

Becoming a DQI Facilitator

This document explains the process involved in becoming a registered DQI facilitator. It includes details of what we expect of a facilitator, how and when to apply and the costs involved.

What is a DQI Facilitator?

The role of the DQI facilitator is to assist the DQI leader and stakeholders, including lay users and professionals who are using DQI on their building project. The role can vary from facilitating one or more workshops on the same project, to a number of projects for a single client. The scale of the role will vary according to the project needs, but typically would consist of work before, during and after a DQI workshop. Further details about using DQI can be found at www.dqi.org.uk

There are two types of facilitator:

1. Independent individuals who assist organisations to use DQI
2. Nominated individuals within organisations who wish to facilitate internal use of DQI on projects with which they are not directly involved

A DQI workshop is an event where DQI is used by a number of respondents. How it is used will be different depending upon the stage of the project:

- During briefing the DQI statements are used by respondents working together to set priorities
- During design, or on a completed building, stakeholders qualitatively review their building project by completing their own questionnaire and viewing outputs together.

In both cases the role of the facilitator is to assist in this process. There are a number of models in which DQI has successfully assisted in obtaining the views of people in the construction process. Examples and case studies available from the DQI website.

Part 1 of this document outlines the core duties of a DQI facilitator; part 2 defines the skills, and competencies required to be a DQI facilitator; part 3 identifies the qualifications and experience needed to be a DQI facilitator; and part 4 identifies methods of assessment to demonstrate that an applicant meets the minimum qualifying standard for registration. Part 5 indicates the costs and timescales involved in registering as a facilitator. The application form is appendix 1.

PART 1: Core duties of a DQI facilitator

A DQI facilitator will:

- act in a neutral capacity
- help the client enhance the quality of their building and help clarify the project brief
- advise the DQI leader on respondent representation and mix
- advise the DQI leader on optimum timing for use of the DQI tool
- act as an independent friend and mediator to all the DQI respondents
- introduce the background and context of the DQI tool
- explain the long term goals of DQI
- explain what the process of design is, and how it can add value to the building
- during the briefing and design stages enable the design team to appreciate and acknowledge all opinions by creating a non adversarial environment for ideas
- encourage respondent feedback
- be flexible to different approaches of using DQI
- assist in the interpretation and analysis of the DQI output
- provide the link between the users of the DQI tool and ongoing development by CIC to help improve DQI
- assist in the completion of the DQI questionnaire
- ensure that the client has a clear understanding of the purpose of the DQI tool: what it sets out to achieve and therefore how it should be applied to an individual project
- ensure that the DQI tool is not used in a way that might undermine its value to a project or its reputation in the wider industry
- obtain feedback for the CIC from respondents and the DQI leader, on both the DQI tool and the facilitator's own performance
- provide feedback to CIC on the usability of the DQI
- keep up to date with any changes to the DQI tool and its application in the changing market place. This includes attending an annual facilitators' conference
- maintain adequate professional indemnity insurance

PART 2: Skills and competencies required of a DQI facilitator

A DQI facilitator will be able to demonstrate the following core skills and competencies:

- proven competency in facilitation, assumed to be or to have:
 - ability to work with diverse groups of people
 - excellent communication, listening, questioning and presentation skills
 - ability to distinguish content from process
 - ability to evoke participation and creativity
 - capable of maintaining objectivity
 - ability to read the underlying dynamics of the group
 - ability to release blocks in the assessment process
 - practised at conflict resolution
 - ability to adapt to changing situations
 - ability to assume (or share) responsibility for the group journey
 - ability to critically analyse process and output
 - ability to manage a group of respondents to complete the questionnaire in a timely and consistent manner
 - ability to interpret DQI results and respond to respondents' questions
 - ability to say 'no' - if, for example a client is wanting to cut corners in the DQI process, or to use the DQI tool in a way that is inappropriate
- a clear understanding of DQI
- an in-depth understanding of the construction and design process
- an attitude and commitment to improving UK construction through design
- idiomatic English (or language in which DQI is being facilitated)

Additionally a facilitator will need to be able to demonstrate specific knowledge and experience of the sector(s), such as schools, in which they choose to work.

