, S301, W504</p>
Joining Process	<p>In order to join the Faculty at this level, applicants should apply through the website. Applicants will be asked to provide evidence of their qualifications. (Scanned copies of a good quality will be accepted).</p> <p>Head office staff hold the authority to approve applications to this level provided that a complete application along with accurate supporting documents is provided.</p>
Upgrading	In order to upgrade from the Technician level of membership, members will need to obtain the required qualifications. Upon obtaining these, an application to upgrade can be made via the website. Upgrade fees may apply.
Post-nominal letters	AFAAM
CPD requirements	Annual return 10 points
Typical job role	Duty Holders, Analysts, Surveyors

4.4.6 The Licentiate level will operate as follows;

Level of membership	Licentiate
Description	This level of membership is for those individuals who have established their competence in the field of asbestos by obtaining the Certificate of Competence. They have satisfied the examiners with their knowledge and demonstrate by their education, training and experience that they are competent to practice in the subject field.
Entry Requirements	Holder of; The BOHS qualifications: Certificate of Competency (COC) in Asbestos
Joining Process	In order to join the Faculty at this level, applicants should apply through the website. Applicants will be asked to provide evidence of their qualifications. (Scanned copies of a good quality will be accepted). Head office staff hold the authority to approve applications to this grade provided that a complete application along with accurate supporting documents is provided.
Upgrading	In order to upgrade from the Associate level of membership, members will need to obtain the required qualifications. Upon obtaining these, an application to upgrade can be made via the website. Upgrade fees may apply.
Post-nominal letters	LFAAM
CPD requirements	Annual return 10 points
Typical job role	Asbestos Managers, Consultants, Project Managers

4.4.7 The Member level will operate as follows;

Level of membership	Member
Description	This level of membership is aimed at professionals who want to achieve the highest professional standards. Employers will know when they work with a person who is a Member they are dealing with someone who is at the top of their profession.
Entry Requirements	There are two routes to this level of membership. <ol style="list-style-type: none"> 1. For those holding the COC Asbestos and having 5 years' experience at a professional level 2. For those with extensive professional experience. (As a guide this will be 10 years). This route will be available for a time limited period only following the launch of FAAM. <p>For both routes, applicants will be expected to demonstrate that they meet the competency requirements shown in the current competency framework document.</p>
Joining Process	The joining process for the two routes to this level of membership are as follows <ol style="list-style-type: none"> 1. For those holding the COC Asbestos and having 5 years' experience at a professional level;

	<ul style="list-style-type: none"> - Submit an application form via the Member Portal - Include a Professional Experience Portfolio as part of the application - Attend and pass a Professional Discussion <p>Applicants will be expected to demonstrate that they meet the competencies required for this level. (shown in the current competency framework document) Separate guidance on this process is available on the website.</p> <p>2. For those extensive experience operating at a the top of the professional ;</p> <ul style="list-style-type: none"> - Submit an application form via the Member Portal at - Include a Curriculum Vitae and Professional Experience Portfolio as part of the application <p>Applications to this level are by Board approval only. Applications will be submitted to Head Office who will distribute applications accordingly for approval.</p> <p>Applications to this grade may be subject to an application fee.</p>
Upgrading	In order to upgrade from the Licentiate level of membership, members will need to submit an application through the Member portal. Once all parts of the application are successfully completed they will be invited to join at Member level through their MyBOHS account. Application and upgrade fees may apply.
Post-nominal letters	MFAAM
CPD requirements	Annual return 10 points
Typical job role	Asbestos Managers, Consultants, Researchers

4.4.8 The Fellow level will operate as follows;

Level of membership	Fellow
Description	Fellowship of the FAAM is the highest award that the Faculty can bestow on a practicing Asbestos professional and will be awarded to those individuals who have “made a difference” in the profession.
Entry Requirements	Applicants to this level must have been at the Member level for a period of five years or more and can demonstrate seniority in the asbestos profession and who also can demonstrate a distinct contribution to the advancement of the profession to the satisfaction of the Faculty Board.
Joining Process	Direct entry to this level is not permitted. Applicants will be only accepted from individuals currently at Member level of the Faculty. See ‘Upgrading’ process below for further details. Membership to this level will be opened up after five years of the Faculty’s operation.
Upgrading	Membership to this level will be opened up after 5 years of the Faculty’s operation.

