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**ARB**  
**Business Plan**  
**2009**

**ARB  
Summary  
Business Plan 2009**

**Executive**

The ARB (ARB) has developed its Corporate Plan for the period 2008-2011. This includes our corporate aims and priorities for the next two years. The 2009 Business Plan sets out the work programme for the year in line with these corporate aims and priorities.

During 2008, a lot of ARB's work concerned the changes to the Architects Act 1997 to reflect the Mutual Recognition of Professional Qualifications Directive (2005/36/EC) ('the Qualifications Directive'). This was intended to be incorporated into UK legislation in 2007 but was delayed until June 2008. During 2009, ARB will be working to ensure that the changes have been properly implemented throughout our procedures and that information is readily available for architects wishing to work in the UK and for UK architects wishing to work in other EU Member States. ARB must also consider and prepare for changes which will be brought about by the implementation of the Services Directive in late 2009.

A number of ambitious projects were commenced in 2008 and these will be coming to fruition and implementation in 2009. The revised Architects Code: Practice and Conduct will be issued in 2009, and changes are anticipated to the Board's arrangements for professional indemnity insurance.

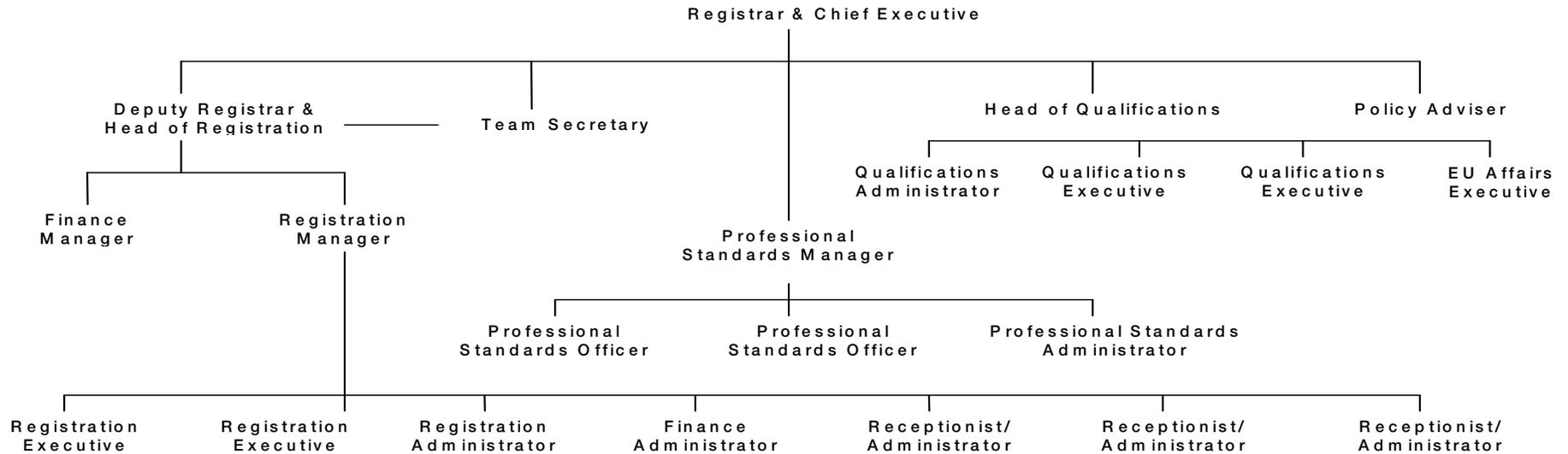
An important area of the Board's work is to prescribe - or "recognise" - qualifications which individuals need to register as an architect. ARB reviewed its criteria for the Prescription of Qualifications and its Procedure for the Prescription of Qualifications in 2008 and changes will need to be made clear to Schools of Architecture and others in 2009. Help will be given on explaining how the changes will impact on others. ARB also anticipates that the EU Commission will also be making additional demands on the UK with regard to the listing of UK Qualifications under the Qualifications Directive and ARB will work closely with all involved to smooth this process and maintain the deservedly high reputation of UK qualifications.

The Board of ARB will itself face significant upheaval in early 2009 as three new appointed members join the Board and up to seven new architect members will join the Board. The proper induction of new members is therefore particularly important this year and Board members should also be assisted by the implementation of the Board Member Development Scheme which was piloted in 2008.

