Icon Accreditation
Assessment Plan

November 2025

ICON
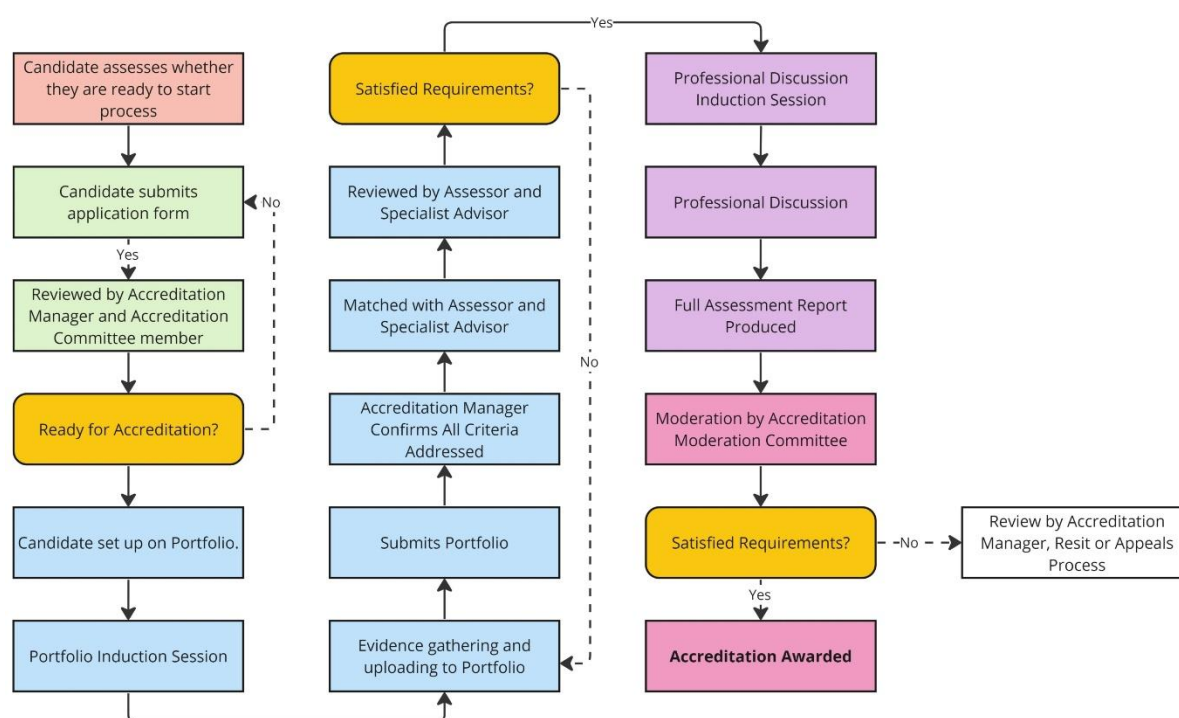THE INSTITUTE OF CONSERVATION

INTRODUCTION

Becoming an Accredited member of Icon is hugely worthwhile professional development journey, enabling candidates to reflect on their professional practice, develop their conservation skills and to gain the recognition of their peers. For employers, funders, clients, and commissioners it demonstrates that a conservator-restorer is a fully proficient professional who can be relied upon to consistently work to high professional standards, and ultimately ensure high quality outcomes for the objects and collections in their care.

Icon Accreditation is open to all professional conservator-restorers regardless of their individual specialism, area of practice, length or professional experience or qualification level or even the type of projects that they work on. The process is open to all those undertaking conservation-restoration work, including those who focus on practical treatment, preventive conservation, collections care, scientific analysis and research, or the management of conservation teams and conservation businesses.

Accreditation is awarded after a robust peer-assessment process through which candidates must demonstrate that they have an in depth understanding of the Icon Professional Standards and can evidence how they apply them in their day to day practice.

This document sets out the requirements for the delivery of the Icon Accreditation assessment process. This document is intended for candidates (Pathway members of Icon), Assessors, Specialist Advisors, and Mentors. It may also be useful to employers, funders, and commissioners of conservation services.

OVERVIEW OF ASSESSMENT PROCESS

1) Candidate assesses whether they are ready to start process

- Candidate attends an Icon Accreditation workshop which provides an overview of the assessment process
- Icon appoints a mentor if not in place already.   Candidate undertakes a self-assessment to determine whether they are likely to have the evidence to support their application.

2) Application Form

- Candidate submits application form on the Icon website.
- Application reviewed by an Accreditation Moderation Committee member and Accreditation Manager who confirms whether the candidate is ready for assessment.

3) Assessment Stage 1: Portfolio

Portfolio building

- The candidate's e-portfolio account is created, and they are offered training in its use
- Candidate gathers evidence and builds portfolio. They are advised to work with their mentor and seek advice to ensure that they fully understand the criteria and are gathering appropriate evidence.
- Support from Icon staff as required.

Submission and assessment

- Once the candidate is satisfied with their portfolio, they submit it for review.
- Initial check by the Accreditation Manager to ensure all evidence is in place.
- Assessor and Specialist Advisor appointed.
- Review by Assessor and Specialist Advisor to determine if evidence is correct and meets criteria.
- Feedback provided to candidate.

4) Assessment Stage 2: Professional Discussion

- Assessor plans professional discussion based on portfolio of evidence.
- Professional discussion between the Assessor, Specialist Advisor and the candidate takes place.
- Assessor documents assessment findings in portfolio and submits to Icon for moderation.

5) Moderation

- All assessment material is moderated by the Accreditation Moderation Committee.
- Feedback provided to candidate / assessor if required.
- Candidate informed of outcome.

ELIGIBILITY

To be eligible for Icon Accreditation candidates must:

- be a Pathway Member of Icon.
- working (or have worked) in a role focused on the protection and preservation of cultural heritage
- have sufficient practical experience to evidence their practice at the 'proficient' level.

There is no minimum requirement in terms of length of professional experience.

There are two stages to the assessment process.

1. Preparation and submission of a Portfolio of evidence
2. Professional discussion between the candidate, Assessor and Specialist Advisor

Individuals must pass both assessment stages to become an Accredited member of Icon.

HOW LONG DOES IT TAKE?

The Assessment process (including all assessment methods) must be completed within 18 months of the sign-off of the application form. If the candidate fails any assessment stage it can be retaken within 12 months of the date of the original assessment.

A typical assessment is likely to take 6 to 9 months – allowing approximately 3 months to build the portfolio and the time required to prepare for and conduct the professional discussion.

FEES

The total cost of delivering an assessment is £2,950 per candidate. However, the fee charged to candidates is £950. This is made possible due to the huge amount of time and effort that is freely given by professional conservators who act as Specialist Advisors, Mentors, and Accreditation Moderation Committee members.

The total fee payable by candidates is **£950**. This can be paid in the following ways:

- In full by card or invoice.
- 12 monthly payments of £79.16 by direct debit.
- 4 quarterly payments of £237.50 by direct debit.

All fees are taken / payments set up on application.

If a candidate exceeds the 18-month time limit their portfolio will be archived. There is a fee of £75 to reinstate their portfolio access. They will have 6 months to submit their portfolio following the reinstatement.

