



CIWM

Qualifications

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Code of Practice for CIWM Qualifications Delivery

Together, we stand for a world beyond waste

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Introduction

About CIWM

CIWM is an awarding organisation and charity that develops qualifications for those working in resource management and recycling; cleaning; street cleansing; facilities management and parking, from operative through to management level.

As the leading professional body for resource and waste professionals, CIWM (Chartered Institution of Wastes Management) is the voice of the sector and represents over 5,500 individuals in the UK and overseas.

CIWM has a unique understanding of the sector. Our professional knowledge and trusted reputation enables, us to inform and influence legislation and policy, playing a vital part in shaping the future role and reputation of the sector.

About this Code of Practice

We are delighted that you have chosen to work with us to provide a service that is both efficient and quality assured. This Code of Practice sets out our requirements that apply to all centres approved to offer CIWM qualifications. This document is designed to promote quality, consistency, accuracy and fairness in the awarding of all our qualifications.

The regulatory publications that form the scope of this document are:

- Ofqual General Conditions of Recognition
- Qualifications Wales Standard Conditions of Recognition
- CCEA General Conditions of Recognition
- NVQ Code of Practice (QCA,2006)

Glossary

Term	Definition
Approved Centre	A training provider or employer that has successfully completed the application process to deliver particular CIWM qualifications and have the systems in place to maintain quality and consistency of delivery.
Assessment	The process through which evidence of learners' attainment is evaluated against a set criteria to show if they have achieved a qualification.
Assessment Criteria	These specify the standard that a learner is expected to meet to demonstrate that they have achieved the Learning Outcome. Assessment criteria are detailed enough to allow judgments to be made about competence.
Assessor	A person appointed by the centre to support and judge a learner's performance against set criteria.
Awarding Organisation	An organisation that develops qualifications and certificates for those working across a range of sectors.
Evidence	Learners need to collect evidence to prove that they are competent as required by the standards set in the units of the qualification. There are different types of evidence, ranging from an assessor observing work, question and answers, assignments and tests.
External Quality Assurer (EQA)	An EQA is employed by CIWM to ensure that a centre meets the required national standards for quality and assessment.
Internal Quality Assurer (IQA)	The IQA maintains the quality of assessment within the centre.
National Occupational Standards	Standards of occupational competence developed by a Standard Setting Body and approved by the regulatory authorities.
Qualification	A certificate of achievement or competence specifying awarding organisation, qualification title, credit and level.
Regulatory Authority	An organisation designated to establish national standards for qualifications and to secure consistent compliance with them (e.g. Ofqual).

Code of Conduct for Centres

CIWM is committed to delivering to the highest standards, meeting the needs of employers and providing the best possible experience to learners. To achieve this, we expect all CIWM staff and External Quality Assurers (EQAs) to maintain a professional working environment and uphold this code of conduct.

In return, all CIWM (WAMITAB) Qualifications Centres are expected to:

- Be courteous and professional in all dealings with CIWM staff and EQAs.
- Act professionally and with integrity in the delivery and assessment of CIWM's qualifications.
- Read and share CIWM emails and information to all necessary personnel within the CIWM (WAMITAB) Qualifications Centre, acting upon requests for information or feedback promptly and accurately.
- Ensure all staff members are familiar with and following all CIWM policy documentation.
- Ensure all staff members are familiar with and following all terms included within the CIWM Service Level Agreement (SLA).
- Maintain a culture of on-going commitment to excellence by ensuring that staff Continuing Professional Development (CPD) is up to date, including attendance/information sharing from CIWM annual Assessor and Internal Quality Assurer (IQA) CPD Events.
- Ensure CIWM brand standards are applied and maintained in all online and printed materials.
- Provide data, as requested, at such time as it is required.
- Ensure the health and safety and well-being of CIWM staff and EQAs while on your premises.
- Allow CIWM and the regulatory authorities, upon request, access to premises, people and records relating to learners, assessment and internal quality assurance records.
- Report any concerns regarding EQA monitoring visits to the CIWM Professional Services Team promptly and in a suitable manner.
- Ensure all staff members declare any conflict of interests and these are managed in accordance with CIWM requirements.