# ARB Business Plan 2009

## Our Operations

The staffing of the organisation is structured to deliver effectively the Board's obligations under the Architects Act 1997 and the Board's policies. In 2009, the Board's staffing complement will be increased by two to assist in the workload, which has escalated significantly over the years.



## Operational Plans

The Board's work is divided between a number of departments as shown below. The work to be undertaken within each department during 2009 has been divided into developmental issues, which represent project-based work and operational issues, representing the core activities of each department. The items which the Board identified that it might wish to look at in future years are shown at the end of this report.

**ARB  
Qualifications Department  
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Developmental Issues		Supporting Priority
<p>1. Develop and embed new procedures for:</p> <ul style="list-style-type: none"> <li>• the notification and <b>listing of UK qualifications</b> with the European Commission;</li> <li>• the review of other <b>European Member States qualifications</b> which are seeking to be listed with the European Commission.</li> </ul> <p>Explanatory Note: Qualifications across Europe are “listed” by the Commission and must demonstrate compliance with the Qualifications Directive. Previously, much of this work was undertaken by an expert Group, which the Commission has disbanded in favour of a Group of Coordinators. The UK previously listed its ARB prescribed Qualifications en-bloc. However, it is likely that individual Qualifications will need to be submitted to the Group of Coordinators and subject to scrutiny. ARB will be working both on the development of the systems and on supporting applications.</p>	<p>iii. To develop and maintain competence standards for architects, and to generate public confidence in architects.</p>	<p>c) ARB will continue to ensure that there are robust procedures and standards in place for those who seek entry to the Register.</p>
<p>2. Work with the Registration Department to ensure the effective implementation of the <b>Services Directive</b>.</p> <p>Explanatory Note: The Services Directive aims to create a free market for the services sector including architectural services. Member States must take steps to remove barriers to the free movement of services and ARB must scrutinise its rules, guidance etc to ensure that there is no barrier to free movement. ARB will be working with Government to link into a “one stop shop” for information on providing services in the UK.</p>	<p>i. To raise awareness and understanding of the role of the ARB.</p> <p>vi To strive to be regarded as a model of good practice by all stakeholders.</p>	<p>b) ARB will explore ways of improving its communications with others to provide timely information concerning its activities and to increase understanding of the role of ARB.</p> <p>a) ARB will review its electoral and appointment processes for Board members, its constitutional arrangements, governance and its other processes.</p>
<p>3. To consider the implementation of a risk based scheme to monitor the competence of architects in business or practice.</p>	<p>iii. To develop and maintain competence standards for architects, and to generate public confidence in architects.</p>	<p>c) ARB will continue to ensure that there are robust procedures and standards in place for those who seek entry to the Register.</p>

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Qualifications Department  
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Operational Issues		Supporting Priority
<p>1. Embed the revised <b>Procedures for the Prescription</b> of qualifications</p> <p>Explanatory Note: A review of the Procedures for the Prescription of Qualifications was commenced in 2008 and the outcome of the review will be implemented in 2009. ARB will work with Institutions and others to ensure that the new procedure are fully understood. ARB may also need to promulgate details of its procedure at a European level.</p>	<p>iii. To develop and maintain competence standards for architects, and to generate public confidence in architects.</p>	<p>c) ARB will continue to ensure that there are robust procedures and standards in place for those who seek entry to the Register.</p>
<p>2. Embed the <b>revised Criteria</b> for the prescription of qualifications and the Prescribed Examination process.</p> <p>Explanatory Note: The Criteria for the Prescription of Qualifications were revised in 2008 and will be implemented in 2009. ARB will work with Institutions and others to ensure that the Criteria are fully understood.</p>	<p>iii. To develop and maintain competence standards for architects, and to generate public confidence in architects.</p>	<p>c) ARB will continue to ensure that there are robust procedures and standards in place for those who seek entry to the Register.</p>
<p>3. Deal effectively with applications for <b>Prescription</b>, the renewal of prescription and annual monitoring submissions to enable the Board to take informed decisions.</p>	<p>iii. To develop and maintain competence standards for architects, and to generate public confidence in architects.</p>	<p>c) ARB will continue to ensure that there are robust procedures and standards in place for those who seek entry to the Register.</p>