Resit fees

- Resit of Portfolio of Evidence only: £200
- Resit following Professional Discussion:
    - 1 to 10 criteria: £200
    - 11 to 20 criteria: £350
    - 20 + criteria: £500

APPLICATION FORM

When an Icon Pathway member is ready to start the accreditation process, the first step is to submit an application form. The purpose of this stage is to ensure that the candidate meets the eligibility criteria, has a clear understanding of what is required, and is likely to have sufficient evidence to demonstrate that they are operating at the proficient level.

The application form asks for the following information:

- an overview of professional experience and training
- a short self-assessment against the Icon Professional Standards at the proficient level, confirming the ability to demonstrate autonomy and complexity of thought and practice
- confirmation that they have access to the required documentary evidence to support their assessment

There are three deadlines per year (January, May, and September) when applications may be submitted.

The submitted application form will be reviewed by Icon's Accreditation Manager and a member of the Accreditation Moderation Committee (AMC), matched as closely as possible to the candidate's material specialism or area of practice. They will use the information provided to determine whether the candidate is ready to start the assessment process. If an agreement cannot be reached, an additional AMC member will be asked to review the application.

Feedback will be provided to all candidates. Candidates who are dissatisfied with the outcome of their application may appeal the decision or request further feedback from the Accreditation Manager if required.

ASSESSMENT STAGES

There are two assessment stages. Candidates must first build a portfolio of evidence that demonstrates how their practice meets Icon's Professional Standards. This is then followed by a professional discussion, based on the evidence in the portfolio. The professional discussion provides an opportunity for candidates to present their evidence and demonstrate their underpinning material knowledge and understanding of the principles and practice of conservation.

Each candidate will be matched with an Assessor and a Specialist Advisor. The Assessor will lead the assessment. They will not usually practise in the same specialism as the candidate but will have professional experience relevant to the candidate's working context. The Specialist Advisor will support the Assessor and will be chosen to match, as closely as possible, the candidate's material specialism.

The same Assessor and Specialist Advisor will carry out both the review of the Portfolio of Evidence and the Professional Discussion.

All assessment processes are supported by OneFile, an e-portfolio and learning management platform.

All assessment methods are weighted equally. Candidates must meet all criteria in both assessment methods to pass their assessment (see Assessment criteria and evidence).

PORTFOLIO OF EVIDENCE

This assessment will take the form of a portfolio of evidence, created on the e-portfolio system OneFile. The portfolio should contain documentary evidence demonstrating that the candidate is working at the proficient level across each of the specific Icon Professional Standards criteria.

The Portfolio of Evidence also forms the basis of the Professional Discussion, enabling candidates to draw on real-world examples. Once assessed, some criteria may be met through the portfolio alone, while the remaining criteria will be supplemented by evidence provided during the Professional Discussion.

Developing the Portfolio of Evidence

All candidates will be given access to the portfolio once they have passed the Application Stage. They will also be assigned an Icon Mentor (if they do not already have one). The Mentor's role is advisory, helping the candidate reflect on the evidence they are presenting and ensuring they understand the assessment criteria.

Candidates must gather evidence **from at least four projects**, though they may include more if required. All projects must be suitable to demonstrate practice at the proficient level and must involve conservation problems where the candidate can clearly show their personal input and autonomy in decision-making. A range of projects is encouraged to demonstrate breadth of experience.

The portfolio of evidence should be structured to show how practice meets the Icon Professional Standards. Candidates are expected to map their evidence directly to the relevant criteria.

The portfolio is expected to include (but is not limited to):

- product evidence, including images of physical objects/collections and related documentation
- witness testimonies from colleagues, clients, and/or managers
- evidence of communications
- images or videos of work undertaken
- case studies or written statements outlining the steps taken in a project and any personal evaluation of practice (where provided alongside other forms of evidence)
- continuing professional development records

Candidates are responsible for ensuring that all material submitted is appropriately anonymised and that any necessary permissions for use of images or documentation have been obtained.

Candidates are encouraged to seek the support of their Mentor when preparing their portfolio. The Mentor's role is advisory: to help the candidate reflect on the evidence they are presenting and to ensure they fully understand the assessment criteria.

In addition, candidates can access support from the Icon Skills Team, which runs regular drop-in sessions for those preparing their portfolio of evidence.

Submitting Portfolio of Evidence

Once the candidate is satisfied that they have collated all the required evidence to demonstrate practice at the proficient level, the next step is to submit the portfolio to Icon. The Icon Accreditation Manager will carry out an initial review to confirm that the portfolio is complete and ready for assessment. Candidates may submit their portfolio at any time.

Note: The Accreditation Manager will not assess the quality or suitability of the evidence provided.

Assessing the Portfolio of Evidence

The completed Portfolio of Evidence will be sent to the Assessor and Specialist Advisor, who will review all the material and confirm that it meets the VARCS standard (Valid, Authentic, Realistic, Current and Sufficient) and is appropriate for the criteria being assessed. The Assessor will make the formal assessment decision but is expected to seek the support of the Specialist Advisor when reviewing evidence relating to material-specific knowledge.

If the evidence is unclear, the Assessor may discuss the portfolio with the Accreditation Manager and may refer the case to a member of the Accreditation Moderation Committee if required to reach a decision.

Some criteria may be met on the basis of evidence alone, while others will require further questioning during the Professional Discussion.

Candidates will be informed of the outcome of this stage. Written feedback will be provided against each assessment criterion and recorded within the portfolio platform. This feedback will also highlight areas of questioning to be explored in the Professional Discussion, and candidates will have full access to it.

PROFESSIONAL DISCUSSION

This assessment method takes the form of a Professional Discussion, based on projects presented as evidence in the Portfolio of Evidence. The discussion is grounded in the Icon Professional Standards. In addition to questions about the portfolio projects, candidates will be tested on their problem-solving skills and underpinning knowledge to confirm they are operating at the *proficient* level

Delivery and structure of the professional discussion

The Professional Discussion will typically last up to **180 minutes** (and no more than 300 minutes). Additional time may be granted where appropriate, for example if required by a reasonable adjustment request. In such cases, the Professional Discussion may be delivered across multiple sessions.

During the professional discussion the assessors will ask self-generated questions based on the projects presented in the portfolio of evidence.

Questioning will cover the following areas:

1. **Professional practice**
    a. professional judgement and ethics
    b. continuing professional development
    c. health & safety and compliance issues
    d. standards, protocols and policies related to area of practice

2. **Knowledge and understanding**
    a. assessment of the significance of cultural heritage objects and collections
    b. knowledge of technical language and underpinning conservation theory
    c. material knowledge related to area of practice

3. **Technical and analytical skills**
    a. technical skill
    b. analysis and interpretation of data
    c. assessment of object condition and previous interventions

Assessors may choose to follow up with written questions following the professional discussion should the candidate not have presented sufficient evidence during the Professional Discussion.

Venue

The professional discussion should take place in a quiet room, free from distractions. The candidate, Assessor and Specialist Advisor must have access to the portfolio during the professional discussion.

The professional discussion can take place in any of the following locations:

- candidate's place of work
- online using remote meeting software
- any other location chosen and deemed suitable by Icon.

