

# Architects Registration Board

## Business Plan 2022

**Annotations**  
**GREEN:** Complete and can be reported as successfully delivered  
**AMBER:** Started/On track to be delivered in 2022  
**BLUE:** Some activity has been identified to fall in to 2023  
**RED:** Not on track to be delivered in 2022

Strategic Area of Work	Workstream	Business Plan LINK REF	Business Plan Statement / Commitment	Status of Delivery
	Registration	CI 1	Overhaul our <b>guidance on Prescribed Examinations</b> , using feedback from stakeholders, including past examination candidates. We will bring <b>demonstrable improvements to the process and experience of candidates</b> ;	
		CI 2	Significantly <b>improve our registration website to simplify information</b> about existing routes to registration;	
		CI 3	Work with schools of architecture and institutions to <b>simplify the submission of pass list information</b> , improving the process for first time registration;	
		CI 4	<b>Redesign our processes and guidance</b> using feedback from architects who have been through first time registration, and those who have re-joined.	
	Accreditation	CI 5	Continue work already under way to <b>deliver improvements to our accreditation ('prescription of qualifications') processes</b> ;	
		CI 6	<b>Engage schools of architecture and others as we develop a new model of accreditation</b> to replace the paper-based criterion assessment model;	
		CI 7	Update guidance for schools and institutions, to <b>support more efficient ways of assessing and reassessing existing qualifications</b> .	
			CI 8	In 2023-26 we will continue to develop improvements in efficiency and customer service, and work to operationalise key elements in the corporate strategy as they are approved. These include any system developments for the new CPD framework and monitoring process as well as a new accreditation methodology following the development of new learning outcomes and standards for institutions as we modernise initial education and training of architects

Continuous improvement in our regulatory services

Assessment and International Routes	CI 9	Implement new international routes to registration as and when relevant legislation comes into force;	
	CI 10	Following consultation in 2021 we will roll out our new principles-based approach to develop and deliver mutual recognition agreements (MRAs) with international partners, publishing these once they have been signed and approved;	
	CI 11	Develop, pilot and implement the additional requirements which internationally qualified architects will need to meet before registering in the UK;	
	CI 12	Publish guidance for those joining the register under the new international routes.	
	CI 13	In 2023-2026 we will undertake a review of the additional requirements that we initially put in place, taking feedback into account, and will make adjustments where there is evidence to support doing so. We will continue to visit international counterparts as part of our MRA monitoring processes and to check on-going compliance with our standards. We will publish the programme for this annually.	
Standards and Good Practice	CI 14	Publish new rules and guidance in support of a fair, efficient disciplinary system;	
	CI 15	Begin our review of the Architects Code: Standards of Professional Conduct and Practice;	
	CI 16	Review our guidance on professional indemnity insurance so that it continues to protect the public, but also recognises the reality of market conditions for architects.	
Protection of Title	CI 17	Work with consumer organisations and professional bodies to promote the importance of using a registered architect;	
	CI 18	Investigate complaints made against those incorrectly using the title 'architect';	
	CI 19	Carry out an audit of individuals who have been removed from the Register, to ensure they are no longer using the title 'architect' in the course of business or practice.	

Engagement	CI 20	<b>Build on our relationships with architects, stakeholders and government</b> so that we <b>engage at the early stages of policy development</b> : regulation will work only if it is designed with an evidence base and input from the profession and other stakeholders, with a focus on consumers;	
	CI 21	<b>improve our communications so we are increasingly open and transparent</b> , taking the time to tell people what we're doing and why, and listen to their ideas and views so that we can refine or change our position where required.	
Equality, Diversity and Inclusion	CI 22	<b>Analyse Registrant data</b> and publish a report on the makeup of the profession, and <b>develop changes we can make to gather better data</b> to help to <b>make the profession more reflective of society</b> ;	
	CI 23	<b>Review our appointment process for both staff and non-executives</b> and consider recommended changes that will help us reach the widest and most diverse talent pool possible;	
	CI 24	<b>Establish a new staff equality and diversity forum</b> to explore active steps we can take to address any structural or cultural risks at ARB;	
	CI 25	<b>Review our remuneration and expenses policy</b> and consider recommended changes that will help us ensure that they are not a barrier to non-executives working for ARB.	
Governance	CI 26	Consult on and publish <b>updates to our General Rules</b> ;	
	CI 27	<b>Develop associated procedures</b> to achieve the social and political objectives of new legislation, including the Professional Qualifications Bill, the Building Safety Bill and the supplementary statutory instruments.	
	CI 28	In 2023-26 we will deliver improvements in our standards and guidance work. We will take feedback, learning and insight from our consultation activities to identify practical changes we can make, both within ARB and within key policy areas so that we make a difference on equality and diversity. In governance we will need to ensure our rules and procedures are updated to reflect the outcomes from legislative reform, including the Building Safety and Professional Qualifications Bills, as well as any changes emerging from the Departmental review.	
Survey	IE 1	<b>Analyse the engagement exercises and survey</b> that will have closed in January 2022, and publish a report on the responses we received;	

