



Total Building Control Limited **CICAIR Code of Conduct for Approved Inspectors Policy.**

To ensure staff are fully conversant with the code of conduct and promote a consistent standard of workmanship, Total Building Control Ltd provides annual training on the Code of Conduct for Approved Inspectors and Building Control Performance Standards.

Honesty and Integrity

Total Building Control (TBC) must provide staff with training that defines honesty and integrity and incorporates scenario-based examples. TBC recognise that honesty and integrity can be tested when conflict is presented in a persons working day, staff are coached on their approach to secure a professional outcome inline with CICAIR Code of conduct, Regulation 9 of the Building Approved Inspector Regulations (Independence of an Approved Inspector) and underpinned by the BCPS. Training shall encompass standardisation discussions that encourage staff to share experiences and how they would act with Honesty and Integrity and promote high moral standards whilst abiding by a strict set of ethical principles.

TBC shall continue to run a technical audit and peer review programme, assessing site notes and mentoring staff on site to guarantee staff are acting with integrity at every stage of a project.

Peer reviews and technical audits are undertaken to determine individuals' interpretations of the regulations to ensure that no persons are attempting to supplant a competitor, or win work, on the basis of interpretation of the regulations. The principle of the Building Control function being independent shall never be compromised and all staff are aware of the requirement to act in the best interest of the profession when dealing with all other Building Control Bodies. All such notices and certificates must be reviewed by professionally qualified members of staff to confirm no statement is false or misleading.

TBC always check that a specialist or professional consultant has no professional, personal or financial conflicts of interest or the undue influence of others to override professional judgements before requesting that they undertake any works on behalf of TBC.

Internal staff appraisals include a discussion around the Approved Inspector Knowledge Base Matrix which includes a knowledge assessment on The Building (Approved Inspectors etc.) Regulations 2010 – which subsequently includes regulation 9.

Staff are aware of and are kept updated on Building Control Performance Standards, the guidance attached to the Standards and the best practice protocols and guidance issued by the Building Control Alliance (BCA) and the Association for Consultant Approved Inspectors (ACAI).

Reputation is paramount to TBC both in order to maintain the integrity of the profession etc. and also in order to meet our commercial objectives, given that the vast majority of work carried out by TBC is given to TBC via a referral and therefore maintaining a strong reputation for honesty and integrity is key to TBC's commercial success.

TBC always prioritise maintaining its professional reputation and the reputation of the profession above its commercial objectives. This might involve turning down work where sufficient resources aren't available and never approving substandard work.





Tbc actively encourage feedback on performance by accompanying every client with a satisfaction questionnaire during completion stage. Satisfaction statistics are generated quarterly and are commented on/actioned by management accordingly. TBC make available their complaints procedure at all times should someone wish to proceed with a complaint. TBC focus solely on consistently improving their level of service and never attempt to injure the professional reputation of another Building Control Body directly or indirectly.

All staff members or others working on our behalf that is convicted of any civil, criminal or regulatory offence, whether or not it is in connection with their work, may likely have breached the requirement to always comply with relevant laws and regulations. Staff are aware that they're required to advise TBC of any convictions that they have.

Competency

TBC shall maintain the CICAIR Knowledge Base Matrix, training and CPD records for individual surveyors to demonstrate a satisfactory level of professional competence. All CPD records are kept for a period of 5 years. Professional competence is judged by reference to these documents and consequently surveyors are assigned with a competency 'level' that determines the complexity level of project that they are competent to oversee. Technical Staff carry out the Building Control function in line with Regulation 8 of the Building Approved Inspector regulations (Functions of an Approved Inspector)

Prior to entering into an agreement for the provision of building control services, TBC shall assess the complexity level of a project and ensure that it has the necessary level of competence and experience to service the Works, and that adequate resources are available to fulfil the work. No surveyors would be solely allocated projects above their competency level, but that in order to develop their competency, surveyors (including trainees, graduates and unqualified surveyors) would be able to work under a suitably competent surveyor on projects above their current competency level, supervised and mentored, in order to support their progression to higher competency levels in future.

All TBC staff have access to the IHS Technical Indices and undergo regular training on how to use this. The company ensure circulars, guidance and changes to regulations are made available to all staff and that this is documented.

TBC shall monitor and review competency regularly by undertaking peer reviews, appraisals, and completing the CICAIR Knowledge Base Matrix.

All staff are able and encouraged to enrol on training courses and formal qualifications that are funded by TBC - Including the internal suite of NVQ's. Management maintain appropriate and documented ratios of qualified technical personnel to non-qualified technical personnel and technical administrative personnel to non-technical administrative personnel.

TBC shall undertake technical and operational internal audits as outlines in the company's audit schedule. Audits ensure that works are undertaken in accordance with the quality management system and operational procedures that that have been provided to and reviewed by CICAIR. TBCs I.T infrastructure is sufficient and enables an effective audit to be carried out and for its decisions and judgements to be documented, inspected and understood. The company is committed to continuously improving its I.T systems, including data capture and storage.





TBC shall produce monthly reports on live projects per surveyor to manage and monitor workload and ensure staff are working within the limits of available competence and resources.

TBC's Chartered members of one of the professional or regulatory bodies that are full members of the Construction Industry Council shall maintain CPD activities in line with the requirements of that body. Non-chartered staff members shall ensure that at least 100 hours of Continuing Professional Development (CPD) activity relevant to the functions of an Approved Inspector is undertaken over any five year period and with not less than 10 hours completed in any one year. This CPD consists of an appropriate balance of formal structured learning and informal self-directed learning.

Accountability

TBC administrative staff send all prescribed documentation to all relevant parties ensuring that they're clear about our involvement as the building control service provider. The aforementioned documentation notifies the person carrying out the work of TBC's appointment if the appointment was made by someone on their behalf. This shall be done before or at the time an Initial Notice is served to allow for the person carrying out the work to make alternative building control arrangements should they choose to do so.

Following the same practice, works referred to TBC from architects, contractors and others is done so in a professional manner and the person carrying out the work is also advised of their options if they do not wish to use TBC as their Building Control Body. Any works referred to TBC from Professional Consultants are sent the prescribed documentation which outlines relevant parties' roles and that all professional consultants services are provided strictly on behalf of the Approved Inspector.

TBC obtains and can evidence the necessary authorisation to sign and counter-sign Initial Notices via the company's application form. No person who is not directly employed by TBC may sign Notices or Certificates on our behalf and any work produced by professional consultants is subject to additional review by a professionally qualified, directly employed member of TBC. Professional consultants do not send out company documentation and are engaged solely for the undertaking of inspections.

Professional Consultants are subject to a memorandum of understanding/agreement and peer reviews which assess their competence and require them to have comprehensive knowledge of the CICAIR Code of Conduct and the Building Control Performance Standards which states that they may not further delegate any services that an Approved Inspector has delegated to them. We ensure their professional membership is current.

Upon acquiring Professional or Specialist Consultants services, TBC shall always obtain confirmation that the person to whom work is delegated shall not have any financial or professional interest in the Works.

TBC make available their complaints procedure online and ensure that it is provided promptly upon request and that any expressions of dissatisfaction or complaints about the building control service are investigated thoroughly in line with the documented complaints handling procedure.

TBC maintain all required insurances.