Post-nominal letters	FFAAM
CPD requirements	Annual return 10 points
Typical job role	Laboratory Manager, Asbestos Project Manager, Senior Trainer, Senior Scientists

4.5 Retired

After the initial establishment of FAAM, the details around retired membership will be introduced into this document.

4.6 Dual Membership of FOH and FAAM

- 4.6.1 It is possible for individuals to hold membership of both the Faculty of Occupational Hygiene and the Faculty of Asbestos Assessment and Management. Individuals opting to hold multiple memberships will be required to satisfy the terms of each Faculty, including entry requirements and CPD submissions.
- 4.6.2 For some individuals, holding multiple memberships may give them professional recognition and development in all aspects of their work. They will be entitled to utilise both allocated post-nominal letters.
- 4.6.3 Discounts may be available to holding multiple memberships, and individuals should check the BOHS website for the latest information on this.
- 4.6.4 Members will be required to make separate CPD submissions for each of their Faculty memberships although it is allowable to replicate activities in both submissions where they meet the requirements.

4.7 Transferring membership from other faculty membership

- 4.7.1 Existing members of the Faculty of Occupational Hygiene wishing to join FAAM instead will not be allowed to transfer their membership. They must apply separately for FAAM in accordance with the entry requirements, and allow their FOH membership to lapse.

4.8 Using Post-Nominal Letters

- 4.8.1 Post-nominal letters are awarded to individuals on the successful acceptance of their membership application. Once a member has received confirmation of their membership in the form of either a certificate or a membership card, then they will be able to use post-nominal letters.
- 4.9.1 Members are able to utilise the post-nominal letters so long as their membership is active, and must seize to do so if they allow their membership to lapse (for example for non-payment or failure to make a CPD submission).

5. Continuing Professional Development (CPD) Scheme

5.1 The Scheme

- 5.1.1 All members of the FAAM are required to participate in the Continuing Professional Development (CPD) Scheme. The detailed CPD guidance document is available for members in their MyBOHS account.

6. Code of Ethics

- 6.1 Faculty members are subject to the BOHS Faculties Code of Ethics. This code is published on the website and on the membership portal.
- 6.2 Any complaints and/or disciplinary matters are to be managed in accordance with the BOHS Faculties Code of Ethics – Procedures document which is also published on the website and on the membership portal.
- 6.3 Members will be asked to confirm electronically that they have read and understood the Code of Ethics as part of the application process and this confirmation will be considered as acceptance of the terms.

7. Qualifications

- 7.1 The Faculty offers a range of qualifications which formally recognise the attainment of knowledge, skills and competence by people working in the asbestos industry and related occupations.
- 7.2 The Faculty Board is responsible for maintaining confidence in these qualifications by:
- approving and periodically reviewing a comprehensive quality assurance framework based on good practice principles.
 - assure that the qualifications are managed and administered in line with the requirements of the framework (explained in 7.3)
- 7.3 The aim of this framework is to ensure that the qualifications are understood and valued by candidates, training providers, employers, regulators and other stakeholders and that the candidates are treated fairly and consistently in line with clear policies and procedures. The framework is included in Appendix 2 of this document.

8. Governing the Faculty

8.1 The Board

- 8.1.1 The Board shall operate in accordance with the Terms of Reference (Appendix 1).

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- 8.1.2 Upon the establishment of FAAM, interim arrangements will be in place prior to the introduction of a full election process once a body of members has joined. The details of these arrangements are explained in section 7 of the Terms of Reference (Appendix 1).
- 8.1.3 The purpose and appointment of The Registrar, Deputy Registrar and CPD Manager are explained in the Terms of Reference (Appendix 1).

Appendix 1 FAAM Board Terms of Reference

1. Purpose

- To pursue excellence for all those who practise in the asbestos assessment and management profession
- To establish, develop and maintain standards of competence in asbestos assessment and management practice for those who are members of the Faculty of Asbestos Assessment and Management (FAAM).
- To act as the guardian of professional standards and ethics in the profession of asbestos assessment and management.