In most cases it would be expected that the Professional Discussion would take place online. The location / format of the assessment will be agreed by Icon.

ASSESSMENT REPORT

The Assessors must the assessment report template to document their assessment decisions. This will include evidence from both the Portfolio and Professional Discussion which can be used to document the ways in which the candidate is (or is not) meeting the criteria to the 'proficient' level.

It must clearly demonstrate how the candidate is, or is not, working to the Icon Professional Standards and assessment criteria. The report should include the specific questions asked, the evidence presented, and the rationale for the assessment decision.

The Professional Discussion may be recorded, with the express permission of the candidate, to support the Assessors in preparing the report. Recordings may also be submitted alongside the assessment report. Where appropriate, Assessors may provide time-stamps to indicate when specific questions were asked and to reference the candidate's responses.

If the evidence is unclear, the Assessor may consult the Accreditation Manager and, if necessary, defer to a member of the Accreditation Moderation Committee to reach a decision.

The completed report should be submitted within **two weeks of the assessment date**.

The Accreditation Manager will review the completed assessment report to ensure that all criteria have been addressed and that a rationale has been provided for the assessment decisions.

The completed assessment report will be shared with the candidate, giving them the opportunity to submit additional evidence for any criteria not met during the Professional Discussion. Candidates will have **four weeks** to provide this additional evidence.

The completed assessment report and portfolio are then shared with the Accreditation Moderation Committee for the final internal quality assurance stage.

MODERATION OF ASSESSMENT DECISIONS

Completed assessment reports are shared with the Accreditation Moderation Committee (AMC), who will review the report, and the evidence presented in the e-portfolio. Their role is to confirm that assessment decisions are safe, fair, and clearly justified against the Icon Professional Standards and the assessment criteria.

The AMC is assessing the Assessor's decision-making, **not undertaking a secondary assessment of the candidate**.

Each assessment report will be assigned to **two AMC members**, one of whom will have occupational competence in the same area of practice as the candidate. Using the template

report provided, the moderators will review the evidence presented in the portfolio and confirm whether the assessment is reliable and whether the decisions are clearly supported by evidence with reference to the assessment criteria.

If the moderators are unable to agree on their review of the assessment report, the Chair of the Accreditation Moderation Committee will also review the evidence. The Chair will make the final decision on whether the assessment was fair.

The AMC members will also identify additional feedback that should be provided to the assessors. This will be documented in the template report provided.

Accreditation Moderation Committee Meetings

The AMC will meet three times per year to confirm the outcomes of the assessments.

At each meeting, assessment reports will be reviewed in order, with decisions either signed off or moderated on a case-by-case basis. Candidates who have successfully met all criteria with no moderation required will be noted but not discussed. Where moderators consider that Assessors have not provided sufficient evidence to support their decisions, the full committee will review the report and agree on the feedback to be provided to both the Assessor and the candidate.

The AMC will also agree the contents of the IQA Report template, which documents the outcomes of moderation and highlights areas for development to support the improvement of assessment practice. This report will be shared with the Professional Standards and Development Committee.

The final assessment outcomes will be shared with candidates following the meeting.

RESITS

Candidates are required to demonstrate proficiency across all 37 criteria of the Icon Professional Standards in both assessment stages.

A resit must normally be completed within the assessment period, or within six months of the original assessment (whichever is longer), unless Icon determines that there are exceptional circumstances outside the candidate's control.

While candidates must complete the Portfolio of Evidence before progressing to Stage 2: Professional Discussion, it is possible that during the Professional Discussion it becomes clear that the evidence presented in the portfolio does not demonstrate proficiency.

Resits following submission of the Portfolio of Evidence

- Candidates may resubmit their portfolio once at no additional cost.
- A fee will be charged for any further resubmissions (see fees section).

Resits following the Professional Discussion or AMC review

- Candidates will be required to submit additional evidence and take part in a further Professional Discussion focused only on the criteria that were not met.
- The resit fee will be calculated according to the number of criteria requiring reassessment (see fees section).

ROLES AND RESPONSIBILITIES

The Icon Accreditation process depends on the involvement of a range of people, each with defined roles and responsibilities. Candidates, mentors, assessors, specialist advisors, and committee members all contribute to ensuring assessments are fair, consistent, and of a high professional standard. Icon itself is responsible for managing the overall process, providing training and support, and maintaining quality assurance.

CANDIDATE

- Complete the Portfolio of Evidence.
- Take part in the Professional Discussion.

ICON

Icon is responsible for the overall management and delivery of the assessment process, and for maintaining underpinning standardisation and quality assurance activities. Key responsibilities include:

- Coordinating delivery of all aspects of the assessment process.
- Developing and implementing all policies underpinning assessment.
- Matching candidates to Assessors, Specialist Advisors, and Mentors, and providing support to all parties.
- Maintaining pools of Assessors, Specialist Advisors, Mentors, and Accreditation Moderation Committee members, including induction and training.
- Delivering ongoing standardisation and training activities.
- Ensuring assessment decisions are consistent (reliable) and accurate (valid).
- Managing quality assurance processes, including moderation, appeals, and complaints.

ASSESSORS

Assessors are responsible for fairly and independently assessing candidates in a timely manner. They are paid for their services and must:

- be an Accredited Conservator-Restorer (ACR)
- hold, or be working towards, an appropriate assessment qualification (e.g. Level 3 Award in Assessing Competence in the Work Environment, Level 3 Award in Undertaking End-Point Assessment, or Level 3 Certificate in Assessing Vocational Achievement)
- be independent of the candidate and their employer (no conflict of interest)
- have current occupational competency relevant to the candidate's working context (to be considered alongside the choice of Specialist Advisor)
- attend all required induction, training, and standardisation events

Key responsibilities:

- Leading the assessment, including reviewing and marking the Portfolio of Evidence and preparing questions for the Professional Discussion.
- Completing the assessment report.

- Working with the Specialist Advisor and guiding them through the assessment process.
- Making fair assessment decisions.
- Preparing and submitting clear, evidence-based assessment feedback.
- Attending and contributing to standardisation activities.
- Being available to discuss assessment decisions with Icon staff and AMC members.
- Assessors are expected to have broad material knowledge, though not necessarily to practise in the same specialism as the candidate.

SPECIALIST ADVISORS

Specialist Advisors are volunteers. Their role is to ensure that relevant material-specific knowledge is embedded within the assessment process. They must:

- be an Accredited Conservator-Restorer (ACR)
- be independent of the candidate and their employer (no conflict of interest)
- have current professional practice, material knowledge, and/or working context relevant to the candidate
- attend all required induction, training, and standardisation events

Key responsibilities:

- Supporting the Assessor in reviewing and assessing evidence in the portfolio.
- Helping to develop questions for the Professional Discussion and actively participating in the discussion (at the Assessor's direction).

Responsibility for organising and completing the assessment sits with the Assessor, **not the Specialist Advisor**. However, the Specialist Advisor may be asked to review parts of the assessment report to ensure that specialist-specific evidence is accurately represented.