CIWM (WAMITAB) Qualifications Centre Management and Administration

Administration Function

The CIWM (WAMITAB) Qualifications Centre will need to have a secure data management system such as LMS, MIS or CRM which has the facility to hold and maintain the following data for each learner/candidate:

- The CIWM qualification code or unit code
- Learner/candidate name
- Date of Birth
- Contact Address
- Workplace/site address and contact details
- ULN (where the learner agrees to have one)

Unique Learner Numbers (ULN)

A unique learner number is a 10 digit number which is unique to the learner and is used in England, Northern Ireland and Wales. The ULN is used alongside the Personal Learning Record of anyone over 14 involved in Education and Training. The Personal Learning Record (PLR) is an online compilation of a person's learning and achievement records collected by UK education bodies.

All learners have the option of obtaining a ULN; however, the use of the ULN in Further Education is a mandatory requirement for publicly Further Education.

It is the responsibility of the CIWM (WAMITAB) Qualifications Centre, where the learner is registered to obtain and validate the ULN for the learner and supply this information to CIWM as part of the registration process.

Registration of Learners

The educational regulators require that CIWM (WAMITAB) Qualifications Centres check a learner's identity prior to registration. The types of acceptable evidence are:

- Birth Certificate
- Passport
- Driving Licence
- National Insurance Card
- Benefits documents

Changes to the Business

CIWM must be informed in writing of certain changes in the CIWM (WAMITAB) Qualifications Centre - for example, if the legal name or trading address is due to change. Prior to a new SLA being issued CIWM will require a copy of your Certificate of Incorporation, which states



the official name of the limited company, the date of incorporation and the company number.

If the CIWM (WAMITAB) Qualifications Centre was registered with the UK Register of Learning Providers (UKLRP), your details will need to be updated on their database also.

Process for Approving CIWM (WAMITAB) Qualifications Centre Staff

During the CIWM (WAMITAB) Qualifications Centre approval process, the CIWM (WAMITAB) Qualifications Centre will be asked to email the qualification delivery team's staff approval forms to qualifications@ciwm.co.uk so the EQA can approve them for the initial qualifications requested. This team will include:

- Assessors
- Tutors
- Presenters
- IQAs
- Moderators
- Invigilators

Please note: the approval for delivery must be sought prior to the member of staff commencing the delivery, assessment or IQA of learners.

Process Requirements

The CIWM (WAMITAB) Qualifications Centre Coordinator must:

- Check that the CIWM (WAMITAB) Qualifications Centre is approved to offer the specific qualification before submitting staff approval forms to the Professional Services Team.
- For each member of staff seeking approval, ensure that the following documentation is provided:
 - Up to date CV.
 - Personal statement linking the individuals experience to the qualifications to be approved.
 - Relevant qualification certificates/ evidence of registration.
 - Other supporting information demonstrating how the individual meets the criteria as stated in the relevant Assessment Strategy.
 - A signed the Assessor and IQA Code of Conduct.

Please note: CIWM reserves the right to levy a charge to a CIWM (WAMITAB) Qualifications Centre where mistakes and errors have occurred on more than two occasions for one submission.

Delivery and Assessment of CIWM Qualifications

CIWM (WAMITAB) Qualifications Centre Assessed Qualifications

CIWM (WAMITAB) Qualifications Centres must:

- 1.1 Ensure that there are sufficient and qualified assessors proportionate to the number of learners.
- 1.2 Ensure that presenters and assessors are competent to perform their role, as outlined in the qualification Assessment Strategy.
- 1.3 Ensure that assessors and presenters are approved by CIWM, **prior** to them commencing the delivery of the qualification and assessment of learners.
- 1.4 Ensure that assessors have signed the CIWM Assessor and IQA Code of Conduct, **prior** to them commencing the delivery of the qualification and assessment of learners.
- 1.5 Engage assessors to carry out assessment. Assessors will be responsible for:
 - Managing the assessment process, from assessment planning to making and recording the assessment decisions as required by CIWM.
 - Assessing evidence of learner competence against the requirements of the qualifications.
 - Ensuring that the learner's evidence is authentic, sufficient and valid.
 - Maintaining accurate and verifiable learner assessment and achievement records as required by CIWM.
- 1.6 Provide appropriate training and development opportunities to ensure that presenters and assessors hold the appropriate qualifications to carry out the delivery or assessment of the qualification.
- 1.7 Ensure that presenters and assessors have the occupational expertise as specified in the relevant assessment strategy.
- 1.8 Ensure that presenters and assessors are advised of CIWM's requirements for recording assessment decisions and maintaining assessment records.
- 1.9 Ensure that assessors carry out assessment in line with the current assessment standards.
- 1.10 Ensure that assessment decisions of assessors working towards their assessor qualifications are checked, authenticated and countersigned by an assessor or IQA who is qualified and holds the relevant occupational competence and expertise. The IQA must sample an increased proportion of assessment decisions by unqualified assessors.