PART 3: Core qualifications and experience

A DQI facilitator will have the following qualifications and experience:

1. A recognised construction professional qualification; *or*
A commitment to Continuing Professional Development and professional ethics in the design and construction sector
2. To have acted in a client advisory role on a number of building projects
3. Considerable, demonstrable and relevant experience of the construction briefing and procurement process

PART 4: The assessment, training and approval process

There are six steps to becoming a DQI facilitator which are outlined below. Details of fees, dates and locations for upcoming rounds can be found in part 5.

| | Step | Activity |
|------------|------|--|
| Applying | 1 | <p>Apply</p> <p>Applicants complete the application form in appendix 1 to provide evidence that they have the skills and competencies as outlined in part 2 and that they meet the required level of qualifications and experience as outlined in part 3.</p> <p>Applications must be sent to CIC by the deadline for the round with the first instalment of the fee.</p> |
| | 2 | <p>Interview</p> <p>Between one to four weeks after submitting an application, applicants take part in a telephone interview with an approved person from CIC. During the interview, which should last about 20 minutes, applicants will be asked to discuss their facilitation experience and any other questions arising from their application. These calls will be recorded.</p> <p>Upon successfully passing the application and interview stages applicants will be required to pay the second instalment of the fee.</p> |
| Training | 3 | <p>First</p> <p>The aim of this day long first stage training is to provide a thorough grounding in how, why and when to use the DQI tools on a project.</p> |
| | 4 | <p>Second</p> <p>The aim of this day long second stage training is to reinforce the theory of the DQI and develop the skills required to be an effective facilitator.</p> |
| Practicing | 5 | <p>Probation</p> <p>Upon completion of the training courses, applicants are placed on the register of DQI facilitators as 'Probationary Facilitators' and are required to gain sufficient experience with DQI before full registration. There are several ways to gain this experience, but we encourage linking up with an existing DQI facilitator to actively shadow them on a DQI workshop. Probationary facilitators will be expected to take an active role in the workshop and then debrief with the DQI facilitator after the session. The DQI facilitator will then send feedback to CIC for final approval.</p> |
| | 6 | <p>Approved</p> <p>Upon successful completion of the probationary stage applicants will be issued with a certificate and asked to finalise their individual profiles for the DQI facilitator register.</p> <p>Where required, either because the facilitator has not been running sessions in the previous year, or because of other concerns, the CIC reserves the right to insist that facilitators undergo further training or mentoring to retain their registration into the following year.</p> |

Facilitators on the register are subject to a Code of Conduct. This is attached for information as appendix 2.

PART 5: Timescales and costs

Applications to become a DQI facilitator are managed in rounds, the first round of 2010 is:

- Deadline for applications **13 September 2010**
- Telephone Interviews **week of 20 September 2010***
- First stage training **20 October 2010**
- Second stage training **21 October 2010**

To apply to become a DQI facilitator complete, and return the Application Form (appendix 1) by the first deadline above.

Fees

The fees for this round of facilitator training will be £1,400 plus VAT. This covers the assessment of applications (£250), the two training events (£975) and the first year's registration (£175).

The fee is payable in two instalments:

- The first instalment of £250 plus VAT is submitted with applications and is non refundable
- The second instalment of £1,150 plus VAT is payable upon passing the assessment stage

We accept payment by:

- **Cheque** made payable to the Construction Industry Council
- **Credit / debit card** by completing and faxing a payment form, attached as appendix 3

We also accept purchase orders, but only from public sector organisations, such as local authorities, however you must submit a purchase order for the full £1,400 plus VAT with your application.

We offer a discount of 10% on the training events for CIC Affiliate Members. For more information on the CIC Affiliate Members Scheme see www.cic.org.uk/affiliate.

The details of costs and rounds were correct at the time of going to press. Any changes will be available at www.dqi.org.uk/be-a-facilitator.

If a payment is being made by the person who is not the applicant please ensure all payment information clearly states the applicant for which it is being made.

Appendices

The following are attached:

- Appendix 1 – Application to become a DQI facilitator
- Appendix 2 – Code of conduct, and Disciplinary procedure
- Appendix 3 – Payment form

* We will contact applicants after applications are received to confirm an hour time slot for the telephone interview.

