ARB Business Plan
2015

The Architects Registration Board (ARB) was established by an Act of Parliament - the Architects Act – in 1997. ARB is both the independent statutory regulator of all UK architects and the UK's competent authority for architects.

ARB has fifteen members on its Board, eight of whom are members of the public (lay members) appointed by the Privy Council, and seven are architects who are elected by their peers. The term of office for both architect and lay members is four years, with the option of a second consecutive term if reappointed or re-elected.

Our primary purpose is to deliver the Act and in doing so, we will also observe other statutory requirements. In accordance with the provisions of the Architects Act 1997, we work to ensure that architects are competent and have integrity. We set and maintain standards for entry to the Register of Architects, as well as the standards of conduct and practice which are expected of architects.

The Board has identified two objectives from the Act which underpin all of our work. These are:

Protect the users and potential users of architects' services, and

Support architects through regulation

Protect the users and potential users of architects' services: We will protect the users and potential users of architects' services by regulating architects so that the public can be confident that architects are appropriately qualified. We will raise the public's awareness of the Register.

Support architects through regulation: We will maintain and publicly demonstrate the status of architects as competent, qualified professionals, and we will regulate use of the title "architect". We will raise awareness of the Architects Code of Conduct and Practice and the need to maintain their competence.

We will ensure that we act in a manner which is at all times proportionate, while seeking to maximise the efficient and effective use of our resources. We will ensure that we secure value for money, and that we are accountable to our stakeholders. We are committed to working in a transparent, open and accountable way, and our actions and approach to delivering our objectives should demonstrate this.

We will work in conjunction with partners from within the profession, education, the wider built environment and the consumer sectors to deliver our objectives in the most efficient way.

The 2015 Business Plan reflects those objectives and also reflects the priorities identified by the Board for 2014 – 2016, which are detailed in the Statement of Priorities which is published on ARB's website.

Format of the Business Plan

The Plan for 2015 has been divided into key areas of our work. Section F identifies the performance indicators which monitor the delivery of our regular work, such as entering appropriately qualified applicants onto the Register, the timely handling of complaints, prescribing the qualifications needed to become an architect and keeping stakeholders informed. Section G notes the areas which the Board may consider as part of a rolling programme of work for 2016.

Reporting against the Business Plan

An annual report showing our performance against the Business Plan is given at the first Board meeting after the year end. The management team keeps the plan under review on a monthly basis and also assesses and reports on performance mid-year. The Board is alerted to any major problems in delivery.

The performance indicators in Section F are monitored regularly by the management team and are reported to the Board twice yearly. We monitor financial performance through the budget setting process and management accounts, which are provided to the Board four times a year.

Section A - Maintaining the Quality of and Access to the Register

Under the Architects Act 1997, ARB maintains the UK Register of architects. The Register identifies those who are entitled to use the title "architect" in business and practice as they have met the requirements for qualifications and competence. The Register is the tool through which potential users of architects' services can find an architect and check that an architect is registered. It is also important to architects that they are identified as qualified professionals. The Register must therefore be accurate and accessible. The work which underpins the maintenance of the Register is wide ranging.

	Area of Work	Actions	Measures of Success
1.	**Improve the accuracy of the Register**	- Further increase the use of online tools for updating details. - Undertake an accuracy and quality assurance review. - Explain to architects the benefits of providing accurate details through our communications with them. - Seek opportunities to encourage architects to ensure their details are up to date. - Develop an integrated system for Part 2 of the Register (Temporary Register).	85% of Change of Details requests received through online tool (80% in 2014) 95% of Change of Details requests received online processed within three days 20% increase in the percentage of contact details, telephone/ email addresses in the public domain, making the Register search facility a more valuable tool.
2.	**Further promote and develop the use of online registration system.**	- Promote further the benefits of the system. - Provide clear guidance on the process at the point of enquiry. - Respond to feedback on improvements to the system, and enhance systems where appropriate. - Gather feedback on performance and delivery of our registration services.	95% of registration applications are received via the online registration system. A further reduction in the days to process applications is achieved. Improved feedback ratings on functionality and service levels of the online registration system. Suggestions for improvements published along with the response to the feedback/suggested improvements.
3.	**Provide an efficient and effective service to all enquirers**	- Ensure our online resources are readily available and are easy to understand and use. - Act upon feedback to improve our service. - Publish feedback and follow up actions on the website.	Demonstrable proof of increased satisfaction levels amongst enquirers.

