Level 2 Certificate in

Building Control Business Support and Customer Care

Qualification Specification

Qualification Recognition Number: 603/6662/X
ABBE Qualification Code: CertBCBSCCL220

September 2020
This qualification specification was developed in September 2020, no changes have been made to this document since this date.
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1. ABBE

1.1 Introduction
ABBE, the Awarding Body for Building Education is a forward thinking organisation that offers a range of apprenticeships, qualifications, benefits and support.

ABBE is regulated by Ofqual for the delivery of a range of qualifications. Our qualifications are nationally recognised helping learners to achieve their full potential and ambitions.

The full range of qualifications can be found on our website.

1.2 Mission Statement
Our Values - Quality through Standards: Our aim is to provide a high quality experience by building a strong community of mutual support and trust. We can use our collective talents to build meaningful partnerships to help us all to achieve our goals. ABBE is a recognised Awarding Organisation with strong professional integrity.

Our Vision: Is that every learner is confident, successful and has the opportunity to achieve their full potential.

Our Mission: ABBE Educates, inspires and empowers learners

1.3 Qualification Specification
The aim of this specification is to provide learners and centres with information about the content of this qualification. This specification is a live document and, as such, will be updated when required.

1.4 Enquiries
Any enquiries relating to this qualification should be addressed to:
ABBE
Birmingham City University
University House
15 Bartholomew Row
Birmingham
B5 5JU

Tel: 0121 331 5173
Email: abbeenquiries@bcu.ac.uk
Website: www.abbeqa.co.uk
2. Qualification Information

2.1 Qualification Purpose
The purpose of the ABBE Level 2 Certificate in Building Control Business Support and Customer Care qualification is to provide the learner with the knowledge, understanding and skills required to be confident when carrying out their role in a building control environment.

This qualification is design to cover all aspects of this role, giving the learner an overview of the building control function including the legal and statutory responsibilities; as well as effective team working, customer service and communication which are all essential when working in the building control sector.

2.2 Who could take this Qualification?
Learners may already be working in Building Control for both public and private sector Building Control bodies, and by studying this qualification will enable them to demonstrate skills and knowledge that they have gained through their employment to enable them to achieve a nationally recognised qualification.

2.3 Qualification Number
ABBE 2 Certificate in Building Control Business Support and Customer Care: 603/6662/X

2.4 Qualification Level
This qualification has been listed on the Regulated Qualifications Framework (RQF) at: Level 2

2.5 Total Qualification Time
This qualification is allocated Total Qualification Time (TQT) this includes Guided Learning (GL) expressed in hours, which indicates the number of hours of supervised or directed study time and assessment. Credit has also be allocated to this qualification.

- The Total Qualification Time (TQT) for this qualification is: 300
- Guided Learning (GL) for this qualification is: 100
- Credit Value: 30 credits

2.6 Progression
This qualification has been designed to encourage participation in education and training in other related areas by:

- Encouraging individuals to develop skills and enhance development and promotion prospects
- Provide the foundation for enhanced learning and development
- Attracting learners from outside the industry
- Allowing individuals with qualifications in other fields to retrain in this discipline
2.7 Age ranges

<table>
<thead>
<tr>
<th>Age range</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre 16</td>
<td>No</td>
</tr>
<tr>
<td>16-18</td>
<td>Yes</td>
</tr>
<tr>
<td>18+</td>
<td>Yes</td>
</tr>
<tr>
<td>19+</td>
<td>Yes</td>
</tr>
</tbody>
</table>

2.8 Structure of the Qualification

To achieve this qualification, learners must achieve the five mandatory units.