MENTORS

Mentors are volunteers who support candidates in preparing their portfolios and for the Professional Discussion. They do not make assessment decisions or advise on what evidence to submit. Mentors must:

- be an Accredited Conservator-Restorer (ACR) or an ACR (Emeritus)
- attend all required induction, training, and standardisation events

Icon will present a shortlist of potential mentors to candidates, who may choose based on availability, understanding of their working context, and the type of support needed. Mentors are not always subject experts; their primary role is to help candidates reflect on the Icon Professional Standards.

ACCREDITATION MODERATION COMMITTEE (AMC)

AMC members ensure that assessment decisions are fair, accurate, consistent, and evidence based. They are volunteers and must:

- be Accredited Conservator-Restorers (ACR)
- have knowledge of assessment practice relevant to Icon Accreditation

- attend and actively contribute to standardisation activities

Key responsibilities:

- Reviewing assessment reports and e-portfolios to confirm decisions are safe, fair, and clearly justified.
- Assessing the Assessor's decision-making (not undertaking a secondary assessment of the candidate).
- Participating in moderation meetings three times per year to confirm assessment outcomes.

The AMC will include 10 to 15 members. If material knowledge is not represented within the committee, a Specialist Advisor not otherwise involved will be asked to support moderation.

Collectively, the AMC membership should cover knowledge of the following conservation areas:

Archaeology; Architecture; Book and Paper; Care of Collections/Preventive; Ceramics and Glass; Conservation Management; Decorative Surfaces; Education; Furniture and Wooden Objects; Heritage Science; Historic Interiors; Horology; Industrial Heritage; Metals; Objects Conservation; Paintings; Research and Conservation Science; Stained Glass; Stone; Textiles; Time-Based Media/Film; Wall Paintings; Works of Art on Paper.

The Chair of the Accreditation Moderation Committee (AMC) is an AMC member appointed by Icon on the basis of their skills and experience. The Chair is responsible for leading AMC meetings, supported by the Accreditation Manager, and holds the casting vote where moderation decisions cannot be agreed upon by AMC members.

PROFESSIONAL STANDARDS AND DEVELOPMENT COMMITTEE (PSD)

The PSD Committee is the accountable body for Icon Accreditation. It is responsible for:

- Ensuring delivery is consistent and maintains high professional standards.
- Leading ongoing review and development of Icon Accreditation to ensure fitness for purpose and alignment with best practice.
- Developing and reviewing underpinning policies, including Complaints & Appeals, Conflict of Interest, Fair Access, Malpractice & Maladministration, and Quality Assurance.
- Reviewing AMC evaluation reports.
- Implementing complaints and appeals processes.

Icon ensures assessment decisions are consistent (reliable) and accurate (valid), safeguarding professional standards. The Quality Assurance Policy provides full details of these processes.

STANDARDISATION ACTIVITIES

Annual standardisation meetings are organised for Assessors, AMC members, Mentors, and Specialist Advisors.

Continuing Professional Development (CPD): Assessors and Specialist Advisors are expected to complete CPD recall. Assessors' CPD will be monitored to ensure it reflects their role as professional assessors.

SELECTION AND TRAINING OF ASSESSMENT CONTRACTORS AND VOLUNTEERS

Icon ensures that all contractors and volunteers involved in Accreditation receive appropriate induction, training, and ongoing support, delivered by the Icon Skills Team.

QUALITY ASSURANCE REPORTING

Formal reports are provided after each meeting which must highlight:

Number of reports assessed

Outcomes of assessment reports

Areas for improvident for assessment practice.

QUALITY ASSURANCE

Icon is responsible for ensuring that all assessment decisions are consistent (reliable), accurate (valid), and applied fairly across all candidates. This safeguards professional standards and ensures that Accreditation continues to reflect the high level of practice expected of the conservation profession. The full framework is set out in Icon's Quality Assurance Policy.

STANDARDISATION ACTIVITIES

Standardisation is essential to ensure that assessments are applied consistently, regardless of who carries them out or the candidate's area of practice.

- Annual standardisation meetings are organised for Assessors, AMC members, Mentors, and Specialist Advisors. These meetings provide opportunities to review practice, share learning, and agree on approaches to ensure alignment across all assessors.
- Continuing Professional Development (CPD): Assessors and Specialist Advisors are expected to complete CPD recall. For Assessors, CPD records will be monitored to confirm that their development reflects their role as professional assessors and that their knowledge remains current.

SELECTION AND TRAINING OF ASSESSMENT CONTRACTORS AND VOLUNTEERS

All contractors and volunteers involved in Accreditation receive appropriate induction, training, and ongoing support. This is delivered by the Icon Skills Team and includes guidance on assessment practice, use of systems, and understanding the Icon Professional Standards. Assessors are expected to hold, or be working towards, a recognised assessment qualification.

QUALITY ASSURANCE REPORTING

Following each moderation meeting, a formal report is produced to provide oversight of assessment practice. This report records:

- the number of assessment reports reviewed
- the outcomes of those reports
- areas for improvement in assessment practice, including recommendations for further training or clarification of policies
- Reports are shared with the Professional Standards and Development Committee to inform the ongoing monitoring and improvement of the Accreditation process

POLICIES AND PROCEDURES

The following policies and procedures support the delivery of Icon Accreditation:

APPEALS AND COMPLAINTS POLICY

This policy details Icon's approach towards dealing with complaints and managing

the appeals process to ensure that candidates receive a fair and objective

assessment. This policy relates appeals and complaints with respect of:

- the results of assessments,
- decisions regarding Reasonable Adjustments and Special Consideration, and
- decisions relating to any action to be taken against a candidate following an
- investigation into malpractice or maladministration.

CONFLICT OF INTEREST POLICY

This policy details Icon's approach to identifying and mitigating the risks of conflicts of interest in undertaking Icon Accreditation assessments.

FAIR ACCESS POLICY

Icon must have in place the necessary systems and procedures to allow for the provision of access arrangements, including reasonable adjustments and special considerations. These should reflect the needs of candidates, whilst also ensuring that all assessments are valid, reliable, and consistent. This document relates to the following Policies: Appeals and Complaints Policy

GENERATIVE ARTIFICIAL INTELLIGENCE STATEMENT

Sets out Icon's position on the use of generative AI in assessments, including where it is allowed and where it is not permitted.

MALPRACTICE AND MALADMINISTRATION POLICY

This policy details Icon's approach towards identifying and dealing with cases of malpractice and maladministration

Outlines the procedures for handling suspected malpractice (such as plagiarism) or maladministration and explains the responsibilities of all parties involved.

QUALITY ASSURANCE POLICY

The Institute of Conservation (Icon) recognises the vital importance of ensuring that all assessments it undertakes as part of the delivery of Icon Accreditation are valid, fair, objective and meet the high standards of the conservation profession.

GRADING CRITERIA

The following section outlines the competencies that candidates must demonstrate in order to be assessed as 'proficient' in each of the criteria that make up the Icon Professional Standards. All criteria are to be assessed via two methods; the evidence contained in the portfolio and the professional discussion.