Modernising initial education and training of architects	Proposals Drafting (Outcomes & Standards)	IE 2	Work with schools of architecture in all parts of the UK, and other key interest groups, to <b>draft new outcomes for initial education</b> and training of architects and <b>develop the standards for schools of architecture</b> to underpin them;	
	Engagement on Outcomes	IE 3	<b>Continue to engage with architects and their employers</b> , and those who are working in the built environment but chose not to complete their architect qualification, as we develop the outcomes;	
	Consultation	IE 4	<b>Publish the competencies and standards for public consultation</b> ;	
	Accreditation Model	IE 5	<b>Engage with schools of architecture including SCOSA</b> and others at an early stage as we develop a new model of accreditation.	
		IE 6	In 2023-26 we will continue to engage with the sector as we publish new educational outcomes for initial education and training of architecture, new standards for schools of architecture and roll-out a new proportionate and effective accreditation model. We will take feedback through engagement with the sector to implement any changes to the structure of initial education and training. We will ensure the pre-registration education system for architects addresses the lack of diversity in the profession and the need to enhance leadership in climate change and building safety.	
Delivering a new system of continuing professional development for architects	Survey	CP 1	<b>Analyse the engagement exercises and survey</b> that closed in November 2021, and publish a report on the responses we received;	
	Sector Engagement	CP 2	<b>Build our engagement with the sector</b> so that proposals are shaped by the profession across the UK, so that we're learning from what works well and exploring innovation;	
	Professional Leadership Body Engagement	CP 3	<b>Engage with the professional leadership bodies</b> across the UK who are developing their CPD provision and support for members;	
	Drafting & Consultation	CP 4	<b>Draft our detailed proposals for a new scheme for monitoring CPD and publish them for public consultation.</b>	
		CP 5	In 2023-26 we will develop, test and implement our internal processes for selecting, sampling, assessing and deciding on CPD submissions. In 2024, we anticipate the system to go live, with architects submitting information relating to CPD undertaken. We will develop and test the quality assurance system to ensure consistency for the assessors. Evaluation of the model will be undertaken in 2025.	
	Technical & Business Analysis	TR 1	Carry out <b>detailed analysis of our operational processes</b> to identify improvements, including the reducing the steps needed to be taken to process applications and similar processes by those who use our services;	

Transforming our systems, processes and information technology	Specifications & Requirements	TR 2	Develop clear specifications and requirements for operating systems so we can deliver future policy changes, such as CPD, effectively and efficiently;	
	Development & Selection of Systems	TR 3	Work with external suppliers to <b>scope and plan the development of our new IT applications and CRM system</b> so that we can improve operational efficiencies, reduce risk and build better data;	
	Procurement Activity	TR 4	<b>Adopting appropriate tendering and procurement processes</b> , work with external delivery partners to make necessary IT infrastructure changes;	
	Project Management	TR 5	<b>Improve our use of project management methodology</b> throughout ARB so that we deliver our key milestones, particularly on changes to IT infrastructure and software applications;	
	Improvements Delivery	TR 6	<b>Implement improvements to our current infrastructure</b> that will enhance the protection of the data we process.	
		TR 7	In 2023-26 we will roll out a new holistic software applications system across ARB enabling us to deliver significant improvements in registrant services and ‘self-serve’ access. We will develop enhanced data analytics so that we are providing insight on key trends to the profession and the wider built environment.	
Investing in our people and building a positive and inclusive culture based on shared values and behaviours	Organisational Structure & Culture	IP 1	<b>Review our organisational structure</b> to support the delivery of our strategic objectives and an inclusive and positive internal culture;	
	Salary & Career Progression	IP 2	<b>Monitor salary, career progression and other HR data</b> to ensure we are promoting equality, diversity and inclusion in ARB;	
	Property & Facilities	IP 3	<b>Review our property and facilities requirements</b> to ensure we operate in the most efficient manner and allow an agile and collaborative approach to delivery of our strategic objectives;	
	Policy Development	IP 4	<b>Design and implement new people policies</b> that promote a positive and inclusive culture, to attract and retain a highly motivated, customer-focused and expert staff in a modern working environment;	
	Health & Wellbeing	IP 5	Enhance procedures and services that <b>support the health and wellbeing of staff.</b>	
		IP 6	In 2023-26 we will embed improvements to our performance management systems, we will regularly review staff feedback through a mix of qualitative and quantitative analysis and we will continue to promote opportunities for development, particularly aimed at promoting diversity.	