Section A – Maintaining the Quality of and Access to the Register

4.	**Undertake a fundamental review of the routes to registration.**	A Undertaking a review to: • Explore whether current arrangements remain fit for purpose and reflect current best practice. • Explore whether registration should continue to be qualifications-based and any implications for change at an EU and international level. • Consider whether alternative routes to registration would be viable and would widen access to the Register whilst maintaining standards of competence.	We will have: Tested the basis for ARB's requirements for registration and explored whether changes can be made in order to widen access to the Register, whilst continuing to provide public confidence in the competence of those on the Register. Considered whether alternative routes to registration are viable and continue to meet ARB's purpose and objectives and if so, have prepared a plan for the implementation of any alternative routes. Engaged with all stakeholders and kept them informed of progress as the review develops.

Section B – Maintaining the Qualifications of Architects

Under the Architects Act 1997, ARB prescribes (or recognises) the qualifications required to become an architect for those who gain their qualifications within the UK. We also contribute to the scrutiny and review of those qualifications which are obtained in other European Economic Areas, and which seek to be listed at a European level. We therefore maintain systems for assessing qualifications against set criteria. These criteria are held in common with the Royal Institute of British Architects and the Quality Assurance Agency benchmark for architectural qualifications. The UK criteria also reflect the minimum requirements across the EEA. We work closely with many other organisations and Member States to ensure that our systems are robust, fair and efficient and provide support to Schools and Institutions of Architecture, whilst ensuring that as a regulatory body, we have confidence that prescribed qualifications meet the Board's objectives and criteria.

	Area of Work	**Actions**	**Measures of Success**
1.	**To have engaged with institutions, students and other stakeholders regarding the prescription process and Criteria to inform, to obtain feedback and to promote an understanding of ARB's role with regard to qualifications, and to maintain a high quality service for institutions, students and EU Member states.**	To promote the availability of the following services and to meet all reasonable requests for: • feedback sessions; • planning meetings; • university liaison sessions; • regular liaison meetings with stakeholders; • speaking at relevant conferences/ forums; • providing support for those seeking to list qualifications in Europe. To keep the Student Handbook and other areas of ARB's website relating to prescribed qualifications up to date.	Good relationships are maintained with key stakeholders, as exhibited by individual and collective feedback. Stakeholders believe ARB adds value over and above performance on the prescription function, as evidenced by collective and individual feedback. ARB is kept well informed of possible future developments in order to plan its work and respond to developments.
2.	**On behalf of the UK and its capacity as the UK's Competent Authority for Architects, embed the revised notification process within ARB's procedures, and scrutinise and review European qualifications which are notified to the European Commission for listing under the PQD.**	Embed the European Commission's revised process for the notification of qualifications within ARB's procedures. Ensure that the European Commission's deadlines for considering notifications are met on every occasion.	ARB will have reviewed 100% of European notifications within the European Commission's deadlines, and compiled with the reviewed requirements in this area.
3.	If the review of the routes to registration requires adjustment to the ARB Criteria for the Prescription of Qualifications ahead of the current schedule, undertake a review of the Criteria.	Gather feedback on the existing Criteria for the Prescription of Qualifications. Determine the structure and content of any revised Criteria for the Prescription of	A revised set of Criteria for the Prescription of Qualifications will have been developed, consulted upon and be ready for implementation at the appropriate time.

Area of Work	Actions	Measures of Success
	Qualifications.	

Section C - Maintaining the Standards of Conduct and Practice of Architects

Users and potential users of architects' services need to have confidence in the standards set by us under the Architects Code of Conduct and Practice, and that we take appropriate action where architects fall below the standards expected. We will seek to raise awareness of the Code and how clients may use the Code to help them in their relationship with their architect, as well as raising awareness and understanding of the Code by architects themselves. We will investigate allegations of unacceptable professional conduct and serious professional incompetence but will also seek to mitigate the risk of such situations arising.