Standard 1: Assessment of cultural heritage			
Ref.	**Criteria**	**Pass criteria**	**Examples for portfolio evidence**
1.1	Understand the significance and context of the heritage to be assessed, along with any implications for potential conservation measures.	Candidates should be able to identify the information they require in order to effectively understand the significance and context of the heritage. Candidates should gather the necessary information through examination, research and data collection, asking probing and complex questions where necessary. Research could be visual, material, historic, archival or testimonial. Depending on context this may include: • Considering how the heritage is used or displayed. • Considering the intangible and/or functional aspect of the object, if applicable. • The design and environmental context of the heritage. • Any personal, cultural, historic, spiritual, symbolic, aesthetic or economic significance • Artist intent. • Previous conservation-restoration work. • The interests of current and where relevant past owners, custodians and other stakeholders.	Evidence could include, but is not limited to: • Diagrammatic or visual information such as maps, architectural drawings, X-rays, photographs etc. • Documentation, including assessment and condition reports. • Research into history and provenance • Communication with relevant stakeholders and subject-matter experts. • Records of previous conservation/restoration treatments. • Scientific data such as material testing, environmental data etc. Discussion with assessors.

		Candidates should demonstrate that they can understand and critically evaluate information from a range of sources. From this information they should be able to effectively judge the significance and context of the heritage. They should demonstrate a clear understanding of the implications for potential conservation/restoration measures.	
1.2	Assess the physical nature and condition of the heritage.	Candidates should demonstrate they have the skills, knowledge and experience to undertake a clear and detailed assessment of the heritage. This means: • Candidates must demonstrate an understanding of the material properties of the objects / collections in their care. • Candidates must demonstrate an understanding of typical degradation patterns of heritage appropriate to their area of work. • The methods used for assessment must not have an adverse impact on the condition or integrity of the heritage. • Candidates must refer to other competent sources where analysis lies outside of their area of personal competence or requires specialist resources.	Evidence could include, but is not limited to: • Condition reports. • Records of previous conservation-restoration treatments. • Communication with stakeholders and Subject Matter Experts. • Scientific data such as material testing, environmental data etc. • Discussion with assessors.
1.3	Assess the impact of the environment and potential changes on the heritage.	With reference to the agents of deterioration, the candidate can correctly identify the impact of the environment (e.g., light, humidity, temperature, etc.) on objects / collections in their care and in context of the environment in which the object is being kept.	Evidence could include, but is not limited to: Condition reports. • Records of previous conservation treatments • Communication with stakeholders and Subject Matter Experts.

		• This assessment needs to be applied as appropriate to the context of candidate's work (for example it may involve asking the owner or custodian of an object about its current and proposed environment and use, considering the impact of environmental conditions on the functional aspects of an object, it could involve carrying out a detailed assessment of a collection or site, or assessing the impact of development proposals, changes to the environment, or other potential changes affecting a site or structure. • The assessment should include an adequate assessment of risks in the context of its proposed environment and use. • Candidates must refer to other competent sources where analysis lies outside of their area of personal competence or requires specialist resources.	• Records of previous conservation/restoration treatments. • Scientific data such as material testing, environmental data such as relative humidity levels etc. • Discussion with assessors.
1.4	Assess the implications of taking no further action.	Candidates should demonstrate they can apply their material knowledge and understanding of typical degradation patterns (appropriate to their area of work) and effectively judge the implications of taking no further action. They should consider: • The risks and/or benefits for the heritage under consideration • Any other information relevant to the situation such as risks/benefits to other objects or structures, the environment, or surroundings, and to health and safety. For dynamic objects, if current levels of service/maintenance are sufficient to minimise wear.	Evidence could include, but is not limited to: • Condition reports. • Diagrammatic and visual information such as maps, architectural drawings, x-ray, photographs etc. • Academic research into history and provenance. • Communication with stakeholders and Subject Matter Experts. • Records of previous conservation/restoration treatments. • Scientific data such as material testing, environmental data etc. • Discussion with assessors.

1.5	Report on the findings of the assessment.	Candidates should demonstrate they have the skills, knowledge and experience to report assessment findings clearly, accurately and effectively. • The coverage, presentation and detail of the report or record need to be appropriate to the context of the assessment and the intended readership. Depending on context, the report or record may be for your own use, for the information of others, or for formal presentation or publication.	Evidence could include, but is not limited to: • Condition reports. • Treatment recommendations. • Conservation records. • Diagrammatic and visual information such as maps, architectural drawings, x-ray, photographs etc. • Scientific data such as material testing, environmental data etc. • Discussion with assessors.
Standard 2: Options and strategies			
Ref.	**Criteria**	**Pass criteria**	**Examples for portfolio evidence**
2.1	Identify and evaluate conservation options.	Candidates should apply information gathered during the assessment phase, and their specialist professional knowledge, to correctly identify and evaluate a range of possible options and strategies for the heritage. Candidates should evaluate the merits and risks of each approach, in order to make value judgements about its suitability. You should be able to demonstrate effective critical thinking when formulating and evaluating the different options and strategies. Depending on context, this could include: • Managing the use, display, transportation, storage or method of assessment of the heritage differently. • Interventive conservation/restoration treatments and measures	Evidence could include, but is not limited to: • Treatment recommendations. • Communication with relevant stakeholders such as clients and colleagues. • Witness statements from relevant stakeholders such as clients or colleagues. • Minutes from relevant meetings. • Conservation /restoration records. • Discussion with assessors.

		• Preventive or protective measures. • Evaluating its dynamic aspect/purpose. Evaluation could include: • Considering the degree of reversibility or retreatability, resilience to changes in environmental conditions, implications for current and future use, impact on the functional aspects of the object and implications for subsequent conservation /restoration measures. • Showing a sophisticated understanding of any ethical issues that arise. • Using your professional knowledge to develop innovative strategies that address complex conservation /restoration issues.	
2.2	Develop advice, recommendations or policies relating to the different options available.	Candidates should demonstrate they consistently develop clear and appropriate advice, recommendations or policies relating to the different options. • This will include considering the resource implications of the various options, their environmental impact, any implications for project management or development and (if relevant) identifying sources of resourcing or funding. Candidates should be able to advise on any legislation, official guidance or organisational policy that affects their area of conservation/restoration. Candidate's advice or decisions will need to communicate and promote good conservation/restoration practice.	Evidence could include, but is not limited to: • Treatment recommendations. • Communication with relevant stakeholders such as clients and colleagues. • Witness statements from relevant stakeholders such as clients or colleagues. • Minutes from relevant meetings. • Conservation/restoration records. • Discussion with assessors.
2.3	Develop or negotiate a considered course	Candidates should be able to negotiate with organisations and individuals relevant to their area of practice to develop	Evidence could include, but is not limited to: • Treatment recommendations.

Ref.	Criteria	Pass criteria	Examples for portfolio evidence
	of action for implementation.	an appropriate course of action, advocating for the best possible outcome for heritage with the resources available. Actions should be open to renegotiation in the light of any new findings that emerge once conservation/restoration measures are under way. The agreed action should be recorded in a format and level of detail appropriate to the context.	• Communication with relevant stakeholders such as clients and colleagues. • Contracts with clients and other relevant stakeholders, such as contractors. • Witness statements from relevant stakeholders such as clients or colleagues. • Minutes from relevant meetings. • Conservation/restoration records. • Project plans / timelines etc. • Discussion with assessors.