**ARB  
Regulation Department  
Business Plan 2009**

	Corporate Aim	Supporting Priority
<p>1. Finalise case management of outstanding cases which have arisen from the <b>Audit of the Directories</b>.</p> <p>Explanatory Note: Case management is likely to still be ongoing from the Directory audit work reviewing three paper directories which commenced in 2008. The work will continue until the cases identified have been resolved by agreement or prosecution. This is anticipated as ongoing for three months. Some light touch monitoring/liaison will continue with the directories to ensure that those previously identified as being ineligible for listing as architects remain blocked.</p>	<p>iv. To raise awareness of the distinction between architects and non-registered individuals</p>	<p>a) ARB will continue its drive to prevent unauthorised and improper use of the title “architect”.</p>
<p>2. Deal with online directories that list unregistered persons under the title “architect”.</p> <p>Explanatory Note: The audit work on web directories proved problematic due to the transient nature of the data. After consultation with the Title Regulation Audit Group, it was decided that resources would be better directed at a more strategic level, by identifying those offending directories and encouraging co-operation.</p>	<p>iv. To raise awareness of the distinction between architects and non-registered individuals</p>	<p>a) ARB will continue its drive to prevent unauthorised and improper use of the title “architect”.</p>
<p>3. Devise procedures and guidance for the implementation of any new monitoring arrangements agreed by the Board during the review <b>of professional indemnity insurance arrangements</b>.</p>	<p>iii. To develop and maintain competence standards for architects, and to generate public confidence in architects.</p>	<p>b) ARB will review its current approach to professional indemnity insurance to assess whether the Board’s guidance remains responsive to the needs of the market.</p>

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Developmental Issues		Supporting Priority
4. Oversee the implementation and promotion of <b>the new Code of Standards of Conduct and Practice</b> .	iii. To develop and maintain competence standards for architects, and to generate public confidence in architects.	a) ARB will review the Architects Code: Standards of Conduct and Practice, and publicise any changes that are made.
5. Recruit new members to <b>the Professional Conduct Committee</b> if changes to Schedule 1 of the Architects Act are agreed.  Explanatory Note: This will remove Board members from the PCC and replace them with appointed individuals. However, it is unlikely that changes to the Act will be implemented in early 2009 and therefore significant progress is unlikely to be made.	v. To position ARB strategically to address future challenges.	b) ARB will keep in view whether amendments should be sought to the Architects Act in order to strengthen ARB's remit where this is in the public interest.
6. Train a new <b>inquiry panel</b> .  Explanatory Note: Under the Board's Investigations and Professional Conduct Committee Rules, the Board appoints an Inquiry Panel of architects. The Investigations Committee can then call upon members of the Panel to investigate complaints and report to the Committee. A new Inquiry Panel was recruited in late 2008 and therefore needs appropriate training and support.	vi. To strive to be regarded as a model of good practice by all stakeholders.	a) ARB will review its electoral and appointment processes for Board members, its constitutional arrangements, governance and its other processes.
7. Work with the Qualifications and Regulation Departments in preparing for the implementation of the <b>Services Directive</b> in 2009.	i. To raise awareness and understanding of the role of the ARB.  vi. To strive to be regarded as a model of good practice by all	b) ARB will explore ways of improving its communications with others to provide timely information concerning its activities and to increase understanding of the role of ARB.  a) ARB will review its electoral and appointment processes for Board members, its constitutional arrangements, governance and its other

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	stakeholders.	processes.
<b>Operational Issues</b>		<b>Supporting Priority</b>
1. Deal promptly and efficiently with <b>enquiries</b> and issues raised on all regulatory matters and ensure that <b>complaints</b> are progressed on a timely basis through the Board's and the Professional Conduct Committee's procedures.	iii To develop and maintain competence standards for architects, and to generate public confidence in architects.	c) ARB will continue to ensure that there are robust procedures in place for those who seek entry to the Register.

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		Supporting Priority
<p>1. Work with the Qualifications and Regulation Departments in preparing for the implementation of the Services Directive in 2009.</p>	<p>i. To raise awareness and understanding of the role of the ARB.</p> <p>vi. To strive to be regarded as a model of good practice by all stakeholders.</p>	<p>b) ARB will explore ways of improving its communications with others to provide timely information concerning its activities and to increase understanding of the role of ARB.</p> <p>a) ARB will review its electoral and appointment processes for Board members, its constitutional arrangements, governance and its other processes.</p>
<p>2. Facilitate introduction of electronic processes which allow for exchange of <b>information between the EU's Competent Authorities</b> in relation to applications for registration.</p> <p>Explanatory Note:  The European Commission is introducing an electronic information exchange system for competent authorities which ARB intends to join.</p>	<p>i. To raise awareness and understanding of the role of the ARB.</p>	<p>b) ARB will explore ways of improving its communications with others to provide timely information concerning its activities and to increase understanding of the role of ARB.</p>
	<p>v. To position ARB strategically to address future challenges.</p>	<p>a) ARB will ensure that it keeps abreast of initiatives and developments in areas relevant to its work and responsibilities so that it can make informed policy decisions.</p>

