



**Level 2 Certificate in**

## **Building Control Business Support and Customer Care**

### **Qualification Specification**

Qualification Recognition Number: 610/0377/3

ABBE Qualification Code: CertBCBSCCL222

**January 2022**



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## Why this document is being revised

This document has been revised by ABBE in January 2022. A summary of the changes made to this document is, as follows:

- The unit names for Units 1, 2 and 3 have been changed

### Original unit names

- Work effectively in Building Control
- Customer service in Building Control
- Communication in Building Control

### New unit names

- Understand the effectiveness of team working in Building Control
- Understand the principles of good customer service and good customer care in Building Control
- Understand the need for good communication in Building Control

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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](mailto:abbeenquiries@bcu.ac.uk)

Website: [www.abbeqa.co.uk](http://www.abbeqa.co.uk)



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## 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: 610/0377/3

### 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



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## 2.7 Age ranges

Pre 16	No
16-18	Yes
18+	Yes
19+	Yes

## 2.8 Structure of the Qualification

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

Mandatory Unit(s)			
URN	Unit Name	Credit Value	Level
M/618/4817	Understanding the Building Control function	6	2
T/618/4818	Understand Building Control legal and statutory responsibilities	6	2
J/650/1215	Understand the effectiveness of team working in Building Control	6	2
K/650/1216	Understand the principles of good customer service and good customer care in Building Control	6	2
L/650/1217	Understand the need for good communication in Building Control	6	2

## 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 and 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,



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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.



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## 3. Qualification Unit(s)

### Unit 1: Understanding the Building Control function

Unit Reference Number: M/618/4817

Level: 2

Credit: 6

GLH: 20

#### 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

GLH: 20

### **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



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### **Unit 3: Understand the effectiveness of team working in Building Control**

Unit Reference Number: J/650/1215

Level: 2

Credit: 6

GLH: 20

#### **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



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## **Unit 4: Understand the principles of good customer service and good customer care in Building Control**

Unit Reference Number: K/650/1216

Level: 2

Credit: 6

GLH: 20

### **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



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## **Unit 5: Understand the need for good communication in Building Control**

Unit Reference Number: L/650/1217

Level: 2

Credit: 6

GLH: 20

### **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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**Head Office Address:**

ABBE  
Birmingham City University  
University House  
15 Bartholomew Row  
Birmingham  
B5 5JU

**Contact:**

Telephone: 0121 331 5174  
Email: [abbeenquiries@bcu.ac.uk](mailto:abbeenquiries@bcu.ac.uk)  
Website: [www.abbeqa.co.uk](http://www.abbeqa.co.uk)



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