	Area of Work	Actions	Measures of Success
1.	**Maintain awareness of the Code and steps that architects can take to mitigate complaints.**	• Use the website to provide advice to architects on preventing and handling complaints. • Maintain the frequency of relevant articles in the eBulletin. • Seek opportunities to work with others (RIBA/ACA etc) to provide written information or presentations to architects. • Develop and publish online assistance to architects in relation to professional standards through online presentations.	Every eBulletin contains relevant guidance on matters of professional conduct, based on recent PCC decisions, issues within the profession or legislative changes. The website provides clear and targeted advice to both architects and clients on how to avoid disputes, and how they might be resolved. Demonstrable evidence of ARB working with stakeholders to promote the standards of the Code.
2.	**Ensure efficient processes which are fair to all in all aspects of complaints handling.**	• Review and improve all literature and processes involved in complaints handling in light of feedback. • Integrate online complaints tool with ARB's internal investigations portal. • Develop and Increase the use of online feedback, and review and action where appropriate.	All external facing guidance and literature is reviewed and updated as appropriate. 80% of third party reviews find no further action. Online feedback is developed, and the level of received feedback is increased from 2014. Feedback is reported in an appropriate way, and demonstrable action taken in light of it where appropriate. A fully operational online complaints system put in place.
3.	**Ensure the investigations process is running smoothly and offers a fair**	• Ensure that the Investigations Panel and Professional Conduct	80% of Investigations Panel decisions are reached within

	Area of Work	Actions	Measures of Success
	process to all.	Committee are adequately resourced and trained in best practice. • The Investigations Oversight Committee is provided with appropriate information and maintains strategic overview of ARB's investigation processes. • Outdated Professional Standards database and IT system is replaced by a fit for purpose system.	12 weeks. 80% of Third Party Reviews find no further action to be taken. No findings of 'no case to answer' at the PCC or adverse findings by Judicial Review. No successful appeals against PCC decisions.
4.	**Review of Code of Conduct**	• Consider whether any legislative, regulatory or professional developments have taken place since 2010 that require an amendment to the Code • Consult with stakeholders as to whether the Code needs updating • Decide whether a new or amended Code is required	An informed decision is taken by the Board as to whether the Code of Conduct requires updating in 2016.
5.	**Review effectiveness of PCC Consent Orders**	• Review how effective the PCC Consent Order procedure has been in its inaugural 12 months • Consider whether the scheme should be abolished or amended	The Board can, on the basis of an informed recommendation from the IOC, decide whether changes to the PCC Consent Orders procedure are necessary.
6.	**Review how ARB delivers its statutory obligations under section 14 to investigate allegations of unacceptable professional conduct and serious professional incompetence**	• Seek views from all stakeholders as to how ARB's disciplinary regime might be improved • Draft new rules and acquire Board approval for changes where appropriate. • Consider how ADR might fit within ARB's disciplinary framework • Undertake 3 month	New Investigations & Professional Conduct Committee Rules are consulted on and published to come into effect by 1 January 2016.

Area of Work	Actions	Measures of Success
	formal consultation on proposed changes • Publish new rules; provide training as necessary to those who deliver a service on behalf of ARB	

Section D – Raising Public Awareness if the Register and Helping Users and Potential Users of Architects' Services to Make Informed Choices

We recognise that it is not sufficient simply to hold an accurate Register. To be of value, the Register must be accessible, and users and potential users of architects' services must understand the distinction of the title "architect" and the importance of the Register in confirming an architect's registered status. We therefore work to increase awareness of the Register, to inform the public about the qualifications and competence of architects and to alert members of the public to the Architects Code of Conduct and Practice. We also work to prevent the misuse of the title "architect" which may only be used by those on the Register.

	Area of Work	Actions	Measures of Success
1.	**Support consumer confidence through raising awareness of the Code with users and potential users of architects' services.**	• Ensure that the Code is embedded within all of the key communication documents published by ARB. • Publish articles throughout the year highlighting the benefits of using a registered professional.	Difficult to measure success of the general effect of actions, but an increase in the mention of the Code in publications. Increase in the hits on the relevant sections of the ARB website by 10%.
2.	**Increase use of the online Register which will mitigate the risk of consumers being misled by those misusing the title "architect".**	• Continue to increase awareness of the Register through social media. • Develop a strategic communications plan to keep the Register topical and in the public arena. • Develop relationships/partnerships with relevant organisations/groups to raise awareness of the Register through advocacy.	Increase social referrals to the Register by 5%. The number of Register searches increases by a further 5% during 2015. Increase visits to the Register by 10%.
3.	**Encourage architects to promote their registered status to increase awareness and value of the Register.**	• Explain to registrants the value of referring to their registered status. • Expand the secure area in which architects can have access to their details and embedded logo information. Increase links to the ARB Register via websites.	Demonstrable evidence that the online Register has greater prominence on internet search engines.