<table>
<thead>
<tr>
<th>Mandatory Unit(s)</th>
<th>URN</th>
<th>Unit Name</th>
<th>Credit Value</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>M/618/44817</td>
<td>Understanding the Building Control function</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>T/618/44818</td>
<td>Understand Building Control Legal and Statutory Responsibilities</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>A/618/44819</td>
<td>Work effectively in Building Control</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>M/618/44820</td>
<td>Customer service in Building Control</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>T/618/44821</td>
<td>Communication in building control</td>
<td>6</td>
<td>2</td>
</tr>
</tbody>
</table>

2.9 Barred Units

Units with the same title at different levels or units with the same content cannot be combined in the same qualification.

2.10 Language

ABBE qualifications and assessment materials will be provided through the medium of English.

2.11 Grading

This qualification is: Pass/Fail

2.12 Pre-course Procedures

This qualification is available to anyone who is capable of reaching the required standards. They have been developed free from any barriers that unfairly restrict access or progression thereby promoting equal opportunities.

There are no pre-entry requirements for this qualification.

2.13 Qualification Review Boards

Qualification Review Boards (QRBs) are set up for each qualification. The Boards are drawn from employers, centres, Higher Educational Institutes (HEIs) and others with a vested interest in the sector in which the qualification is used. The purpose of the QRB is to ensure that the content of the qualification and the proposed assessment methodology are fit for purpose and are appropriate to meet the requirements of the sector.

QRBs are ongoing are will be scheduled for specific points within the qualification lifetime; at the notional mid-point and again towards the review date of the qualification. During this process,
the QRB will consider any feedback received on the performance of the qualification and will consider if the content, structure, purpose and assessment methodology remain appropriate to the needs of the sector. This will help to improve both our qualification and the specification.
3. Qualification Unit(s)

Unit 1: Understanding the Building Control function
Unit Reference Number: M/618/44817
Level: 2
Credit: 6

Unit Summary
This unit is aimed at understanding the building control function and its corresponding documentation.

Assessment Guidance
This unit must be assessed using the following method(s):
- Portfolio of evidence

Learning outcomes:
1. Understand the Building Control Function
2. Understand documentation used in Building Control
3. Know the role of a Building Control Surveyor
Unit 2: Understand Building Control Legal and Statutory Responsibilities

Unit Reference Number: T/618/4818
Level: 2
Credit: 6

Unit Summary
This unit is about the legal and statutory responsibilities in Building Control.

Assessment Guidance
This unit must be assessed using the following method(s):

- Portfolio of evidence

Learning outcomes:

1. Know the legal principles and legislation requirements used when working in Building Control
2. Understand the procedural activity in Building Control
**Unit 3: Work effectively in Building Control**

Unit Reference Number: A/618/4819  
Level: 2  
Credit: 6

**Unit Summary**  
This unit is about effective team work including maintaining working relationships and resolving problems.

**Assessment Guidance**  
This unit must be assessed using the following method(s):
- Portfolio of evidence

**Learning outcomes:**

1. Understand the principles of effective team working  
2. Be able to maintain effective working relationships with colleagues  
3. Be able to collaborate with colleagues to resolve problems
Unit 4: Customer service in Building Control

Unit Reference Number: M/618/4820
Level: 2
Credit: 6

Unit Summary
This unit is about customer service delivery including dealing with customers’ expectations and the relationship between customer service and the impact of an organisational brand

Assessment Guidance
This unit must be assessed using the following method(s):

- Portfolio of evidence

Learning outcomes:

1. Understand customer service delivery
2. Understand the relationship between customer service and the impact of brand
3. Be able to deal with customers’ expectations
**Unit 5: Communication in building control**

Unit Reference Number: T/618/4821  
Level: 2  
Credit: 6

**Unit Summary**  
This unit is about all aspects of communication, including written and verbal communications and why different methods are used.

**Assessment Guidance**  
This unit must be assessed using the following method(s):

- Portfolio of evidence

**Learning outcomes:**

1. Understand the principles of communication  
2. Be able to produce written business communication  
3. Be able to communicate verbally in business environments
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University House
15 Bartholomew Row
Birmingham
B5 5JU

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