



The Chartered Membership Programme

Candidate Handbook

September 2022

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1. BACKGROUND

The Chartered Membership Programme (CMP) is a progression route to full Corporate Membership of the CIOB. With successful completion of the CMP and then completion of the Professional Review (after passing CMP), candidates have the right to use the designation MCIOB. It is designed for candidates that typically have five years' experience within the built environment with experience of managing people, processes and technology.

We recognise that there are many people in the sector who have gained the requisite knowledge and management skills to merit CIOB membership, though they may not have the full academic qualifications.

Construction professionals who fall into this category can instead work towards becoming full chartered members (MCIOB) through a structured programme designed to help experienced construction professionals demonstrate their competence. It combines elements of study too, to help candidates develop a strong understanding of the principles of construction management.

2. REGISTRATION

To start the CMP all candidates go through an assessment by their Provider to assess their level of knowledge and experience. On acceptance on to the programme candidates must return the Provider Acceptance Form. This form is also the registration form for the exam.

You may wish to join the CIOB as a Student Member on the Qualified and Experienced Practitioner Pathway if you are not already in some form of current membership, to gain access to our membership benefits.

3. PROGRAMME STRUCTURE

3.1 Learning Methods

Providers are expected to deliver a learning programme that meets the Learning Outcomes in 4 modules. CIOB will make available Learning Outcomes, Indicative Content and example exam questions via Moodle, a Virtual Learning Environment. Providers can upload any further materials and resources they believe to be useful to their candidates.

3.2 Assessment

Assessment by an Open Book Exam. The exam is issued to all candidates on a day in June or November via Moodle. Candidates will have 12 days to submit their answers via Moodle. Candidates have access to any relevant resources to enable them to provide the possible answer. There will be 2 questions on each module and you will be asked to pick one question from each. To pass the exam you must pass each module and receive 50% of the overall marks available.

Each module has 30 marks available and the total marks are 120.

For each module you will need a minimum of 15 marks to pass. The overall grades are

Grade	Marks required	Percentage required
Fail	59 or below	49% or less
Pass	60 – 71	50% - 59%
Merit	72 - 83	60% - 69%
Distinction	84 or above	70% or more

If one or more modules are failed the candidate will be required to re-take those modules again during the next exam period. CIOB will allow one re-take (of however many modules are failed) free of charge. Feedback will be provided to the candidate. If a candidate fails one or more modules for a second time, they will be charged a fee per module for which they will be required to re-sit during the next exam period. The fee will be £100 per module

CIOB will not issue a breakdown of results or feedback to individuals that pass the exam.

The CIOB will give Providers a set of drawings and a scenario in July of each year. All exam questions are based on the project and scenario and Providers are expected to teach the modules using these materials. Each year the Chartered Membership Programme Committee will discuss the Learning Outcomes for each module and Indicative Content ([Appendix 2](#)).

3.3 Fees and Transfers

CIOB will inform you when to pay for the exam. The exam fee will be requested and added to your CIOB record 8-10 weeks prior to the exam. **Please note this fee is not included in your Provider costs.**

If you are registered on an exam and wish to change to the next exam, (either in the same year or the following year) you can do so free of charge for one exam. If you wish to transfer to another exam after this first transfer, you will be required to pay the cost of the exam fee again.

Your provider may also charge a transfer fee, so please consult with them before contacting CIOB.

3.4 Indicative Marking Descriptors

The CIOB document is issued to Providers providing four bands which describe indicative characteristics when applying a grade. An overall holistic approach is required when assessing a learner's work and assigning a grade to their course work. ([Appendix 3](#))

3.5 Plagiarism

Plagiarism is defined as the presentation of work, in any form, which is not one's own, without acknowledgement of the sources. Cases of plagiarism can also arise from one learner copying another learner's work or from inappropriate collaboration. Plagiarism is considered to be a fraudulent act, an offence against the standards as set by the CIOB.

Moodle has built in plagiarism software called Turnitin and candidates are required to submit their answers there first.

Answers must be the candidate's own work. The candidate must sign the on-line declaration which appears when you submit your answer, to verify that this is the case.

Possible Sanctions for Plagiarised work

Answers will not be marked if

- i) Any submissions made with a significant amount of work that can be attributed to another source.
- ii) Any submissions made with a significant amount of work that is similar in content to another candidate.