	Area of Work	Actions	Measures of Success
1.	**Consider the implications, both legal and practical, of amendments to the Professional Qualifications Directive (PQD).**	• Consider the outcome of the PQD legislative changes and determine where changes may need to be made to appropriate ARB policies, requirements and documents. • Take legal advice and advice from DCLG and BiS where necessary. • Analyse and cost any necessary system changes for 2016 budget. • Engage in discussions with stakeholders and ensure understanding of the changes. • Ensure information is readily available.	ARB systems are ready to meet the UK deadline for compliance with the PQD and amended Architects Act. Stakeholders are aware of the implications of the changes. ARB revises its policies, requirements and documents so that they are compliant with the revised Directive when implemented in the UK.
2.	**Managing risk.**	• Audit Committee regularly reports to Board. • Internal audit function appropriately resourced and monitored. • Maintain reporting cycle of risk register and risk strategy from staff to Board level. • Monitor delivery against performance indicators (bi-annual), the Business Plan (annual), ARB's purpose and objectives (annual). • Ensure adequate reserves are maintained through review of reserves policy and maintenance of the policy minimum. • Effective reviews of policies to be considered in 2015. • Monitor the outcome of legal challenges for areas of improvement and trends, particularly where there may be a financial or reputational risk. • Consider implications and risk of any changes as consequence of the Periodic Review.	Information provided to the Board on performance and risk is considered by the Board to be at the right level and provides the right level of assurance. Internal audit continues to be robust and add value, as assessed by the Audit Committee and the management team. Emerging and live risks are sufficiently mitigated by the actions in place or the level of are accepted as being within the Boards risk tolerance level. The level of reserves maintained provides the appropriate level of reassurance/confidence to the Board, the Government and key stakeholders. Relevant policies are reviewed within expected time frame. Risks will be adjusted on basis of an analysis of trend

			information and improvements.
3.	**Maintain adequate and appropriately skilled staffing levels that are utilised effectively.**	• Ensure sufficient staff resources are maintained to deliver statutory functions and the 2015 Business Plan. • Maintain staff development budget and encourage flexible working, and interaction with outside organisations to further enhance knowledge, skills and engagement. • Continue to cultivate an environment that supports engagement and encourages team members to reach their full potential. • Ensure that pay and reward is competitive and attracts and retains high calibre staff. • Review ARB's people strategy and key succession planning policy.	Maintain adequate staffing levels in 2015. Evidence of increased flexible working across the organisation to deliver statutory functions. A committed and engaged staff resource (2015 Engagement survey).
4.	**Deliver outcomes of the Periodic Review and maintain Government and Stakeholder confidence.**	• Respond to outcome of review and develop an implementation plan if appropriate. Ensure there are sufficient resources in place, to deliver relevant outcomes.	No additional staff resources have been factored in to the 2015 budget in order to respond to the outcomes of the review. Statutory functions delivered efficiently and effectively, alongside any requirement for the organisation to change. An Operational Plan is devised once the outcomes of the review are known.

5.	**Efficient financial management.**	• Clear budget setting process agreed and understood by Board. • Regular monitoring of outcomes against budget, along with forward planning, horizon scanning and early warning alert mechanism of variances to the Board. • Prompt notification of fees. • Alignment of budget to Business Plan, including capital projects. • Provide 3 year forecasts to capture longer term financial obligations.	Deliver ARB's work as set out in the 2015 Business Plan within budget. To deliver the 2015 fee process efficiently, with clear and timely communication, with registrants who are aware of the fee cut-off date, resulting in a lower number of registrants being removed for non-payment than in 2014. An informed Board, who are provided information in a timely and concise way.
7.	**Compliance with legal obligations**	• Health and safety. • Employment requirements. • Data handling. • PAYE.	No adverse health and safety incidents taking place during 2015. Implement any required changed to procedures and processes as required.
8.	**IT strategy**	• Keep under regular review the strategic IT development plan, maximising digital and self-service opportunities. • Understand the ongoing needs and vision for the organisation, including a strategy on continuous improvement and efficiency savings through technology. • Build further use of the organisations website and online tools/systems.	Internal and external systems remain stable with no down time. External systems remain accessible and fit for purpose, and responsive to any feedback received. The I.T. strategy continues to support the objectives of the Board.
9.	**Communications**	• Develop and implement a plan to continuously improve our communications with stakeholders, including updating the layout and content of ARB's website; developing our social media profile; and raising awareness of ARB and the Register of Architects.	Increase in the number of visitors to the website. Regular messages about ARB disseminated via social media Demonstrable evidence of stronger relationships with consumer organisations and