- 1.11 Provide evidence of registration for the assessor qualification when seeking approval for the use of an individual who does not hold an assessor qualification.
- 1.12 Ensure that where assessors do not hold an assessor qualification, it is achieved within 12 months of starting their role unless agreed with the EQA in exceptional circumstances.
- 1.13 Ensure that assessors and learners provide a written declaration that learner evidence is authentic and that the assessment took place under the conditions or context set out in the assessment strategy.
- 1.14 Note that failure by CIWM (WAMITAB) Qualifications Centres to provide a declaration of authenticity (paragraph 1.12) may result in grounds for suspension or withdrawal of approved status for the qualification in question.
- 1.15 Have performance management systems in place to monitor and evaluate the effectiveness of individuals involved with the process of presenting and assessment.
- 1.16 Provide appropriate continuing professional development (CPD) opportunities to enable assessors/IQAs to meet their responsibilities and gain an understanding of the relevant standards and assessment requirements. For example:
 - Encouraging attendance at CIWM assessor and IQA CPD events
 - Sharing information provided by CIWM assessor and IQA CPD events at CIWM (WAMITAB) Qualifications Centre meetings.
 - Holding CIWM (WAMITAB) Qualifications Centre standardisation events.
 - Providing educational and occupational CPD updates.
- 1.17 Ensure that assessors and IQAs have submitted CPD records to the CIWM (WAMITAB) Qualifications Centre each year.
- 1.18 Ensure that there are processes in place for standardisation and quality assurance of assessment outcomes.
- 1.19 Maintain auditable records of CIWM (WAMITAB) Qualifications Centre standardisation activities that can be monitored by CIWM.
- 1.20 Ensure that learners are registered with CIWM prior to any assessments being undertaken. Assessment decisions dated **prior** to registration with CIWM will **not** be considered valid.



CIWM Assessed Qualifications

CIWM (WAMITAB) Qualifications Centres must:

- 1.21 Adhere to the requirements set out in the CIWM Regulations for the Delivery of Multiple Choice Tests (0058).
- 1.22 Adhere to the requirements set out in the CIWM Assessment Strategy, including - but not limited - to the requirements for tutor and invigilator competency and personnel requirements.
- 1.23 Comply with requests for information from CIWM, including - but not limited to - invigilation documentation, test venue information, test time information and learner information.
- 1.24 Provide access to tests for CIWM designated EQA or quality assurance personnel, without notice.
- 1.25 Have performance management systems in place to monitor and evaluate the effectiveness of individuals involved with the process of tutoring.

Internal Quality Assurance of CIWM Qualifications

CIWM (WAMITAB) Qualifications Centres must:

- 1.1 Have a written IQA strategy and procedures to ensure the accuracy and consistency of assessment decisions between assessors working for the CIWM (WAMITAB) Qualifications Centre.
- 1.2 Ensure that there are sufficient, appropriately qualified IQAs proportionate to the number of learners and assessors.
- 1.3 Ensure that IQAs are competent to perform their role.
- 1.4 Ensure that IQAs are approved by CIWM, **prior** to them commencing the delivery of the qualification with learners.
- 1.5 Ensure that IQAs have signed the CIWM Assessor and IQA Code of Conduct **prior** to them commencing the delivery of the qualification with learners.
- 1.6 Ensure that IQAs have the occupational expertise as specified in the relevant assessment strategy.
- 1.7 Engage IQAs who will be responsible for:
 - Regularly sampling evidence of assessment decisions made by all assessors (interim and summative) (a minimum 24 units quality assured for 2 candidates during 12 month period).
 - Observing the practice of the assessors (the frequency to be based on the risk rating allocated to the assessor) (a minimum of 1 observed assessment during a 12 month period).
 - Maintaining up to date records of IQA and sampling activity which can be made available to the CIWM EQA or quality assurance personnel.
 - Developing and establishing procedures to ensure that all assessors interpret the standards in the same way.
 - Monitoring and supporting the work of the assessors.
 - Facilitating appropriate staff development and training for assessors.
 - Providing feedback to the EQA on the effectiveness of assessment.
 - Ensuring that any corrective action required by CIWM is carried out within the agreed timescales.
- 1.8 Ensure that the decisions of IQAs working towards their internal quality assurance qualifications are checked, authenticated and countersigned by an IQA who is qualified and holds the relevant occupational competence and expertise.
- 1.9 Provide evidence of registration for the internal quality assurance qualification when seeking approval for the use of an individual who does not hold an internal quality assurance qualification.