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Developmental Issues		Supporting Priority
<p>3. Introduce an <b>online registration process</b> which is compliant with both the Qualifications Directive and the Services Directive.</p> <p>Explanatory Note:            ARB has to implement a system under the Services Directive which enables applicants to access all application materials online and have the ability to undertake a completely paperless registration process and make payment.</p>	<p>i. To raise awareness and understanding of the role of the ARB.</p>	<p>b) ARB will explore ways of improving its communications with others to provide timely information concerning its activities and to increase understanding of the role of ARB.</p>
<p>4.</p> <ul style="list-style-type: none"> <li>• Review the outcome of the tendering process for <b>ARB's Prescribed Examination</b> and decide on any further action.</li> <li>• Recruit and train examiners.</li> </ul> <p>Explanatory Note:            ARB conducted an exercise to outsource its prescribed examination in 2008. The examination can be taken by applicants for registration who do not have a UK ARB prescribed qualification or a recognised EU qualification. The outcome of the tendering process will be reviewed and considered further in 2009.</p>	<p>iii. To develop and maintain competence standards for architects, and to generate public confidence in architects.</p>	<p>c) ARB will continue to ensure that there are robust procedures and standards in place for those who seek entry to the Register.</p>

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Operational Issues		Supporting Priority
<p>1. Deal promptly and efficiently with all <b>movements/changes in the Register</b> including applications for registration and resignation.</p>	<p>vi. To strive to be regarded as a model of good practice by all stakeholders.</p> <p>iii. To develop and maintain competence standards for architects, and to generate public confidence in architects.</p>	<p>a) ARB will review its electoral and appointment processes for Board members, its constitutional arrangements, governance and its other processes.</p> <p>c) ARB will continue to ensure that there are robust procedures and standards in place for those who seek entry to the Register.</p>
<p>2. Embed the <b>Criteria for the prescription of qualifications</b> and the Prescribed Examination process.</p> <p>Explanatory Note: The criteria for the prescription of qualifications were revised in 2008 and will be implemented in 2009. The criteria will then need to be embedded in the prescribed examination procedures.</p>	<p>iii. To develop and maintain competence standards for architects, and to generate public confidence in architects.</p>	<p>(c) ARB will continue to ensure that there are robust procedures and standards in place for those who seek entry to the Register.</p>

**ARB**  
**Finance Department**  
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		Supporting Priority
1. Improve the process for identifying the costs of activities in order to aid the assessment of <b>effectiveness, value for money</b> and forward planning.	ii. To demonstrate that the ARB is effective and prudent.	a) ARB will ensure that there is a robust cost assessment for every proposed activity.
2. Build on the implementation of <b>three-year forecasts</b> of ARB's finances to improve the business planning and budgeting process in order to maximise efficiency and effectiveness	ii. To demonstrate that the ARB is effective and prudent.	b) ARB will monitor the implications of its activities and proposed activities against three-year forecasts.

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	Corporate Aim	Supporting Priority
<p>1. Finalise the development of and implement a <b>Diversity Scheme</b> to comply with legislation for equality, race, gender and age, taking into account sexual orientation and religious beliefs.</p>	<p>v. To position ARB strategically to address future challenges.</p>	<p>a) ARB will ensure that it keeps abreast of initiatives and developments in areas relevant to its work and responsibilities so that it can make informed policy decisions.</p>
<p>2. Implement a “Green” plan for the organisation on its move back to Weymouth Street to make ARB’s environment and processes more <b>sustainable, energy efficient</b> and designed to help preserve the environment.</p>	<p>v. To position ARB strategically to address future challenges.</p>	<p>a) ARB will ensure that it keeps abreast of initiatives and developments in areas relevant to its work and responsibilities so that it can make informed policy decisions.</p>
<p>3. Consider whether the current programme of information and <b>reporting to the Board</b> is right for the organisation and amend the structure of reporting where this would be beneficial.</p> <p>Explanatory Note: The Corporate and Business Planning process and methodology of reporting to the Board on progress will be reviewed with the assistance of an external adviser and with input from both Board Members and the Executive.</p>	<p>vi. To strive to be regarded as a model of good practice by all stakeholders.</p>	<p>a) ARB will review its electoral and appointment processes for Board members, its constitutional arrangements, governance and its other processes.</p>
<p>4. Review the operation of <b>Third Party review</b> and implement any new decision of the Board.</p> <p>Explanatory Note: Third Party review of three processes was introduced in 2008. Application can be made for an independent review of three of ARB’s processes where the applicant does not believe that the process was correctly followed or was unfair or inappropriate. The Board will receive a report on the operation of this scheme and has requested that alternative methods of review using external bodies is brought back to the Board in early 2009.</p>	<p>vi. To strive to be regarded as a model of good practice by all stakeholders.</p>	<p>a) ARB will review its electoral and appointment processes for Board members, its constitutional arrangements, governance and its other processes.</p>