No Re-submissions and re-takes - Anyone found to have plagiarised work will not be given a result for the CMP exam. They will not be able to re-submit or re-take the exam within 3 years.

Professional Misconduct - Falsely signing the declaration, using other people's material will be treated as a case of Professional Misconduct and dealt with accordingly. For candidates that are Associate and Incorporate members of CIOB, this could lead to removal of their membership.

3.6 Professional Review

While you are on the programme your provider will be able to guide and support you through the Professional Review process. The PR is the final stage to anyone achieving their Chartered Membership.

4 QUALITY CONTROL PROCEDURES

4.1 Provider support during the exams

This is a guide for yourselves and Providers so boundaries are clear.

Preparation for the exam that should be provided to you as part of the programme.

This should be done through regular assignments and feedback.

- Help with interpretation of the questions.
- Understanding how to make the answers specific to the project.
- Understanding the marking descriptors and how these affect the grade.
- Providing credible sources of information
- Understanding referencing of sources and Turnitin.

During the exam

- Reminders of the points above.
- Calming nerves, motivation and boosting confidence. This should not drift to the points below.

Unacceptable support

- Answering the questions
- Making specific references to sources of information i.e., highlighting specific paragraphs for candidates to reference.
- Marking the answers prior to submission that lead to suggestions of improvements to answers prior to submission. Remember this is your candidate's submission not yours.

4.2 Internal and External Examination

CIOB use a system of Internal and External Examination to monitor the quality of the marking. The Internal Verifier will sample a range of grades from the markers and the External Verifier will check the processes have been followed correctly and carry out a further sample.

Results will only be published once External Examiners have agreed the results can be released.

4.3 If a candidate is not satisfied with the grade

CIOB applies rigorous procedures following the marking of scripts by Examiners as detailed above. If a candidate believes that the result of an assessment does not match their reasonable expectations, an Enquiry on Results (EOR) may be made within 10 working days of the result/s notification date. [\(Appendix 1\)](#)

After 10 working days, all exam papers and assignments will be destroyed. Any EOR received after 10 days will not be considered.

5. MODES OF ATTENDANCE

Providers are expected to adapt the hours during which the course is run, to meet the needs of employers locally. Block release, day release, half day and evening, or evening-only attendance is available at different providers. Distance learning provision is also available with some providers.

6. EXEMPTIONS

There are no exemptions allowable for the Open Book Exam.

Your Provider may decide that you do not have to attend workshops for a particular topic if you have substantial knowledge in that area. You may still be asked to attend for enhance the learning of others.

7. EQUALITY & DIVERSITY

The CIOB Awarding Organisation is committed to ensuring that all courses leading to CIOB qualifications are accessible to all students who wish to take them.

The Awarding Organisation opposes all forms of unlawful and unfair discrimination. It is a requirement that approved centres delivering CIOB qualifications and programmes provide equality and fairness to all students and do not discriminate on grounds of gender, marital status, race, ethnic origin, colour, disability, sexual orientation, religion or age.

Centres are required to ensure that there are no unnecessary barriers to access or to learning and that the course content and structure are non-discriminatory and that the special needs of individual students are met, both in terms of learning and of assessment.

8. STUDENT FEEDBACK

The CIOB is committed to the quality of its courses. We feel it is important that we have input from our students on the delivery of the CMP. You can assist us by completing our online Student Satisfaction Survey and providing any additional information you feel important. We would welcome your comments and would appreciate the time taken in providing this valuable feedback. The survey will be emailed to you after the exam has taken place. Results will be available to Providers and to candidates upon request.

9. CIOB HUB REPRESENTATION

Your local CIOB regional hub would be pleased to hear from you. Each hub holds regular committee meetings and if you feel you have any issues you would like to be discussed at these meetings then your local Development Manager would be happy to discuss these with you. You may even wish to join your local hub as a student representative. Please contact your local CIOB Hub for further details on representation.

10. HELP FOR PEOPLE WITH DYSLEXIA OR SIMILAR EDUCATIONAL NEEDS

CIOB are committed to helping people achieve their goal and we are happy to provide additional support for people with Dyslexia or similar educational needs. CIOB can provide access to ReadandWrite software from Texthelp. Access is free and is available for the time you are in membership.