Standard 3: Conservation measures

Ref.	Criteria	Pass criteria	Examples for portfolio evidence
3.1	Communicate appropriate practice in the care, protection and treatment of cultural heritage.	Candidates should consistently demonstrate that the guidance they provide, and the actions they take, are in the best interests of the heritage in their care. Guidance and actions should be in line with best practice guidance within their field of conservation/restoration. • Communication could, for instance, be in the form of advice, policies, strategies, recommendations, or educational inputs. • Care, protection and treatment may relate to ongoing or exceptional situations, anticipating or responding to disasters or emergencies, or responding to external proposals and changes. • Candidates should be able to communicate knowledgably the conservation implications of any policy or plan for the heritage in their area of work. • Candidates should be able to advise on requirements for the ongoing protection and/or	Evidence could include, but is not limited to: • Formal regulations and industry guidance – e.g., Icon Code of Conduct, Icon Ethical Guidance and any applicable national, local or organisational standards, guidelines and policies. • Treatment recommendations. • Minutes of relevant meetings. • Workplace policies. • Emergency protocol documentation. • Conservation/ restoration records • Lecture notes or training / educational materials. • Articles, papers and book chapters etc authored by the candidate. • Discussion with assessors.

		service and maintenance of heritage that has left their care.	
3.2	Implement conservation measures.	Candidates should apply a high level of specialist knowledge and/or practical skill to implement complex conservation/restoration measures safely, appropriately and successfully. This includes: • Being able to advise on the physical and chemical characteristics of materials and causes of decay. • If the object is in use, being able to advise on the risk and extent of wear. • Being able to advise on the measures and techniques to be used, and the use of relevant resources, skills and equipment. • Measures may be physical, chemical, environmental or statutory, or relate to managing or influencing the interaction of others with the heritage. Or relate to identifying/ controlling the rate or wear / risk for working objects. • Candidates should be able to advise on new and developing techniques and their practical implications. • The methods and techniques used should take into account relevant contextual and ethical factors as well as current research and guidance in the field concerned. • Candidates will need to understand the perspectives and roles of others who have an impact on the protection and care of the heritage, where necessary working with them to ensure that measures are effective.	Evidence could include, but is not limited to: • Conservation/restoration records. • Presentation of a physical object to assessors. • High quality, visual evidence such as photographs, live video, recorded video. • Witness statements from relevant stakeholders. • Statistical evidence – e.g., environmental data from preventive measures. • Training materials developed by candidates. • Communication with relevant stakeholders such as clients, colleagues or subject-matter experts. • Discussion with assessors.

		Candidates should demonstrate that the measures they implement, and advice they give, consistently follows recognised conservation/restoration standards.	Evidence could include, but is not limited to:
3.3	Ensure that measures and advice follow recognised conservation standards.	This includes: • Meeting relevant Icon standards or codes of practice, along with taking account of any applicable national, local, organisational or discipline-specific standards, guidelines and policies. Candidates will need to ensure that measures are implemented ethically and to the relevant standard regardless of whether they are carrying them out, delegating or commissioning, or managing more broadly.	• Compliance with formal regulations and industry guidance – e.g., Icon Code of Conduct, Icon Ethical Guidance and any applicable national, local, organisational or discipline specific standards, guidelines and policies. • Conservation/restoration records. • Presentation of a physical object to assessors. • High quality, visual evidence such as photographs, live video, recorded video. • Witness statements from relevant stakeholders • Statistical evidence e.g., environmental data from preventive measures. • Discussion with assessors. •
3.4	Monitor and evaluate the effect of conservation measures.	Candidates should demonstrate they can apply their material knowledge and their understanding of typical degradation patterns (appropriate to their area of work) to effectively monitor and evaluate the effect of conservation / restoration measures. This requires: • Candidates can evaluate the effectiveness and impact of measures applied, using methods appropriate to the context of their work. This could be carried out for instance through continuous or periodic monitoring, by arrangement, or on an ad-hoc basis.	Evidence could include, but is not limited to: • Conservation / restoration records. • Presentation of a physical object to assessors. • High quality visual evidence such as photographs, live video, recorded video. • Communications with relevant stakeholders such as clients or colleagues. • Witness statements from relevant stakeholders. • Statistical evidence – e.g., environmental data from preventive measures. • Discussion with assessors.

		It includes adjusting or renegotiating measures should findings indicate that this is necessary.	
3.5	Document conservation measures.	Candidates should demonstrate they have the skills, knowledge and experience to document conservation / restoration measures clearly and effectively. • Documentation has a format, level of detail and clarity appropriate to its intended use. It should be designed with the aim of enabling it to be maintained and accessed on an ongoing basis.	Evidence could include, but is not limited to, • Conservation / restoration records • Treatment reports and recommendations • High quality visual evidence such as photographs, live video, recorded video. • Communications with relevant stakeholders such as clients or colleagues • Academic writing such as papers, journal articles, book chapters etc. • Discussion with assessors.
3.6	Recommend appropriate sources of further analysis, treatment or preventive care where these lie outside your remit or area of expertise.	Candidates should demonstrate a holistic approach to care of heritage, considering further or ongoing care needs. Candidates should recognise the limits of their knowledge and make recommendations to appropriate sources of support where necessary. This could relate to ongoing maintenance, remedial treatment, scientific analysis, specialist monitoring, or specialist preventive, preservation or legislative expertise.	Evidence could include, but is not limited to, • Treatment reports and recommendations. • Conservation / restoration records. • Communications with relevant stakeholders such as clients or colleagues. • Discussion with assessors.
3.1	Communicate appropriate practice in the care, protection and treatment of cultural heritage.	Candidates should consistently demonstrate that the guidance they provide, and the actions they take, are in the best interests of the heritage in their care. Guidance and actions should be in line with best practice guidance within their field of conservation/restoration.	Evidence could include, but is not limited to: • Formal regulations and industry guidance – e.g., Icon Code of Conduct, Icon Ethical Guidance and any applicable national, local or organisational standards, guidelines and policies. • Treatment recommendations.

		Communication could, for instance, be in the form of advice, policies, strategies, recommendations, or educational inputs.	Minutes of relevant meetings.
		• Communication could, for instance, be in the form of advice, policies, strategies, recommendations, or educational inputs. • Care, protection and treatment may relate to ongoing or exceptional situations, anticipating or responding to disasters or emergencies, or responding to external proposals and changes. • Candidates should be able to communicate knowledgably the conservation implications of any policy or plan for the heritage in their area of work. • Candidates should be able to advise on requirements for the ongoing protection and/or service and maintenance of heritage that has left their care.	• Minutes of relevant meetings. • Workplace policies. • Emergency protocol documentation. • Conservation/ restoration records • Lecture notes or training / educational materials. • Articles, papers and book chapters etc authored by the candidate. • Discussion with assessors.