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	<b>Corporate Aim</b>	<b>Supporting Priority</b>
5. Introduce a facility on the Board's website (intranet) for on-line <b>Board agendas and papers</b> .	vi. To strive to be regarded as a model of good practice by all stakeholders.	a) ARB will review its electoral and appointment processes for Board members, its constitutional arrangements, governance and its other processes.
6. The Communications Working Group should continue to review ARB's <b>communications</b> and may wish to review whether architects should display their registered status on their notepaper.	i. To raise awareness and understanding of the role of the ARB.  iv. To raise awareness of the distinction between architects and non-registered individuals	b) ARB will explore ways of improving its communications with others to provide timely information concerning its activities and to increase understanding of the role of ARB.  b) ARB will identify opportunities where it can inform and educate the public that the title "architect" is a protected one, and that its use is dependent upon being registered with ARB.
7. Manage, in tandem with the Board's advisers, the refurbishment and extension project of Weymouth Street and the <b>return to Weymouth Street</b> .	ii. To demonstrate that the ARB is effective and prudent.	a) ARB will ensure that there is a robust cost assessment for every proposed activity.  b) ARB will monitor the implications of its activities and proposed activities against three-year forecasts.

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	Corporate Aim	Supporting Priority
8. Undertake an <b>accessibility and usability audit of the Board's website</b> to ensure compliance with current legislation.	v. To position ARB strategically to address future challenges.	a) ARB will ensure that it keeps abreast of initiatives and developments in areas relevant to its work and responsibilities so that it can make informed policy decisions.

Operational Issues		Supporting Priority
1. Implement and review the <b>Board member development scheme</b> .  Explanatory Note: A pilot of the Development Scheme was run in 2008 and the full Development Scheme will be implemented in 2009	vi. To strive to be regarded as a model of good practice by all stakeholders	a) ARB will review its electoral and appointment processes for Board members, its constitutional arrangements and its other processes.
2. Ensure the <b>smooth running of the Board's business</b> during a significant change in membership of the Board.  Explanatory Note: The appointment of four new appointed members to the Board coupled with the election of architect members to the Board will potentially result in a significant change in Board membership. The potential lack of continuity will need to be mitigated by training and support from remaining members and staff.	vi. To strive to be regarded as a model of good practice by all stakeholders.	a) ARB will review its electoral and appointment processes for Board members, its constitutional arrangements, governance and its other processes.
3. ARB will <b>consult with stakeholders</b> with regard to its Rules and Guidance and will continue to actively engage with consumers to alert them to the benefits of using an architect	i. To raise awareness and understanding of the role of the ARB.	a) ARB will work collaboratively with stakeholders, including consumers, professional institutions, parliament and consumer organisations, and will seek to raise understanding of ARB's role

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**ARB  
carried forward  
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**Matters to be**

**Matters to be carried forward**

The Board identified the following priorities which it may wish to consider as particular projects within future Business Plans.

1. Whether ARB should explore seeking amendments to the Architects Act 1997 to include the regulation of architectural consultants and other possible definitions. The Board may also wish to explore whether the Act could be expanded to include an offence where an individual or firm holds themselves out as an architect by implication.
2. The Regulation Department and other departments may explore whether to develop and introduce appropriate service standards and reporting on service delivery.
3. The Investigations Rules and Professional Conduct Committee Rules may be reviewed to provide a wider range of options to the Investigations Committee and also to amend the Rules to address any problems which have been identified.