2. Scope

- All members of the BOHS Faculty of Asbestos Assessment and Management
- Anyone who is (or was) in the BOHS asbestos education system
- BOHS approved training providers providing training in asbestos

3. Objectives

- Represent, support and develop those who practise in the asbestos assessment and management profession and who are members of the BOHS FAAM.
- Establish a level structure / membership framework based on skills, experience and competence in the profession.
- Establish and define what is meant by competence at each level of membership
- Establish examinations (oral and written) and other criteria for candidates to demonstrate they meet the competence requirements of the respective full membership levels of Technician, Associate, Licentiate, Member and Fellow
- Monitor the evidence of competence of those (within the Faculty) who hold examinations / professional levels, through a continual professional development (CPD) scheme
- Ensure qualifications / examinations in asbestos are representative of all relevant and current science, legislation and workplace hazards and risks, and maintained as such
- Oversee the development of asbestos examinations through the Qualifications Advisory Group (QAG)
- Implement, as required, the BOHS Faculties code of ethics for members of FAAM
- Identify, advise and support relevant stakeholders (e.g. other professional bodies and regulators etc.), with regard to asbestos awareness, training and competence
- To support, advise and influence professional practice, training and competence throughout the world

4. Authority

- The BOHS FAAM is established under object 3.2 of the BOHS Royal Charter as one of the professional Faculties operated by the Society
- The Faculty is subject to the Charter and Byelaws of the Society and changes to its Regulations are subject to approval by the BOHS Council
- FAAM Board reports in the first instance to FOH Faculty Board which then reports collectively on behalf of all Faculties to the BOHS Council
- FAAM Board oversees the work relating to asbestos of the QAG
- FAAM Board's authority extends to those professionals who are members of the BOHS FAAM as set out in the Faculty Regulations
- It has the delegated authority to:
 - establish and set examinations, and levels of membership

- monitor the evidence of competence of those who hold Faculty levels and to remove those from the membership who fail to comply with the CPD scheme
- take appropriate action for those who fail to adhere to its code of ethics
- Accept applications for all membership levels
- This includes delegated authority with regard to the systems and procedures for course providers and those in the BOHS asbestos education system
- FAAM Board delegates authority to QAG as appropriate

5. Reporting

- Key reporting structure
 - Qualifications Advisory Group reports to Faculty Board on matters relating to asbestos
 - FAAM Board reports to FOH Board which reports to BOHS Council
- Meetings take place on a quarterly basis
- Ad hoc sub-committees set up to address a particular issue or Code of Ethics complaints, reporting in to the appropriate governance level
- Communications by the Registrar to the membership through the BOHS electronic bulletins and/or membership magazines.

6. Board Membership

- Defined roles
 - Registrar
 - Deputy Registrar
 - Chief Examiner (an employee of BOHS)
 - CPD Manager
- 7 members, with the facility to co-opt a further two members
- Officers of the Faculty Board
 - Position 1- Registrar to be a Member
 - Position 2 - Chief Examiner as employed by BOHS
 - Position 3 - Deputy Registrar to be a Licentiate level minimum
 - A majority of the Faculty Board to be Licentiate or Member
- Members to be assigned as a portfolio holder as necessary (e.g. representation on committees, projects etc.)
- Board elections and terms of office. Upon the establishment of FAAM, Board members will follow the transition arrangements 5.1 of the FAAM Handbook and Section 7 of these Terms of Reference. Beyond the initial transition period the following will apply,
 - The Board shall be elected by members of the Faculty
 - Registrar elected for a three year term; and can be elected for a maximum of two terms (six years)
 - Further Board members to sit for a term of three years before re-election, with a maximum of two terms (six years)
 - Nominations shall be submitted no more than 90 days nor less than 60 days prior to the annual general meeting (AGM) and in the event of there being more nominations than vacancies, a postal ballot shall be held and open for voting for one calendar month prior to the AGM.
 - The only exception is the Chief Examiner who, as a paid role, has an unelected position
 - Other elected / unelected positions may be defined as deemed necessary and will be subject to approval by the Board
 - The Board shall appoint the Deputy Registrar and CPD Manager
- Further criteria

- Persons satisfying the criteria for Board membership can take a position on the Board immediately upon completing a term on BOHS Council.
- A Board member can only stay on the Board for more than two terms (6 years), if they then take up the elected position of Registrar or unelected position of Chief Examiner. The person must then follow the term rules for this position.
- The Deputy Registrar position does not follow a natural progression to Registrar. The principal role of the Deputy Registrar role is to deputise for the Registrar if and when necessary.
- If the stated criteria for Board membership cannot be fulfilled, the Registrar can choose to co-opt a person on to the Board as deemed necessary. For example, if the minimum number of 7 is not achieved at election. However, the said person must then stand for election at the next AGM.