		• Develop effective relationships with Consumer Organisations	all stakeholders.
10.	**Continue our programme of efficiency and effectiveness reviews to improve the operation of the organisation.**	• Review of ARB's website, in an attempt to further promote self-service provisions. Review processes to ensure duplication of effort, and 'no value' processes are eradicated. • Review contracts to ensure value for money and ongoing quality of service.	Robust, but agile internal working practices that deliver effective, timely outcomes for the users of our services. Constructive feedback received from the users of our services.
11.	**Explore and take up opportunities to work with stakeholders and partners to deliver ARB's objectives.**	• Actively seek opportunities for working with others. • Build partnerships with others to influence the regulation of architects to protect consumers.	Demonstrable evidence of broader working relationships with Stakeholders and Partners from the built environment, consumer and regulatory sectors.
13.	**Undertake a review of our commitment to transparency**	• Review our Performance Reporting mechanisms • Review our Service Standards Complaints process • Review what information we publish and maximise opportunities to increase what is available.	Complete review and publish findings, so as to enhance the confidence of our stakeholders, as to our commitment to transparency and accountability
14.	**Respond to, and advise on European legislation that affects the regulation of architects**	• Monitor EU legislation in terms of ARB's objectives / statutory functions • Implement a communications plan to ensure architects are informed.	ARB will have responded to relevant consultations as appropriate. Staff will be aware of relevant developments, report these to the Board, ensure they are taken into account when taking strategic decisions and, where appropriate, communicated to architects.
15.	**To continue to improve governance arrangements within the organisation**	• Undertake a Board and Committee effectiveness review, and implement any actions from the review.	Outcomes of effectiveness reviews will be actioned and taken forward as

		• Ensure the Board has sufficient, evidence based, timely information, in which to make informed decisions. • Be alert to best practice in the arena of governance and recommendations on how to continually improve.	appropriate. Governance arrangements will be kept up to date, reviewed where appropriate, and adjusted to meet best practice.
16.	**Continue to review, develop and implement our equality and diversity action plan**	• Review and amend the plan as required. • Collect and analyse Equality and Diversity data, and utilise the information to influence policy decision making • Make the data fully available to assist others in their policy information gathering	10% growth in the data collected in 2014. Annually published data which is of value to the Board and other stakeholders.
17.	**Manage ARB's reputation to ensure there is public confidence in the regulation of architects**	• Raise the profile of ARB's role, in order to communicate the role of regulation • Strengthen our relationships in the regulation and consumer sectors. • Gather feedback from those that use our services, to ensure we are offering relevant and accessible services in a way which adds value • Deliver a communication plan which raises awareness of the role of ARB, in particular the public Register of Architects • Communicate the value of using a registered architect to enhance public/consumer/client understanding • Attend relevant consumer events to raise awareness of ARB's role and the public Register, through exhibiting and speaking opportunities	Understanding of key regulation and consumer/client issues, which assists the decision making of the Board. Clear understanding of ARB's performance and service delivery through wide ranging feedback. Publish measureable key performance indicators, and report against them biannually. Increased use of Search the Register facility through enhanced awareness of its value, enabling consumers to make informed choices.

19.	**Monitor the impact and outcomes resulting from the Scottish Referendum and General Election**	• Liaise with Government and stakeholders to keep up to date with developments. • Develop an understanding of the relevant outcomes of the Referendum and their impact • If appropriate, develop plans to respond to relevant outcomes.	Liaised with government to gain a clear understanding of outcome and impact of the Referendum. If appropriate, develop plans to deal with relevant outcomes.

Section F - Key Performance Indicators

We have performance indicators for all areas of work, which are monitored by both the management team and the Board.