To apply for the access to the software please contact CIOB. An Educational Statement will be required as evidence of Dyslexia or similar. However, we are aware that an educational statement is not always available. If this is the case, then please speak to your provider outlining why additional support is required and your provider will contact CIOB.

11. COMPLAINTS

We hope you do not have cause to complain about our standards of service; however, we know that there may be occasions when things go wrong. If you do wish to make a complaint, we will:

- Take all complaints seriously
- Follow our published procedure for dealing with complaints
- Resolve the problem within timescales set out with our complaints policy
- Apologise if the complaint is upheld

11.1 CIOB Complaints Handling Procedure

To ensure that complaints are managed effectively, our handling procedure is set out as follows:

- Complaints should be issued to the CIOB Awarding Organisation in writing within 30 days of a complaint or grievance is identified or within 30 days of the notification of an internal appeal
- The complaint will then be acknowledged in writing to you and investigated by the Awarding Organisation
- Complainants will then be notified in writing of the outcome and the right to appeal within 30 days.
- A complainant may have grounds for an appeal if the outcome reached is not to their satisfaction. For more information on appeals please read the Awarding Organisation Appeals procedure as detailed on our website <https://www.ciob.org/customer-services/making-complaint/>
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11.2 Complaints Monitoring

The Awarding Organisation will undertake regular reviews of complaints through an internal monitoring process.

11.3 Contact Information:

Complaints should be directed to:

Mandy Mills, Quality Assurance Manager
Chartered Institute of Building
1 Arlington Square
Downshire Way
Bracknell
Berkshire
RG12 1WA

Email: mmills@ciob.org.uk

12. APPEALS PROCEDURE

12.1 Introduction

The CIOB strives to ensure that the quality and integrity of its programme is maintained. However, there may be incidents which require an investigation of the quality systems and procedures. The appeals procedure allows providers and candidates to enquire about or appeal against decisions or outcomes.

The CIOB will treat all appeals with equal importance and consideration. It understands the need to ensure that appeals are dealt with in a thorough and equitable manner.

12.2 An Appeal

An appeal is a formal request by a candidate or a named representative from an Approved Provider to CIOB to undertake an investigation (on the grounds outlined below) and to arrive at a decision.

12.3 Grounds for Appeal

An appeal may be made by individual candidates or providers:

- When the systems and procedures are deemed to have failed
- On the grounds of maladministration or malpractice

A candidate who appeals against results or against practices and procedures carried out by the CIOB assessment process may only be considered after the assessment process has been exhausted. Appeals will be considered individually on the merits of each submission made to the CIOB.

12.4 Procedures for Registering an Appeal

An appeal must be submitted in writing to the Institute Secretary within 30 days of a grievance being identified; or within 30 days of the notification of an internal appeals decision which has been made by an approved centre. The written appeal should contain the following information:

- Name of person making the appeal
- Name of Approved Centre
- Name of candidate(s) involved in the appeal (if applicable)
- CIOB course being studied by candidate/s (if applicable)
- Year in which candidate(s) registered for the course (if applicable)
- Details of the appeal
- Grounds or reason for the appeal
- If the appeal is against an assessment decision, the assessed item(s) of work must be included in the written appeal

Institute Secretary / Legal Manager
Chief Executive's Directorate
The Chartered Institute of Building
1 Arlington Square
Downshire Way
Bracknell
Berkshire
RG12 1WA

Tel: +44 (0) 1344 630732

12.5 Appeal Outcomes

Where the outcome of an appeal brings the validity of other results or decisions into doubt, the CIOB will take action to protect the interests of other affected candidates and to ensure the integrity of the programme.

Appeals relating to the following will not be considered:

- The effect of the assessment decision on a candidate's employment or employment prospects
- The cost to the student of exam re-sits
- The effect of an assessment decision on a candidate's family or personal life
- Pressure of work during an examination period
- Against the academic judgment of an examiner or of the Examinations Board

If an appeal is lodged without legitimate grounds, the CIOB **will not** consider the appeal.