Standard 4: Organisation and management

Ref.	Criteria	Pass criteria	Examples for portfolio evidence
4.1	Organise and manage work to ensure it is completed appropriately	Candidates should utilize a range of formal and/or informal strategies to organize and manage all aspects of their work, as well as any work they lead or delegate to others. Depending on role and working context this could include: • Informal planning of your workload. • Effective organisation of your working space. • Project scheduling. • The work-plan for a department or a new project. • Timetabling and lesson-planning for a course. • Resource management – e.g., managing budgets, supply of equipment etc.	This could include, but is not limited to: • Day books / personal planners. • Project timelines. • Team organisation charts. • Systems for workload allocation. • Reporting mechanisms. • Systems for budget management. • Administrative templates – e.g., invoices, condition reports etc. • Tools for communication – e.g., Teams / Slack / Zoom etc. • Performance management documentation. • Health and Safety documentation such as risk assessments.

		• Processes for managing consultancy or contract work (from either the client or contractor/consultant perspective). • Scheduling service / maintenance checks if heritage is in use.	• Organisational policies and/or Standard Operating Procedure guidelines. • Guided tour of the workspace. • Discussion with assessors.
4.2	Ensure that your work practices and any you promote comply with applicable legal and contractual requirements.	Candidates should have a clear working knowledge of the legal frameworks and contractual requirements that regulate their area of work. Candidates should proactively use these frameworks to inform their day-to-day working practice. Where necessary, candidates should seek appropriate guidance from subject-matter experts to ensure compliance with these frameworks. Depending on working context, this may include relevant environmental protection, employment regulations and checking work is covered by adequate insurance or indemnity. Where candidates are responsible for the work of others, they ensure reportees have the knowledge and understanding necessary to comply with frameworks and regulations.	This could include, but is not limited to: • Contracts with clients. • Proof of insurance / indemnity. • Proof of compliance with British Standards. • Proof of compliance with health and safety and / or environmental regulations. • Proof of compliance with employment regulations. • Evidence of providing and/or attending training. • Evidence of engagement with subject-matter experts. • Discussion with assessors.
4.3	Ensure that your work practices and the area for which you are responsible comply with relevant Health & Safety regulations and guidelines,	Candidates should have a clear understanding of the Health and Safety regulations and guidelines that apply to their area of work. This includes the ability to carry out and act on risk assessments. They seek appropriate guidance from SME where necessary to ensure compliance with these regulations.	This could include, but is not limited to: • COSHH paperwork. • Photographs of safe storage. • Evidence of protective equipment used. • Risk Assessments. • Workplace Health and Safety Policy. • Any specialist policies required for your area of work – e.g., management of asbestos.

	minimising risk to yourself and others.	They proactively use these regulations to inform safe working practices and minimize risk to others. Where candidates are responsible for the work of others, they ensure reportees have the knowledge and understanding necessary to comply with framework and regulations.	• Evidence of attending or providing relevant health and safety training. • Inspection certificates. • Discussion with assessors.
4.4	Adhere to good business or internal practice in dealing with clients, colleagues and other stakeholders.	Candidates should demonstrate professional behaviours when with working with a range of internal (if applicable) and external stakeholders. For instance: • Maintaining effective working relationships • Transparent, open communication • Professional integrity and the ability to respectfully and politely manage value conflicts with stakeholders. • Following good practice in managing and supporting reportees, if applicable. • Behaviours that support equality and inclusion in the workplace.	This could include, but is not limited to: • Communication with relevant stakeholders such as clients and colleagues • Minutes of meetings • Copies of documentation sent to stakeholders – e.g., recommendations, costings, timelines, condition reports etc. • Witness statements from stakeholders • Evidence of HR / People Management strategies • Discussion with assessors
4.5	Ensure that adequate and accessible records are maintained.	Candidates should demonstrate a clear understanding of the record systems used in their place of work. They should adhere to these systems to maintain clear, accurate and consistent records. Depending on role or context this could include: • Conservation / restoration records. • Statutory records.	This could include, but is not limited to: • Financial records. • Client contracts. • Resource management records (e.g., purchasing orders, equipment inventories etc.). • Entries from short-term project records – e.g., day books. • Conservation / restoration records – e.g., object history, scientific data, condition reports, treatment recommendations, evidence of conservation

| | | • Records required by your organisation or needed for running your business, and any process management records needed to work effectively.

Recording should use relevant methods and formats including, where relevant, the use of appropriate technology and software.

Records must be available and intelligible to the people who need access to them.

Records must be maintained for an adequate period for their purpose, taking account of any statutory requirements, conservation guidelines and organisational policies.

Appropriate levels of security and confidentiality should be maintained in accordance with the law on data protection and to protect client confidentiality. | measures taken (these can be documentary, photographic, video recordings etc.).
• Health and Safety records such as risk assessments, COSHH records etc.
• Discussion with assessors |

Standard 5: Continuing professional development

Ref.	Criteria	Pass criteria	Examples for portfolio evidence
5.1	Keep yourself informed on changes in the profession as well as broader developments relevant to your work context.	Candidates should take active responsibility for their continuing professional development (CPD). They should show understanding of, and engagement with, emerging developments and research. They should be able to identify areas where further exploration is relevant to developing their practice and expertise. This includes maintaining familiarity and, where appropriate, contact with relevant bodies in the conservation / restoration field and beyond as relevant to their area of practice.	Evidence may include, but is not limited to: • Icon CPD Record. • Evidence of attendance at, and learning from, professional development events such as lectures, conferences, training courses etc. • Evidence of engagement with peers across the profession, through networking events, networking groups, professional forums, individual discussion, work shadowing etc. • Evidence of academic engagement – reading papers, journals, books etc.

			• Performance management records.
			• Witness statements from relevant stakeholders
			• Completion of CPD tasks set within the e-portfolio.
			• Discussion with assessors.
5.2	Ensure that your practice, knowledge, skills and techniques are up to date, both at a general level and in relation to individual projects and tasks that you undertake.	Candidates should take active responsibility for their continuing professional development (CPD). They should ensure that all elements of their practice (underpinning knowledge, professional skills and subject-specific skills and techniques) are current and fit for purpose. They must ensure they have the appropriate knowledge and skills to undertake complex conservation / restoration projects proficiently and responsibly, ensuring no harm comes to the heritage in their care. This needs to be appropriate to their work context, e.g. • If they carry out treatments they would be expected to understand use new techniques in their field, where they are applicable to their work. • If they are a manager or advisor, they would be expected to understand what techniques are available and where they are appropriate, but not to be able to carry them out. If they are an educator or trainer, they would be expected to keep up to date in the areas in which they teach or train	Evidence could include, but is not limited to: • Evidence of attendance at and learning from, professional development events such as lectures, conferences, training courses etc. • Evidence of engagement with peers across the profession, through networking events, networking groups, professional forums, individual discussion, work shadowing etc. • Evidence of academic engagement – reading papers, journals, books etc. • Completion of CPD tasks set within the e-portfolio. • Performance management records. • Witness statements from relevant stakeholders. • Evidence of practical benchwork and consolidation of hand-skills. • Discussion with assessors.
5.3	Reflect on and learn from your practice	Candidates should critically reflect on their practice. This involves reflecting on learning points from projects and considering how this understanding might inform their practice in the future. Candidates should be able to pinpoint areas of professional strength. They should be able to identify future development	This could include, but is not limited to: • Reflective accounts. • Completion of CPD tasks set within the e-portfolio. • Performance management records. • Witness statements from relevant stakeholders.