Appendix 1

Application to become a DQI facilitator

To apply to become a DQI facilitator complete and return this form as a word document. The word version can be downloaded from www.dqi.org.uk

Application to become a DQI facilitator

Applications to become a DQI Facilitator must be made on this form. Do not send a CV or other attachments as they will not be counted in the assessment of your application.

This form is available in word format (.doc) and spaces are designed to expand as they are typed in. Applicants should complete this form in word format (.doc or .docx), however if you have genuine problems with completing this form electronically please contact CIC to discuss your needs.

Please complete this form fully as failure to do this may mean we are unable to assess your application.

| Section A – Personal details | | | |
|---|---------------|--------------|--|
| We will use these details to contact you during the application process | | | |
| Name | | | |
| Contact address | Title | | |
| | Tel | | |
| | Mobile | | |
| | Fax | | |
| Post code | | Email | |

| Section B – Where you work | |
|---|--|
| Organisation name | |
| Organisation type (e.g. Central Gov, Local Gov, PLC, Limited, LLP, Partnership, Charity, Not-for-profit, Sole practitioner, etc.) | |
| Main business activity | |
| Business address | |

| Section C – Qualifications | | |
|-----------------------------------|-------------------------------------|---|
| Date awarded | Establishment / organisation | Professional qualification / examinations passed / training (state grade where applicable) |
| | | |
| | | |
| | | |
| | | |

Add extra rows if needs be

Section D – Areas of experience

Please complete the following table showing three examples of building projects where you have acted in a **client advisory role**. Complete a minimum of two examples for every project type you have experience and leave blank any types of project for which you do not have relevant experience. If you have worked on projects which could fit into more than one category (for example a school building with a library) you may enter it in more than one section. The categories below should be flexible enough to deal with most experience, however if you feel you have experience of projects which cannot be entered below please specify it in the 'other' categories at the end. **Only project types with demonstrable experience will be shown on your online facilitators' profile.**

| Type of building project | | Dates of appointment | Appointed by | What you did |
|----------------------------------|---|----------------------|--------------|--------------|
| a) Civic | 1 | | | |
| | 2 | | | |
| | 3 | | | |
| b) Culture & Leisure | 1 | | | |
| | 2 | | | |
| | 3 | | | |
| c) Education (excluding schools) | 1 | | | |
| | 2 | | | |
| | 3 | | | |
| d) Health | 1 | | | |
| | 2 | | | |
| | 3 | | | |
| e) Housing | 1 | | | |
| | 2 | | | |
| | 3 | | | |
| f) Offices | 1 | | | |
| | 2 | | | |
| | 3 | | | |
| g) Schools | 1 | | | |
| | 2 | | | |
| | 3 | | | |
| h) Sport and recreation | 1 | | | |
| | 2 | | | |
| | 3 | | | |
| Other (specify below) | 1 | | | |
| | 2 | | | |
| | 3 | | | |
| Other (specify below) | 1 | | | |
| | 2 | | | |
| | 3 | | | |

Section E – Supporting statement

Please explain, with examples, how you meet the skills and competencies outlined in part 2 of the “Becoming a DQI Facilitator” document.

In completing this section you must address three main themes:

- 1) Why do you want to be a DQI facilitator?**
- 2) Your attitude and commitment towards improving UK construction through design**
- 3) Your experience of facilitating and working with groups**

Include examples from your work or personal life where you have demonstrated the particular skills and competencies required.

Max 1500 words.

Section F – References

Please provide details of two referees. Referees should be professional clients or colleagues who are able to verify your credentials and your experience. At least one of your references must be from an external organisation and if you have any previous DQI experience at least one of your references should be related to this. By giving details here you understand that CIC may contact them at any point in the application process.

| Referee 1 | | Referee 2 | |
|---------------------|--|---------------------|--|
| Name | | Name | |
| Organisation | | Organisation | |
| Relationship to you | | Relationship to you | |
| Email | | Email | |
| Phone | | Phone | |
| Address | | Address | |

Section G – Being a facilitator

The following details will be used by CIC to form the basis of your online facilitator profile when you successfully complete the process.

