



Guidance on the role of the Accountable Officer

Summary

This document provides guidance on the role of accountable officers nominated or appointed by CIEH training organisations under the training account contract.

This guidance is designed for the following key audiences:

- Training organisation proprietors, managing directors or equivalent accountable for the Training Account
- Accountable officers and those taking on the role
- CIEH personnel responsible for monitoring accountable officers and the Code of Professional Conduct

Background

CIEH believes that training centres or organisations with functions dedicated to professional development need to provide the best possible environment in which teaching and learning professionals of all disciplines can deliver high quality, effective and consistent learning that focuses on protecting the interests of the learners.

To protect CIEH's heritage and Royal Charter a new role, the **accountable officer**, is being introduced in organisations involved in training delivery. The role of the accountable officer is to ensure training organisations recognised by CIEH have in place processes that provide a framework to ensure quality and consistency of training delivery while enabling organisations a level of flexibility and professional autonomy.

Accountable officers will play a crucial role in improving and maintaining the quality of CIEH training delivery through a commitment and undertaking of structured continuous professional development related to maintaining CIEH membership. They are critical to ensuring that their training account/s maintain a focus on the highest quality of training delivery and that the learners' needs are met. The CIEH recognises the accountable officers through the CIEH membership grades.

General Principles

Specified accountable officers will ensure that the work of all trainers is carried out within a managed environment, in which their performance, conduct and behaviour are monitored against professional standards.

- It is a training accounts responsibility to ensure that they know who their accountable officer is and that they are current CIEH members
- Accountable officers must be current members of the CIEH and have officially committed to uphold CIEH's Professional Standards and observe the laws of the Chartered Institute.
- Accountable officers, and therefore a CIEH member, is subject to disciplinary action if found guilty of misconduct, maladministration and/or malpractice.
- Each accountable officer must be annually revalidated and this will form part of the membership renewal process.



- CIEH approved Training Accounts have a duty to provide support to the accountable officer by means of appropriate funding, resources, systems and information. This includes effective systems of trainer appraisal. Training accounts will be separately monitored and managed through their contractual agreement.

Roles and responsibilities of the Accountable Officer

Accountable officers play a key role in maintaining the quality of the learning experience. They are responsible for developing and managing the systems and processes required to deliver a quality product including the quality and performance of the trainers employed.

In order to carry out their functions, accountable officers will need to ensure that they:

- maintain a full and accurate list of the trainers connected to the training account
- have effective, quality assured systems and processes in place and can evidence this should CIEH's request
- have systems in place for timely and effective identification, investigation and management of concerns about trainers or resources which could prevent effective function or learner dissatisfaction
- ensure appropriate records are maintained should CIEH be required to audit
- are able to assure CIEH that all trainers delivering CIEH products are fit to practise at the level, and within the scope of the subject area. Records should be maintained regarding pre-employment or pre-contract checks in case CIEH should be required to audit
- are accountable to the training account to which they have been appointed or nominated. Whatever the nature of the training account the accountable officer must ensure that there are appropriate, quality-assured, systems and processes in place to meet the needs of the training accounts contract and licence agreement.
- maintain membership of CIEH, committing and abiding by the Code of Professional Conduct to ensure continued recognition of accountable officer and membership status

Where there are concerns about a trainer's performance, CIEH empowers accountable officers to instigate investigation of the trainer's performance and to ensure that the appropriate action is taken. If the cause of concern is found to relate to the systems, teams or processes as well as, or rather than, an individual trainer, the accountable officer has a duty to ensure that the training account takes action to address any issues. Where CIEH has concerns regarding the accountable officer's professionalism in practising in this role, an investigation and, if required, necessary action will be taken to enforce the Code of Professional Conduct and sanction the accountable officer.

Role and responsibility of the training account

To enable and support the accountable officer to carry out their role training accounts will need to ensure that they:

- are responsible for ensuring that quality systems are properly resourced, reviewed and maintained. In order to fulfil this duty, the accountable officer must ensure that the organisation is properly advised of the resource requirements in terms of capacity, expertise and funding needed to support the role



- respond to and comply with all reasonable requests from the accountable officer and the CIEH with regard to the training delivery.

Who can be an Accountable Officer?

An accountable officer must, at the time of appointment, be a Member of the CIEH. Upon application, the training account must have carried out all due diligence checks including financial and criminal to ascertain the fitness to practise of the identified accountable officer they seek to be placed in an authoritative position.