12.6 Timescale for Appeals

The CIOB aims to fully investigate an appeal and respond to the appellant with an outcome within 30 days of the appeal being lodged. At every stage, the appellant will be informed of a time period to respond by.

12.7 Costs and Fees

The CIOB does not charge a fee for an appeal and if there are any associated costs these will not be passed to the appellant.

12.8 Refunds

The appeals process is free to appellants and therefore no refunds or associated costs are paid to the appellant. The CIOB reserves the right not to enter into any discussions on the repayment of any expenses incurred by the appellant through the appeals process.

13. CONTACT INFORMATION, GENERAL ENQUIRIES

For all CMP enquiries, please contact either the Training and Development Administrator or the Senior Training and Development Manager

The Chartered Institute of Building
1 Arlington Square
Downshire Way
Bracknell
Berkshire
RG12 1WA

Email: jbennett@ciob.org.uk

Web: www.ciob.org.uk

Tel: +44 (0) 1344 630774 or 630716



Appendix 1

CIOB Enquiries of Results (EORs) for CMP Modules

CIOB applies rigorous procedures following the marking of scripts by Examiners to check for unmarked pieces of work and for accuracy in the totalling and recording of marks. In the interests of fairness and consistency an independent External Examiner will already have moderated all the results

If a candidate believes that the result of an assessment does not match their reasonable expectations, an Enquiry About Result (EOR) may be made within **10 working days** of the result/s notification date.

After 10 days, all exam papers and assignments will be destroyed. Any EOR received after 10 days will not be considered.

Clerical check and re-mark

This includes a re-mark of the candidate's script and a summary feedback report on the performance of the candidate in the examination.

The summary feedback report identifies particular issues relating to a candidate's approach to the assessment and highlights those questions or sections on the script that were awarded less than half marks. A copy of the feedback is enclosed.

The fee for a check and re-mark is £40.00 for all 4 modules or £10.00 for each individual module. Where a remark results in a higher Grade being awarded your fee will be refunded. This only applies to people that have failed. If you passed and looking to improve your mark then the fee is non-refundable.

Application process

Please complete and return the form below to jbennett@ciob.org.uk and you will receive an email with instructions regarding payment.

Your feedback report will be forwarded to you within 4 weeks of your application being received.

Appeals and Grievance Process

An appeal can only take place once all avenues for re-marking have been undertaken

An appeal is a formal request by a candidate involved in the CMP programme to undertake an investigation on specified grounds and to arrive at a decision. The CIOB has an Appeals and Grievance process in place which covers a failure of the CMP programme to appropriately conduct an assessment at any stage of the process. The CIOB will treat

all appeals with equal importance and consideration. It understands the need to ensure that appeals are dealt with in a thorough and comprehensive manner.

Grounds for Appeal

The Enquiry of Results does not affect the Candidates right of appeal.

A formal appeal must be submitted in writing to the CIOB Quality Assurance Manager, Mandy Mills – mmills@ciob.org.uk within one month of a grievance being identified. The written appeal must contain the following:

- Name of person making the appeal;
- Module of CMP relating to the appeal;
- Name of candidate involved in the appeal;
- Clear specification of grounds for the appeal, in relation to criteria set down by the CIOB.



CIOB Candidate name:

Membership number:

I confirm that I have given my consent to submit my paper for the following module(s) for an EoR.

.....
.....

I request a Clerical check and Re-mark

Fee enclosed of £10.00 per module
All 4 modules £40.00

Exam Taken:

I understand that the final mark and (where applicable) grade awarded to me as a result of this EoR may be **higher than, lower than or the same as** the mark and (where applicable) grade that was originally awarded for this assessment;

I have supplied information which is accurate to the best of my knowledge.

Candidate's signature :.....

Date :.....

Please return this form Jo Bennett, Professional Programmes Manager –
jbennett@ciob.org.uk
Instructions for payment will be sent to you via email.