- 1.10 Ensure that where IQAs do not hold an internal quality assurance qualification they achieve the qualification within 12 months of starting their role unless agreed with the EQA in exceptional circumstances.

- 1.11 Ensure that where IQAs undertake assessment at the CIWM (WAMITAB) Qualifications Centre. In such cases, the IQA must have the appropriate qualifications and occupational expertise to do so. Please note that IQAs must not verify evidence which they have assessed.

- 1.12 Ensure unqualified IQAs do not sign-off qualification claims.

Data Requirements

CIWM (WAMITAB) Qualifications Centres must have reliable and auditable systems and keep adequate records in order to track learner progress for initial assessment, assessment, internal quality assurance and claims for certification. The information to be maintained must include:

Learner records detailing:

- Learner name
- Date of birth
- Confirmation of learner's identity (birth certificate, passport, driving licence, National Insurance Card, Benefit documents)
- Contact address
- Workplace address and contact details
- Assessor name
- Name of internal quality assurer
- Date of registration with CIWM
- Unique Learner Number (ULN) (where a Learner agrees to have one)
- CIWM Learner number
- Certification date for full qualification or units
- Date when Learner left the CIWM (WAMITAB) Qualifications Centre and reason
- Details of Learners who have transferred from another CIWM (WAMITAB) Qualifications Centre

Assessment records detailing:

- Who assessed what and when
- The assessment decision
- The assessment methods used for each unit and the location of the supporting evidence

Internal quality assurance activity records detailing:

- Who quality assured what and when
- Details of the sample and its rationale
- Records of standardisation meetings
- Records of assessor support meetings
- Assessor and IQA competence and the monitoring of individuals who are working towards and assessment or internal quality assurance qualification

Requirements for the Retention of Learner Evidence

CIWM (WAMITAB) Qualifications Centres are required to keep Learner portfolios and the associated assessment and IQA records and make them available to the CIWM EQA for the purposes of external quality assurance activities. Following the external quality assurance activity the portfolio may be released to the learner.

Record Keeping

The Centre must retain the assessment and internal quality assurance records for a minimum of 3 years from the date of certification

CIWM (WAMITAB) Qualifications Centres should treat learner evidence, records of assessment and records of internal quality assurance as confidential and should ensure that they are kept securely. It is the responsibility of the CIWM (WAMITAB) Qualifications Centre to ensure that it complied with the requirements of data protection legislation.

CIWM (WAMITAB) Qualifications Centres must maintain accurate and verifiable records. In terms of learner assessment records, the CIWM (WAMITAB) Qualifications Centre must hold details of:

- Who assessed what, and when
- The assessment decision
- The assessment methods used for each unit and the location of the supporting evidence

For all qualifications, records of IQA activity, detailing:

- Who quality assured what, and when
- Details of the sample and its rationale
- Records of standardisation meetings
- Records of assessor support meetings
- Assessor and IQA competence and the monitoring of individuals who are working towards an assessment or internal quality assurance qualification

Please refer to the CIWM record keeping policy for further information.