| | | | |
|--|--|---|--|
| 1) Which best describes your background? (mark an 'x' in only one) | | 2) Are you proficient in any languages, other than English (please indicate with appropriate grade or level) | |
| Construction client | | | |
| Client representation | | | |
| Contracting | | | |
| Architectural | | | |
| Engineering | | | |
| Surveying | | | |
| Quantity surveying | | | |
| Project management | | | |
| Other (please indicate below) | | | |
| 3) What are your preferred locations of facilitator activity? (mark an 'x' in all relevant) | | | |
| England: | | European Union | |
| North East | | Rest of Europe | |
| North West | | Middle East | |
| Yorkshire; The Humber | | Hong Kong | |
| West Midlands | | Rest of Far East/Asia | |
| East Midlands | | Africa | |
| East of England | | North America | |
| London | | Rest of Americas | |
| South East | | Oceania | |
| South West | | | |
| Wales | | | |
| Scotland | | | |
| Northern Ireland | | | |

Section H – Monitoring information

The following information is kept by CIC only for monitoring purposes and for making any special arrangements for training or interviews that you may require because of disability or your religious beliefs. It is not used in any decision-making process and will not be shown to anyone outside the CIC. Please mark with an 'x' any categories that apply to you.

| | | | |
|--|--|---------------------------------------|--|
| 1) Ethnic Origin (mark with a 'x') | | | |
| (a) White | | (d) Black or Black British | |
| British | | Caribbean | |
| Irish | | African | |
| Any other White background | | Any other Black background within (d) | |
| (b) Mixed | | (e) Other ethnic groups | |
| White and Black Caribbean | | Chinese | |
| White and Black African | | Any other ethnic group | |
| White and Asian | | | |
| Any other mixed background | | Not stated | |
| (c) Asian or Asian British | | | |
| Indian | | | |
| Pakistani | | | |
| Bangladeshi | | | |
| Any other Asian background within (c) | | | |
| 2) Gender (mark with an 'x') | | | |
| Male | | Female | |
| 3) Date of birth (dd/mm/yy) | | | |
| | | | |
| 4) Disability. Do you consider yourself to be disabled? (mark with an 'x') | | | |
| Yes | | No | |
| 5) Do you require any special arrangements to enable you to attend our training or take part in telephone interviews? | | | |
| | | | |
| 6) Religious requirements. Do you have any requirements related to your religion or belief? | | | |
| | | | |
| 7) Do you have any special dietary requirements? | | | |
| | | | |

Thank you for completing your application form.

To submit your application please email this completed form by the deadline given in section 5 of “Becoming a DQI Facilitator” to dqi@cic.org.uk. Please also make arrangements to pay the first instalment of the fee, further details can be found in section 5.

If you do not wish your application to be considered in the next round of facilitator training please give details below of when you would like it to be considered:

If you have any questions regarding completing this form please call 020 7399 7424.

Appendix 2

Code of conduct
and
Disciplinary procedure

Code of conduct for DQI Facilitators *and* Disciplinary procedures of the CIC register of DQI Facilitators

This document contains the following parts:

- Part 1, Definitions
- Part 2, Code of conduct
- Part 3, Responsibilities of the Construction Industry Council
- Part 4, Disciplinary procedures
- Part 5, Sanctions

Part 1, Definitions

- 1.1 The *DQI* is the Design Quality Indicator, a tool owned and managed by the Construction Industry Council (CIC) on behalf of the construction industry and its clients
- 1.2 A *Facilitator* is a person that has satisfactorily passed through the training and practicing stages as detailed in the “Protocol for the assessment of applications for the DQI facilitator course” and summarised in the guide to “Becoming a DQI facilitator” available on the DQI website
- 1.3 A *Probationary Facilitator* is a person who has undertaken the majority of the training and at the discretion of the Registrar may be placed on the Register, with their status noted
- 1.4 The *Client* is the organisation or individual which commissions the Facilitator
- 1.5 The *Council* (also *CIC*) is the Construction Industry Council
- 1.6 The *Register of DQI Facilitators* (also *Register*), is the list of Facilitators hosted and managed by the Council. An edited version of the Register is available on the DQI website.
- 1.7 The *Registrar* is the senior administrator appointed by the Council for whom complaints about Facilitators should be sent, and who is responsible for maintaining the records and the Register of DQI Facilitators
- 1.8 The *Standard* is the latest version of the guide to “Becoming a DQI facilitator”, available on the DQI website
- 1.9 The *Responsibilities* of a Facilitator are detailed in the latest version of the Facilitators Handbook (Appendix A)
- 1.10 The *DQI Management Board* is a body established by CIC for the governance of DQI
- 1.11 The *DQI Website* is www.dqi.org.uk