7. Transitional arrangements

- Upon the establishment of FAAM, the BOHS Council will appoint interim Board members as follows;
 - The Registrar until April 2021.
 - Board Members – 2 until April 2019, 2 until April 2020 and 2 until April 2021.
 - Interim periods have been varied in order to maintain continuity on the Board and ensure that election of new members is staggered over the period of time.
- In subsequent years, elections will be held for any positions expiring from either the interim arrangements or the ongoing terms of office.
- Interim periods will not be counted in the calculation of maximum terms in office.

8. Applications for Fellow

- Applications are made to the BOHS Head Office
- The application is reviewed by all members of the Faculty Board independently by email
- Only when there is NOT unanimous agreement will the decision need to be discussed at the next Faculty Board
- The decision does not need BOHS Council approval
- The criteria for Fellow level are:
 - i. Member level for at least 5 years
 - ii. Demonstrate seniority in the field
 - iii. Demonstrate a distinct contribution to the advancement of the profession.

9. Quorum

- The quorum will be a minimum of 50% of the serving Board

10. Decision Making

- A quorum is needed for any decisions to be taken by FAAM Board
- Where decisions are within the FAAM Board's delegated authority, these decisions will be made by the Board and reported for information to Council via the FOH Registrar.
- Where the matter is beyond the Faculty Board's delegated authority, the Board will propose the matter to the FOH Board initially for agreement, and then to the Council for discussion and endorsement as appropriate (via the FOH Registrar).

11. Meetings

- Quarterly
- Meetings are face-to-face (where possible)
- Chaired by the Registrar or in absence, by the Deputy Registrar

Appendix 2 Quality Assurance Framework for Qualifications

Principle 1: Governance

There must be clearly defined governance arrangements which support effective decision-making and the implementation of decisions.

Positive indicators

The governance arrangements include:

- a staffing structure which shows job roles, accountabilities and lines of reporting,
- partnership arrangements (if any) which specify the respective responsibilities of each party and ensure that FAAM is accountable for the quality of the qualifications.
- committees or groups which have clear and specific responsibilities for the qualifications,
- systems for dealing with conflicts of interest, policies and procedures which regulate the operations of the qualifications.

Principle 2: Resources

There must be adequate resources to develop, deliver and award the qualifications.

Positive indicators

There are sufficient resources to carry out the qualifications functions effectively and efficiently at all times, including:

- a workforce of adequate size and appropriate competence in the subject areas of the qualifications, examination and assessment practices, quality assurance and management and administration,
- information technology,
- financial resource.

There are contracts in place which ensure that FAAM has control of all functions carried out by consultants.

Principle 3: Business Planning

There must be regular business planning to align work activity with strategic objectives and to help manage business continuity and risk.

Positive indicators

There is a clear and realistic business plan for the qualifications, and planning processes to ensure the effective implementation and maintenance of new developments.

There are procedures to manage business risk and to ensure business continuity.

Principle 4: Continuing Improvement

There must be periodic reviews of operational effectiveness, including services, systems, policies and procedures.

Positive indicators

There are systems in place to monitor, evaluate and improve the key business activities having due regard to service standards and feedback from stakeholders.

Principle 5: Information and Advice

There must be clear, up to date and published information about the qualifications, procedures, service standards and fees and an informed and accessible advice for training providers, candidates and other stakeholders.

Positive indicators

Where the qualifications are delivered by a third party training provider, there is clear and accessible information which sets out the requirements for delivering the qualifications, the service provided, fees payable and invoicing procedures.

There is information for candidates which sets out the requirements for registering onto a qualification, for taking and completing examinations and assessments and the fees payable.

There is a specification for each qualification which includes:

- the objective of the qualification,
- the target audience,
- the level of the qualification,
- tutor qualifications and experience,
- teaching hours and hours of independent study,
- pre-requisites to register onto the qualification,
- learning outcomes,
- examinations and assessments,
- the availability of teaching and learning materials.

The information is reviewed periodically and training providers and candidates are notified.

Principle 6: Record Keeping

There must be procedures which ensure accurate and complete documents, records and data about the development, delivery and award of the qualifications.

Positive indicators

There are:

- appropriate records and data,
- specifications about records and data to be held by training providers,
- clear retention periods for records and data,
- statistics on examination and training provider performance to assist in the process for reviewing quality of course materials and teaching, systems in place for version control of documents.

Principle 7: Communication

There must be effective arrangements for constructive communication with training providers, candidates and other stakeholders.