Registration and Certification

- 1.1 CIWM (WAMITAB) Qualifications Centres must register learners with CIWM within **six weeks** of enrolling with the CIWM (WAMITAB) Qualifications Centre via the QuartzWeb system.
- 1.2 Learners must be registered with CIWM **before** assessment is conducted; failure to do so may result in actions and/or sanctions upon the CIWM (WAMITAB) Qualifications Centre.
- 1.3 CIWM (WAMITAB) Qualifications Centres must ensure that they have a system in place that allows for certificate claims to be validated and authenticated by an appropriately qualified and occupationally competent IQA.
- 1.4 CIWM (WAMITAB) Qualifications Centres that do not have direct claims status must have their certificate claims authorised by a CIWM EQA.
- 1.5 CIWM (WAMITAB) Qualifications Centres must notify the Professional Services Team at CIWM when claims for certification have been made in error.
- 1.6 A member of staff or contracted staff at a CIWM (WAMITAB) Qualifications Centre who wishes to register for a CIWM qualification must inform the Professional Services Team at CIWM.

Please note: if a CIWM (WAMITAB) Qualifications Centre is registering for a qualification which is CIWM assessed (e.g. an MCQ test), exam papers and test links are **not** automatically issued. CIWM (WAMITAB) Qualifications Centres must request exam papers and test links in the 'notes on this submission' box prior to submitting a registration spread sheet.

Withdrawal

Specific Qualifications – CIWM (WAMITAB) Qualifications Centre Decision

Where a CIWM (WAMITAB) Qualifications Centre chooses not to offer a specific qualification any longer, the Head of CIWM (WAMITAB) Qualifications Centre must inform CIWM in writing as soon as the decision is made. The notification must include the details of the qualification(s), the rationale for the decision, the timescales and details of a contingency plan for learners who may not have completed their qualification.

Qualification(s) Approval – CIWM Decision

Where there are significant faults in the management and quality assurance of a specific qualification(s) which result in the ongoing failure to meet the requirements, CIWM reserves the right to withdraw qualification(s) approval (see Tariff of Actions and Sanctions). The CIWM (WAMITAB) Qualifications Centre is required to fully cooperate with CIWM during the process in order to protect the interests of learners.

CIWM (WAMITAB) Qualifications Centre Approval – Centre Decision

Where a CIWM (WAMITAB) Qualifications Centre no longer wishes to hold CIWM (WAMITAB) Qualifications Centre approval with CIWM, the Head of CIWM (WAMITAB) Qualifications Centre must advise CIWM in writing. The notification must include the rationale for the decision, the timescales and details of a contingency plan for learners who may not have completed their qualification.

CIWM (WAMITAB) Qualifications Centre Approval – CIWM Decision

Where there are significant faults in the management and quality assurance of all qualifications or previously agreed corrective measures have not been implemented, CIWM reserves the right to withdraw CIWM (WAMITAB) Qualifications Centre approval immediately. The CIWM (WAMITAB) Qualifications Centre is required to fully cooperate with CIWM during the process of withdrawal of CIWM (WAMITAB) Qualifications Centre approval in order to protect the interests of learners.

For further information, please refer to CIWM (WAMITAB) Qualifications Centre Re-approval and Withdrawal Policy (0153).

Monitoring CIWM (WAMITAB) Qualifications Centres (Post Approval)

CIWM EQAs will conduct activities to check compliance with the CIWM (WAMITAB) Qualifications Centre approval criteria and check previous actions as agreed with the CIWM (WAMITAB) Qualifications Centre. Sometimes the EQA may identify issues which require an action or sanction to be applied to ensure that the integrity of our qualifications and maintain CIWM's compliance with the Regulatory criteria.

Tariff of Actions and Sanctions

Please note: for further details please see CIWM's Sanctions Policy (0160).

Level 1 Action – Entry in action plan
Rationale: Non-compliance with CIWM (WAMITAB) Qualifications Centre Approval Criteria but no threat to the integrity of the assessment decisions.
1.1 The CIWM (WAMITAB) Qualifications Centre's aims and policies in relation to how qualifications are supported are not clear or well understood by the assessment team.
1.2 IQA procedures and activities are not clearly documented.
1.3 Communication within the assessment team and with CIWM is ineffective
1.4 Equipment and accommodation do not comply with health and safety legislation
1.5 Insufficient qualified assessors
1.6 Assessors and IQAs do not have adequate development plans
1.7 Learners are not aware of their rights and responsibilities (e.g. complaints and appeals procedure)
1.8 There is inadequate assessment planning with learners
1.9 Queries are not resolved or recorded
1.10 Range of assessment methods is insufficient to encourage access
1.11 Changes to personnel of the assessment and internal quality assurance team are not notified to CIWM.
1.12 Unit certification is not made available to learners
1.13 There is inadequate monitoring or review of procedures