APPENDIX 2

Title	Management
Level	10
GLH	100
Unit Aims:	Unit Learning Outcomes: The Learner can:
Knowledge & Understanding The unit provides a systematic understanding of the key aspects of the management of complex construction projects.	1. Analyse and solve problems related to the construction process.
	2. Critically evaluate how construction works are procured.
	3. Appraise the management of resources used on projects.
	4. Apply appropriate project planning and scheduling tools for construction projects.
	5. Appraise and evaluate the financial management of construction projects.
Transferable Skills	6. Identify problems, gather data and evaluate approaches
	7. Makes informed judgements by critically analysing information and data which may be incomplete.
	8. Communicates ideas, information, arguments and results.
Indicative Content:	
Project Delivery - Inception/completion, procurement routes, supply chains, BIM Resource management – subcontractors, labour, plant, equipment & materials, storage, performance measurement, motivation and leadership Procurement - Traditional, design and build, management contracting, construction management, term contracting, partnering, single & two-stage, negotiated tenders; sub-contracting, Production Management – Just-in-time, critical path analysis, GANT charts, monitoring and controlling of works, time-risk analysis. Financial issues – cost planning, cashflows, interim valuations and final accounts	

Title	Health, Safety & Welfare
Level	10
GLH	100
Unit Aims:	Unit Learning Outcomes: The Learner can:
Knowledge & Understanding The unit provides a systematic understanding of the key aspects of the health, safety and welfare issues of complex construction projects.	1. Apply the legal framework which underpins health and safety in construction.
	2. Reflect on the manager's role in promoting and enhancing the health safety and well-being of stakeholders.
	3. Apply principles of risk management to enhance Health, Safety & Welfare on construction projects.
	4. Critically evaluate and deliver appropriate/enhanced H&S practice & procedures to projects.
Transferable Skills	5. Identify problems, gather data and evaluate approaches
	6. Makes informed judgements by critically analysing information and data which may be incomplete.
	7. Communicates ideas, information, arguments and results.
Indicative Content:	
<p>Legal Framework – Statutes, CDM, HSE (in the UK), codes of practice, company policies, accident investigations, actions and investigation techniques, presentation / interpretation of accident statistics, RIDDOR</p> <p>Manager's Role – leadership, culture, inductions, toolbox talks, training report improvements to prevent reoccurrence, mental health awareness</p> <p>Risk management - At pre-contract and contract stages: the principles of risk assessment (five steps to risk assessment), quantitative and qualitative risk techniques, principles of prevention (control measures to be applied)</p> <p>Best Practice schemes including Considerate Constructors etc.</p>	

Title	Business Construction Environment
Level	10
GLH	100
Unit Aims:	Unit Learning Outcomes: The Learner can:
Knowledge & Understanding The unit provides a systematic understanding of the key aspects of the business environment in which construction organisations operate.	1. Critically evaluate the impact of legislation that falls within the responsibility of the construction manager.
	2. Appraise environmental concepts and how they apply to organisational strategy and policy formation.
	3. Evaluate and apply different performance management techniques within the construction industry.
	4. Review and apply aspects of social responsibility and professional obligations in a construction context.
Transferable Skills	5. Identify problems, gather data and evaluate approaches
	6. Makes informed judgements by critically analysing information and data which may be incomplete.
	7. Communicates ideas, information, arguments and results.
Indicative Content:	
<p>Legal Framework – Common law and torts, statutes, byelaws, letters of intent, oral contracts, limitations and contracts under hand/deeds, remedies for non-performance including termination, damages., Bribery Act (UK)</p> <p>Environmental Frameworks - wildlife, pollution, waste management, sustainable communities, contaminated land, life cycle assessment, Environmental Impact Assessment, building and sustainable development, current technologies and anticipated future and legislative requirements.</p> <p>Performance Management - setting targets, KPIs, post contract evaluations, data analysis, LEAN, Value Engineering</p> <p>Social Obligations – Corporate Social Responsibility, environmental Impact assessments, Modern Slavery, professional conduct and ethics, considerate contractors, social wellbeing</p>	