Positive indicators

There are mechanisms for communicating effectively with staff, contractors, training providers, candidates and other stakeholders.

Principle 8: Design and Development of Qualifications

There must be clear and detailed systems and procedures which underpin the development, approval, implementation and review of qualifications including content, examinations and assessments.

Positive indicators

There are systems and procedures which control the development of fit for purpose qualifications including:

- a realistic assessment of demand,
- consultation with key stakeholders such as training providers and regulatory bodies,
- clarity about the target audience and the objectives of each qualification,

- processes to develop valid and reliable examinations and assessments.

There are review cycles which systematically evaluate the qualifications.

Principle 9: Examinations and Assessments

There must be robust arrangements to ensure that candidates are examined and assessed consistently, rigorously and in a timely manner.

Positive indicators

There are procedures which:

- ensure that confidential examination papers are distributed securely,
- ensure that training providers and candidates have no knowledge of the content of the examination papers,
- ensure that candidates take examinations under controlled conditions using competent invigilators,
- ensure that mark schemes are applied accurately and consistently by occupationally competent markers,
- provide feedback to candidates about performance, identify and manage conflicts of interest to ensure that there is no personal interest in the outcome of an examination or assessment.

Principle 10: Training Providers

If the qualifications are delivered by a third party training provider, there must be a rigorous approvals procedure which ensures that training providers are fit to deliver the qualifications and a written and legally enforceable agreement which enables FAAM to control the quality of its qualifications.

Positive indicators

There is a written approvals procedure which ensures that applications for approval from training providers are scrutinised against the specified requirements for delivering the qualifications.

There is a written agreement between FAAM and training providers which sets out the respective responsibilities of both parties and which includes legal clauses which enable FAAM to control the quality of its qualifications.

Principle 11: Quality Assurance of Examinations and Assessments

There must be systems in place which monitor, evaluate and review the conduct of the examinations and assessments to ensure that the outcomes reflect the level of attainment demonstrated by each candidate.

Positive indicators

If the examinations and assessments are conducted by training providers, there is an internal quality assurance system which ensures compliance with the requirements of the examinations and assessments and that decisions about attainment are consistent and fair for candidates. There is also an external quality assurance system operated by FAAM which checks that the internal quality assurance system is effective.

If the examinations and assessments are conducted by FAAM, there is a quality assurance system which ensures that candidates are examined and assessed in line with requirements and that decisions about attainment are consistent and fair for candidates.

Principle 12: Qualification Withdrawal or Amendment

There must be procedures for the withdrawal and amendment of qualifications which ensure that training providers and candidates are given adequate notice of the changes with due regard to the

interests of candidates who are already taking the respective qualifications and those who hold the qualifications and may use it to progress.

Positive indicators

There are written procedures which ensure that withdrawals and amendments are planned, including operational end dates, certification end dates, impact assessments and communications.

Principle 13: Equality and Diversity

There must be arrangements which promote access and inclusion.

Positive indicators

There are policies and procedures in place which comply with the Equality Act 2010 to promote access to examinations and assessments for candidates without compromising the standard that candidates are required to attain, including reasonable adjustments for candidates that require extra time in examinations.

Principle 14: Enquiries, Appeals and Complaints

There must be procedures for dealing with enquiries, appeals and complaints.

Positive indicators

There are written procedures which specify the way in which enquiries and appeals about results, and complaints, are managed fairly and transparently without unnecessary delay.

Principle 15: Malpractice

There must be systems in place to prevent and manage malpractice.

Positive indicators

There are systems in place to detect and deal with malpractice, and to prevent future occurrences of malpractice, including a legally enforceable sanctions policy and procedure.

Principle 16: Bookings, Registrations, Results and Certification

There must be clear procedures and reliable and secure systems for booking examinations, registering candidates, issuing results, feedback and certificates.

Positive indicators

There are written procedures for training providers and candidates to book examinations.

There are systems which:

- enable candidates to be clearly and uniquely identified,
- hold accurate information securely about the achievement and progress of each candidate,
- ensure that results accurately and completely reflect the marking of examinations and assessments,
- routinely provide constructive feedback to candidates and training providers about examination performance.
- issue correspondence of examination results to all candidates, including certification for passed candidates.
- issue replacement certificates to candidates who have a valid entitlement to a certificate.

Principle 17: Design and Content of Certificates

There must be design requirements which ensure that certificates are produced to specification.

Positive indicators

Certificates include appropriate logos, security features and a unique number.