Level 2 Action – Removal of direct claims status for certification, claims must be authorised by the external quality assurer
Rationale: Close scrutiny of the integrity of the integrity of the assessment decisions required
2.1 Assessors have insufficient time, resources or authority to perform their role
2.2 Decision of unqualified assessors have not been countersigned by qualified assessor
2.3 Assessment decisions are not consistent
2.4 Insufficient qualified IQAs
2.5 Decisions of unqualified IQAs have not been countersigned by qualified IQAs
2.6 Records are insufficient to allow audit of assessment
2.7 Previously agreed corrective measures relating to Level 1 Actions are not implemented

Level 3 Sanction:
<ul style="list-style-type: none"> • Level 3A – suspension of registration <i>Rationale 3A: Threat to Learners/Candidates</i> • Level 3B – suspension of certification



Rationale 3B: Loss of integrity of assessment decisions and danger of invalid claims for certification
3A.1 Assessment processes disadvantage learners
3A.2 Assessment decisions are unfair
3B.1 No qualified IQA
3B.2 Assessment does not meet the required standards
3B.3 The CIWM (WAMITAB) Qualifications Centre fails to provide access to requested records, information, learners and staff
3B.4 Assessed evidence is not authentic work of the learner
3B.5 Records of assessment show serious anomalies
3B.6 Certification claims made before all the requirements of assessment are satisfied
3B.7 Previously agreed corrective measures relating to Level 2 Actions are not implemented

Level 4 Sanction – Withdrawal of CIWM (WAMITAB) Qualifications Centre approval for specific qualification(s)
Rationale: Irretrievable breakdown in management and quality assurance of specific qualifications
4.1 Significant faults in the management and quality assurance of the specific qualification(s) which result in an ongoing failure to meet the core requirements for the conduct of assessment and internal quality assurance
4.2 Previously agreed corrective measures relating to Level 3 non-compliance have not been implemented

Level 5 Sanction – Withdrawal of CIWM (WAMITAB) Qualifications Centre approval for all qualifications
Rationale: Irretrievable breakdown in management and quality
5.1 Significant faults in the management and quality assurance of all CIWM qualifications offered by the CIWM (WAMITAB) Qualifications Centre
5.2 Previously agreed corrective measures relating to Level 4 non-compliance have not been met

CIWM Policy

All CIWM (WAMITAB) Qualifications Centres are expected to read and comply with the following policies:

0030	Policy: Malpractice and Maladministration
0049	Policy: Zero Tolerance
0051	Policy: Complaints Procedure
0054	Policy: Reasonable Adjustment
0055	Policy: Special Consideration
0058	Policy: Regulations for the Conduct of CIWM MCQ Tests
0076	Policy: Certification
0088	Policy: Use of languages
0089	Policy: Equal Opportunities
0094	Policy: Record Keeping
0104	Policy: Enquiries and Appeals
0110	Policy: Plagiarism
0114	Policy: Learner Sanctions and Penalties
0151	Policy: Whistle blowing
0153	Policy: Centre Re-approval and Withdrawal
0159	Policy: Assessment Staff Sanctions and Penalties
0160	Policy: Sanctions

CIWM Guidance

All CIWM (WAMITAB) Qualifications Centres can access the following guidance documents:

0001	CIWM (WAMITAB) Qualifications Centre Support Guide
0002	CIWM Brand Standards
0003	Standardisation Good Practice Guidance
0019	Assessor and IQA Handbook
0023	CIWM (WAMITAB) Qualifications Centre User Guide
0053	CIWM (WAMITAB) Qualifications Centre Social Media Guide
0140	Guidance for Recognition of Prior Learning, Exemption and Equivalentents



CIWM

Qualifications

Together, we stand for
a world beyond waste

Our purpose is to move the world beyond waste

Help us protect the environment by only printing this document if absolutely necessary and, where possible, please only print the pages you need.

This document has been designed to use minimal ink when printed.

More for professional life

Our mission is to unite, equip and mobilise our professional community to lead, influence and deliver the science, strategies, businesses and policies for the sustainable management of resources and waste.

For more information about how we can support you, visit [ciwm.co.uk](https://www.ciwm.co.uk).

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