Performance Indicator	Target for 2015	Assumptions	Notes
Maintaining the quality of the Register: **Processing of registration applications**			
Applications received through the UK route to registration processed within 15 working days.	90% of applications processed within 15 working days.	The annual number of applications likely to remain static at approximately 900	Increased for 2015 based on 2013/2014 output.
Applications received through the automatic European route to registration processed within 15working days.	90% of applications processed within 15 working days.	The number of applications likely to remain static at approximately 700 per annum.	Increased for 2015 based on 2013/2014 output information.
Reinstatements & Readmissions.	90% of reinstatements and readmissions processed within 5 working days.	The number of applications likely to remain static at approximately 700 per annum.	Despite increase in 2014, left at 700, we will be running communication campaigns to try and ensure the numbers removed do not reach the same level as 2014.
Maintaining the qualifications of architects: **Processing applications for the prescription of qualifications and listing of qualifications at EU level**			
Average no. of weeks to complete initial scrutiny of prescription applications.	95% of applications initially scrutinised within three weeks.	ARB is likely to receive in the region of 15-20 applications for prescription/to renew prescription during the 2014/2015 cycle, which is similar to the 2013/2014 cycle.	
Average no. of weeks taken between an application being received to it being considered by the Committee for the first time.	95% within eight weeks.	ARB is likely to receive in the region of 15-20 applications for prescription/to renew prescription during the 2014/2015 cycle, which is similar to the 2013/2014 cycle.	
Average no. of weeks taken for an annual monitoring submission to be considered by the Committee for the first time.	95% within eight weeks.	ARB is likely to receive in the region of 40 annual monitoring submissions during the 2014/2015 cycle which is similar to 2013/2014.	

Performance Indicator	Target for 2015	Assumptions	Notes
ARB to have processed responses to all queries regarding the UK's notifications to the European Commission within two weeks of receipt.	100%	It is anticipated that the UK will make 4-5 notifications to the European Commission during the 2014/2015 cycle which is higher than in 2012/2013.	
ARB to have scrutinised and reviewed European notifications within the two-month consultation period set out in the European Commission's Notification Procedures.	100%	In previous years, the number of European notifications has fluctuated widely. On the basis of European Commission data, and due to the revision of the notification process where notifications were frozen for six months, it is anticipated that at least 50-60 notifications will need to be processed in 2015.

It is anticipated that the UK will need to notify 4-5 new qualifications and 10-15 title changes. | |
Maintaining the standards of conduct and practice of architects: **Managing the complaints process**			
Complaints in office – No. of weeks from date of receipt of a formal complaint to Investigations Panel referral or closure.	80% referred to the Investigations Panel or closed within sixteen weeks.	160 complaints are dealt with. (no increase from 2014)	
Complaints with the Investigations Panel – No. of weeks from referral of case to issue of final decision.	80% within twelve weeks.	70 decisions are made. (no increase from 2014)	
PCC Hearing date – No. of weeks from Investigations Panel final decision to production of Board solicitor's Report.	80% within twelve weeks.	33 reports are produced. (10% increase from 2014)	
PCC Hearing date – No. of weeks from receipt of Board solicitor's Report to PCC hearing.	80% within sixteen weeks.	29 hearings are scheduled. (10% increase from 2014)	

Performance Indicator	Target for 2015	Assumptions	Notes
Raising public awareness of the Register and helping users and potential users of architects' services to make informed choices			
Title complaints in office – No. of weeks from date of receipt to referral to Board's solicitor or closure.	80% within sixteen weeks.	400 investigations are undertaken	
Title complaints with Board's solicitor to conclusion - No. of weeks from date of referral to non-prosecution conclusion/summons.	80% within twelve weeks.	33 cases are referred to Board's solicitor.	
Online Register availability 24 hours a day, seven days a week.	Online Register available via website at all times.	No major incidents which affect the ability of ARB as a whole to function occur during the year.	
Corporate functions			
Publish Annual Report and Financial Statements.	Publish electronically within six months of the year end. To receive an unqualified audit opinion. Comply with FReM and accounting standards.	Same budget as 2013/2014 No new requirements under FReM	
Issue post-Board eBulletins.	Issue eBulletins within five days of each Board meeting. Increase sign up to eBulletin by 10% during 2015.	Use of same format	

Glossary

BiS	Department for Business, innovation and skills
DCLG	Department for Communities and Local Government
EEA	European Economic Area
ENACA	European Network of Architectural Competent Authorities
FReM	Financial Reporting Manual (Government document)
PQD	Directive 2005/36/EC on the mutual recognition of professional qualifications
PCC	Professional Conduct Committee

Section G

ARB maintains a rolling programme of review for all of its policies and procedures. The following are the main major areas which ARB may consider in 2016.

2016

- Review of the prescribed examination procedures (if not incorporated in the Review of Routes to Registration)
- Implementation of the Professional Qualifications Directive
- Following review of disciplinary regime, continue to develop appropriate IT systems to support the processes (second of 2yr project)
- Deliver final stage of two-year project on complaints handling systems
- Publish new/amended Code of Conduct
- Publish new Investigations & PCC Rules
- Appoint new Professional Conduct Committee members