Part 2, Code of conduct

Responsibilities of a Facilitator

- 2.1 A Facilitator will carry out their responsibilities to the best of their ability
- 2.2 Facilitators shall diligently carry out their responsibilities, and shall act with integrity in the interests of the Client, for whom they act, maintaining confidentiality at all times.
- 2.3 Facilitators shall act fairly and impartially at all times.
- 2.4 No Facilitator shall act in such a way as to bring the Register, the Council or the DQI into disrepute.
- 2.5 Facilitators may be called upon from time to time to assess applications for entry to the Register.
- 2.6 Facilitators may be called upon to assist Probationary Facilitators by allowing them to shadow them on projects they are involved with.
- 2.7 Facilitators shall provide feedback from their use of the DQI to help improve the tool.
- 2.8 Facilitators shall inform the Registrar if they do not wish to be available for nomination for any period of time.
- 2.9 Facilitators shall inform the Registrar of any change of contact details and in the case of a change in company, express whether they wish to remain on the Register

Duty to maintain professional competence

- 2.10 Facilitators shall maintain a satisfactory level of professional competence. This would normally be satisfied by:
 1. Maintaining a recognised construction professional qualification
or
 2. Maintaining demonstrable experience and understanding of the construction briefing and procurement process, and a commitment to CPD and professional ethics
- 2.11 Facilitators must remain up to date with developments with the DQI, and advancements in industry best practice.
- 2.12 Facilitators must attend the annual Facilitators conference.
- 2.13 Facilitators who have not been engaged in any DQI facilitation for an entire registration period may be called upon to undertake further training to re-familiarise themselves with the DQI tool and process. The Council reserve the right to temporarily remove facilitators from the register whilst they undertake additional training.
- 2.14 Facilitators must maintain adequate Professional Indemnity Insurance sufficient to cover liabilities in acting as a Facilitator.

Duty to work within the scope of available competence and resources

- 2.15 A Facilitator shall ensure, prior to entering into an agreement for the provision of facilitation services, that they have the necessary level of competence and experience required, and that resources available are adequate to fulfil the work specified in the agreement.

Duty not to attempt to injure the professional reputation of another Facilitator

- 2.16 No attempt shall be made by a Facilitator, whether maliciously or otherwise, to injure the professional reputation of another Facilitator directly or indirectly.

Duty not to attempt to supplant another Facilitator

- 2.17 No Facilitator shall, in respect of a project, approach a Client, directly or indirectly, for whom another Facilitator is known to be acting on that project without first receiving written permission of the original Facilitator.

Part 3, Responsibilities of the Council

- 3.01 The Council will continue to support and promote the role of Facilitators in the delivery of DQI.
- 3.02 The Council will inform Facilitators of any changes to the DQI which could have a bearing on their facilitation activities.
- 3.03 The Council will investigate cases reported to them by Facilitators of misuse of the DQI by Clients and if necessary advise all facilitators of bad practice.

Part 4, Disciplinary Procedures

- 4.1 The Council may take such action as it deems fit, for any breach or alleged breach of the Code or Standards and any decision by the Council in relation to such disciplinary action shall be binding, subject to appeal.
- 4.2 These Disciplinary Procedures shall apply to all Facilitators and Probationary Facilitators and may be changed by the Council at its absolute discretion at any time.
- 4.3 The Disciplinary Powers of the Council shall be exercised by the Registrar, the Disciplinary Panel and the Appeals Panel, each respectively appointed as described below:

The Registrar

- 4.4 Written complaints about the conduct of a Facilitator are dealt with, in the first instance, by the Registrar. The Register would encourage all complaints to be made through the Client, though in exceptional circumstances complaints from other parties may be deemed valid.
- 4.5 On receipt of a complaint the Registrar will notify the Facilitator concerned within 5 working days and specify its nature, any available details, and the processes to be followed by the Disciplinary Panel in dealing with the complaint.
- 4.6 The Facilitator has 30 days to send any written statement or evidence to the Registrar, and such statement or evidence shall be considered by the Registrar in deciding whether the complaint is founded.
- 4.7 The Registrar and officers of the DQI Management Board will make whatever investigations are deemed necessary to establish the validity of the complaint within a reasonable time. The Registrar may convene a Review Panel to assist with the investigations and advise on appropriate action. The Review Panel shall comprise any three members drawn from the DQI Management Board and/or the Register of DQI Facilitators. None of the members of the Review Panel shall have any personal, professional or financial connection with the Facilitator or their Client. If the complaint is found to be valid, the Review Panel will assist the Registrar in defining the complaint and preparing a Statement of Case for the Disciplinary Panel. The Statement of Case shall specify the alleged breach or breaches of the Code of Conduct.
- 4.8 If such investigations establish that the complaint is insubstantial or unfounded then the Registrar shall notify the individual or the company secretary in the case of a corporate body and the complainant within 7 days of his/her decision that no further action will be taken.

Disciplinary Panel

- 4.9 If the investigations establish that there may be a valid complaint, the Registrar shall decide that the complaint should be considered by the Disciplinary Panel, and the Disciplinary Panel shall be selected by the Council as described below within 5 days of the decision that the complaint is to be considered by the Disciplinary Panel.
- 4.10 Notification that the Disciplinary Panel is to consider the complaint shall be given in writing to the individual by the Registrar within 5 days of the selection of the Disciplinary Panel. Legal representation is not permitted. The notification will include, as appropriate, the results of the investigations, a full statement of the case and evidence against the Facilitator, the composition of the Disciplinary Panel and the date and venue of the hearing, which is to be no sooner than 20 days after the date of notification but no later than 3 calendar months after such date. The Facilitator shall have 10 days from receipt of the notification to submit any further statement and/or evidence. The Registrar shall also notify the complainant that a disciplinary hearing is to take place and shall advise both parties that full disclosure will be required.

4.11 The Disciplinary Panel shall be comprised as follows:

- Three voting members to be appointed by the Council two of whom will, where reasonably practicable, be Facilitators (but not Probationary Facilitators) and the third to be a knowledgeable person.
- Two non-voting advisers, to ensure consistency, one legal and one administrative, usually the Registrar, both retained by the Council.

All three voting members shall vote, and any decision shall be made on the basis of a simple majority. None of the members of the Disciplinary Panel shall have any personal, professional or financial connection with the Facilitator or the Client.

4.12 The Disciplinary Panel may, at its absolute discretion, after consideration of the Facilitator's further statement and/or evidence decide that the complaint is unfounded, and rule that the allegation be dismissed.

4.13 If the Facilitator has due cause for not being able to attend the hearing, a written request may be made within 5 days of receipt of the notification to the Registrar for a different date to be given for the hearing. The Registrar shall consider the Facilitator's reasons, and make a fair decision within 5 days of receipt of the request as to whether to change the date of the hearing. Notice of such decision, including the amended date, where relevant, shall be sent to the Facilitator within 5 days of such decision. Such amended date shall not be less than 10 days from the original hearing date, and in any event shall not be later than 3 calendar months from the date of notification referred to in 4.10.

4.14 If the Facilitator is unable to attend a second hearing date, written evidence may be submitted setting out the serious reasons for not attending. The Registrar shall consider the Facilitator's serious reasons and shall decide within 5 days of receipt of such evidence if the reasons are serious or not. If the Registrar decides that the Facilitator's reasons are serious, the Registrar may grant a third and final hearing date to be held not less than ten days from the amended hearing date in paragraph 4.13, and in any event not later than 3 calendar months from the date of notification referred to in 4.10. If the Registrar decides that the Facilitator's reasons are not serious the request will not be accepted and the second hearing date will be conducted without the appearance of the Facilitator. Notice of the decision made by the Registrar, including the amended date, where relevant, shall be sent to the Facilitator within 5 days of such decision.

4.15 Failure by a Facilitator to attend a hearing after due notice is given, without due cause, will result in the Disciplinary Panel convening for consideration of the complaint in the absence of the Facilitator.

4.16 The Facilitator may be accompanied to the hearing and represented at the hearing by a representative to present any existing and relevant evidence which has previously been submitted to the Disciplinary Panel.