Title	Construction Technology
Level	10
GLH	100
Unit Aims:	Unit Learning Outcomes: The Learner can:
Knowledge & Understanding The unit provides a systematic understanding of the key aspects of managing the construction technology of complex projects.	1. Apply concepts in ground engineering techniques and substructure technology.
	2. Critically evaluate the design and operation of a building's superstructure.
	3. Examine and apply the principles of the installation of building services.
	4. Analyse the value of integrating off-site fabrication in to a construction project.
Transferable Skills	5. Identify problems, gather data and evaluate approaches
	6. Makes informed judgements by critically analysing information and data which may be incomplete.
	7. Communicates ideas, information, arguments and results.
Indicative Content:	
Regulations - CDM, Planning and Building Control Foundations - reinforced strip, pile, raft Geotechnical issues - well points, grouting, ground consolidation & compaction, contaminated soil Structural frames - in-situ concrete, precast concrete, steel and timber frame, stability Cladding - Precast concrete, masonry, rain screen cladding, curtain walling Building Services installation - heating, mechanical and natural ventilation, fire safety engineering features, energy and building management systems, building security systems, the movement and circulation of people, telecommunications, power, water, gas, drainage, sustainable technologies, Moisture movement, dry shrinkage, electro-chemical performance, planned maintenance, acoustic and thermal performance Alterations and Refurbishment - Façade retention techniques, major structural repairs, underpinning, knocking through, tanking and basements, dry & wet rot, Modern Methods of Manufacture - industrialised building, off-site manufacture BIM	

APPENDIX 3
The Chartered Membership Programme Marking Descriptors



*Please note that the bands below describe indicative characteristics only. An overall holistic approach is required when assessing a candidate's work and assigning a grade.

Total Marks available 120. Pass mark 60 (50%). Each module must be passed. Pass mark for a module is 15.

Task Achievement The Relevance of the Response	Inclusion of Relevant Technical Knowledge in Content	Presentation/Coherence
Distinction – 21 and above		
The work demonstrates a comprehensive understanding of the task. All relevant information is included. The main issues are effectively identified and analysed. There is evaluation and analysis of solutions to issues relevant to the task. The response shows control of content within the word count.	The work demonstrates a strong understanding of a wide range of technical and managerial issues relevant to the task. There is identification of the most important of these in terms of risk. There is analysis of the advantages/disadvantages of possible choices and potential outcomes.	The work is appropriately structured and the argument is developed coherently. There is a recognised form of source referencing which supports the points in the task. Paragraphing and titling are used effectively to assist the reader. The use of visual/graphical information is clear and effective in assisting the reader. The graphical information is relevant to the task and accurate.
Merit – 18 - 20		
The work demonstrates a clear understanding of the main issues relevant to the task. The issues are explained effectively and potential solutions identified. There is some attempt to analyse the merits of the solutions to the task. The task is broadly achieved within the word count if relevant to assignment.	The work demonstrates an understanding of the key technical and managerial issues of the task. There is clear description of relevant technical aspects with some attempt to evaluate the merits of these to the task.	Demonstrates an awareness of presentation and an attempt to present the information with clarity and coherence. There is referencing of sources and use of paragraphing and titling to assist the reader. There is use of clear graphical information to support the assignment which has broad relevance to the task. There may be some inaccuracies/omissions in these.
Pass – 15 - 17		
The work demonstrates some understanding of the task. Most aspects of the task are achieved. The main points are identified. There may be some inaccuracies, omissions and irrelevant content. There may be some shortfall or lack of control in relation to the word count.	The work demonstrates an understanding of the main technical issues which are identified. This may be limited to description with little evidence of evaluation. There may be some omissions and inaccuracies in the detail. There may be some irrelevant details.	There is an attempt to structure the information. There is evidence of paragraphing and titling which is not always appropriate. Some basic graphical information may be included which is of some assistance to the reader. There may be some omissions or inaccuracies. The work is generally coherent but there may be occasional lapses in coherence and structure.
Referral – 14 or less		
The work shows a poor understanding of the task. Frequent inaccuracies. Failure to identify important aspects of the task. Much of the information is irrelevant to the task. There may be evidence of copy and paste from external sources. The response may be limited to lists of words with no attempt to explain the relevance/merits of these to the task. The assignment falls short of the word count.	The work demonstrates a lack of understanding of the technical aspects. There are omissions of important technical information. Errors are evident in the technical content. There is no attempt to explain the relevance of the technical content to the task.	Lacks structure and may be limited to lists of points which are not developed Disorganised in structure causing difficulty for the reader to understand the points. The response is illegible or incoherent in places. No referencing of external sources. The graphical illustrations are of poor quality or absent. They may be irrelevant. There may be errors and a lack of clarity causing difficulty for the reader to understand.