4.17 The decision of the Disciplinary Panel, in respect of a complaint will be notified to the Facilitator within 5 working days of the hearing. The decision may contain any of the sanctions set out below. The notification will explain the Facilitator's rights of appeal, the reasons for the decision, to whom an appeal should be addressed, and the time limit of 10 days for such an appeal to be made.

Appeals Panel

4.18 Appeals will be considered by an Appeals Panel which shall be selected by the Council within 5 days of receipt of a request for an appeal. The composition of the Appeals panel will be as follows:

- Three voting members to be appointed by the Council, two of whom will, where reasonably practicable be Facilitators and the third to be a knowledgeable person.
- Two non-voting members to be appointed by the Council, including one legal adviser and one administrator, usually the Registrar.

None of the voting members of the Appeals Panel shall have been on the Disciplinary Panel, and they shall not have any personal, professional or financial connection with the Approved Inspector or the Project.

4.19 Paragraphs 4.10, 4.12, 4.13, 4.14, 4.15 and 4.16 shall apply in relation to the Appeals Panel.

4.20 If there has been any defect in earlier stages of the Disciplinary Procedure, the Appeals Panel may use the appeals procedure to remedy such defect. Such earlier defects may be remedied by the Appeals Panel conducting a complete rehearing of the case so that all the evidence is considered afresh.

4.21 Written notification of any decision made by the Appeals Panel, setting out details of the reasons for such decision, and any sanction to be imposed, shall be sent to the Facilitator and the complainant within 7 days of such decision.

Application for Re-Approval

4.22 A Facilitator who has had approval withdrawn, pursuant to a substantiated complaint, will be eligible to apply for re-Approval on the expiry of the period specified in the Disciplinary Panel's notification of decision. The method and procedure for gaining re-Approval will be advised as appropriate by the Registrar on receipt of a written application.

Service of Notifications

4.23 Any notification under the Disciplinary Procedures shall be sent by recorded delivery or registered post.

4.24 Where, in the Disciplinary Procedures, reference is made to a period measured in days; those days are to be taken as working days.

Part 5, Sanctions

- 5.1 The sanctions available to the Disciplinary Panel and Appeals Panel in dealing with complaints against Facilitators are as follows:
- private reprimand or severe reprimand with the discretion to publish. In the case of minor breaches of the Code the Facilitator should be given a formal, oral warning by the Disciplinary Panel or, if the issue is more serious, there should be a written warning from the Disciplinary Panel setting out the nature of the breach and the likely consequences of further breaches;
 - withdrawal of approval of a Facilitator for a specified period for a serious breach of the Code.
- 5.2 The period of notice to apply before a Facilitator's approval is withdrawn will be 20 days from the date of the written notification of the decision. This period will be to allow, as appropriate, for appeals against the decision and notification to clients of withdrawal of approval.
- 5.3 Where a Facilitator has had approval withdrawn, the DQI Management Board will amend the Register of DQI Facilitators.

Appendix 3

Payment form

Becoming a DQI Facilitator, Credit card payment form

This form may be used to make payments by credit or debit card for the DQI facilitator course.

1. **Applicant(s) to whom this payment pertains:** _____

| 2. Order details | CIC invoice no (if applicable) | Price (inc VAT) | Quantity | Total |
|---|--------------------------------|-----------------|----------|-----------------|
| <i>EXAMPLE 1 – DQI facilitator application, first instalment</i> | <i>n/a</i> | £293.75 | <i>1</i> | £293.75 |
| <i>EXAMPLE 2 – DQI facilitator application, second instalment</i> | <i>77777</i> | £1351.25 | <i>1</i> | £1351.25 |
| | | | | |
| | | | | |
| | | | | |
| TOTAL | | | | |

Please debit my card for the total above.

3. Card details

Card type (please tick)

Mastercard Visa Maestro Solo

Card no. ____ / ____ / ____ / ____

Valid from ____ / ____ Valid to or Expiry ____ / ____ Issue no ____ (Maestro)

Name on the card _____

Security Code (last 3 digits on the back) ____

Signature _____ Date _____

4. Address the card is registered

Address _____

Postcode _____

Please fax this form to CIC on 020 7399 7425. Do not send completed forms by email.

If you would like to make this payment over the phone please call CIC on 020 7399 7400

Do not use this form to purchase DQI leader keys, please use our online shop www.dqi.org.uk/buyonline