		needs and create and implement specific plans to address these needs.	• Discussion with assessors.
5.4	Promote conservation and the care of cultural heritage to expert and general audiences.	Candidates should demonstrate that they identify, and participate in, opportunities to promote the care of heritage to expert and general audiences, influencing the discussion as Subject Matter Expert where appropriate. It could include contributing to the profession or cultural heritage field in various ways such as: providing demonstrations and expositions, contributing to publications and web sites or providing training or instruction to others where necessary.	This could include, but is not limited to: • Materials used in the development of education sessions and training events such as: course outlines, lesson plans, PowerPoint presentations or assessment criteria. • Evidence of outreach activity to engage the general public. • Evidence of leading sessions at professional development events – e.g., giving lectures, running conference seminars etc. • Academic writing – such as journal entries, academic papers, book chapters. • Media engagement – magazine articles, social media channels, podcasts etc. • Advocacy work – either within the heritage sector or more broadly (e.g., with policy makers, funding bodies etc.). • Discussion with assessors.
Standard 6: Professional judgement and ethics			
Ref.	**Criteria**	**Pass criteria**	**Examples for portfolio evidence**
6.1	Understand the principles of conservation and demonstrate an in-depth understanding of the specific area(s) of your practice.	Candidates should demonstrate a clear understanding of the principles of conservation and demonstrate the ways in which these principles actively inform their daily practice. Candidates should be able to demonstrate an in-depth understanding of their specific area of practice. This means: • An appropriate level of material knowledge relative to their role. Candidates responsible for carrying out	Evidence could include, but is not limited to: • Workplace policies, operating procedures. • Evidence from the initial assessment of heritage, recommendations and treatment of heritage for example: condition reports, treatment recommendations, photographs and videos, presentation of a physical object at assessment, conservation / restoration records and project plans.

		treatments are expected to have a high level of material knowledge in their chosen specialism. Preventive Conservators or Conservation Managers are expected to have sufficient material knowledge of the collections / sites they oversee to make informed decisions about appropriate preventive interventions and project management strategies. • An appropriate level of knowledge regarding the agents of deterioration and their impact on the materials and/or collections in their area of work. For dynamic objects /collections this includes awareness of the wear/use/risks to objects.	• Discussion with assessors.
6.2	Be conversant with national and international principles, philosophies and guidelines relevant to your practice.	Candidates should demonstrate a clear understanding of relevant principles, philosophies and guidelines for instance: • Icon Ethical Guidance. • Icon Code of Conduct. • If working overseas, any relevant international frameworks. • Any industry frameworks relating to their specific area of conservation / restoration. Candidates should be able to demonstrate the ways in which this guidance actively informs their daily practice.	Evidence could include, but is not limited to: • Evidence of compliance with the relevant frameworks. • workplace policies, • statements on standard operating procedures. • Conservation / restoration records, • treatment recommendations. • Relevant communication with stakeholders • Project proposals and recommendations • Discussion with assessors.
6.3	Understand the ethical basis of the profession and the responsibilities of the conservation professional to	Candidates should have a clear understanding of relevant industry documentation that guide ethical behaviours, (e.g., Icon Code of Conduct, Icon Ethical guidance, Icon Principles of Conservation as well as any ethical frameworks or principles that relate to their specific area of	This could include, but is not limited to: • Evidence of compliance with the relevant frameworks. • Workplace policies and operating procedures • Training certificates. • Communication with relevant stakeholders.

		work. (E.g., specialist guidance on ethical handling of human remains.). Candidates should have a clear understanding of the rationale behind this ethical guidance. Candidates should be able to demonstrate the ways in which this guidance actively informs their daily practice.	• Project proposals and recommendations. • Conservation / restoration records. • Academic reading. • Discussion with assessors.
6.4	Understand and observe the Icon Code of Conduct.	Candidates should demonstrate a working understanding of the Icon Code of Conduct and demonstrate the ways in which it informs their daily practice.	This could include, but is not limited to: • Evidence of compliance with the Icon Code of Conduct. • Workplace policies and operating procedures. • Relevant communication with stakeholders. • Project proposals and recommendations. • Conservation/ restoration records. • Discussion with assessors.
6.5	Use an adequate level of critical thinking, analysis and synthesis in approaching conservation problems and developing appropriate solutions.	Candidates should demonstrate effective critical thinking, analysis and synthesis when developing appropriate, sustainable and effective solutions to complex conservation / restoration problems. This could include, but is not limited to: • Drawing on their extensive underpinning conservation /restoration knowledge to identify a range of options and strategies. • Analysing the risks, benefits and wider implications for each option/strategy in order to make value judgements about the most appropriate and effective course of action. This should include considering the degree of reversibility or retreatability, resilience to changes in environmental conditions, implications for current and	This could include, but is not limited to: • Scientific data – e.g., material testing, environmental data etc. • Condition reports. • Evidence of further research conducted – e.g., communication with stakeholders and subject matter experts, further reading etc. • Project proposals and recommendations. • Discussion with assessors. •

		future use, consideration of the functional aspects of the object (including effect on the intangible nature of the object's purpose) and implications for subsequent conservation / restoration measures. • Demonstrating a detailed understanding of any ethical issues that arise and developing solutions that are ethically appropriate.	
6.6	Appreciate and be prepared to consider alternative, valid methods and approaches that are relevant to your practice.	Candidates should demonstrate a clear understanding of alternative, valid methods and approaches that are relevant to their practice. They should be able to analyse the advantages and disadvantages of these alternate options compared to more conventional methods. They should use this information to make effective value judgements about the most appropriate course of action.	Evidence could include, but is not limited to: • Research into alternate methods (such as academic reading, emails with conservators or other subject-matter experts.). • Evidence of training undertaken. • Evidence of material testing. • Conservation / restoration records. • Discussion with assessors.
6.7	Observe legal requirements and obligations, including those relating to health and safety, the environment, employment and contract law, and international agreements.	Candidates should have a clear understanding of the legal requirements and obligations that apply to their area of work. They should seek appropriate guidance from subject-matter experts where necessary to ensure they meet their obligations. They should proactively use the appropriate guidance, legal frameworks and regulations to inform safe, legal and responsible working practices. Where candidates are responsible for the work of others, they should ensure reportees have the knowledge and	This could include, but is not limited to: • Contracts with clients. • Proof of insurance / indemnity. • Proof of compliance with British Standards. • Proof of compliance with environmental regulations. • Proof of compliance with employment regulations. • COSHH paperwork. • Photographs of safe storage. • Evidence of protective equipment used. • Risk Assessments. • Workplace health and safety policy.

		understanding necessary to comply with any relevant framework and regulations.	This could include, but is not limited to: • Any specialist policies required for your area of work – e.g., management of asbestos. • Evidence of attending or providing relevant health and safety training. • Inspection certificates. • Site tour of workplace with assessors. • Discussion with assessors.
6.8	Take responsibility for the care of cultural heritage within your influence.	Candidates should show they actively advocate for best outcomes for heritage in their care. This could include, but is not limited to: • Having a detailed knowledge and understanding of the risks to the heritage in their care and ensuring appropriate and effective risk management strategies are in place to mitigate these. • Ensuring reportees have the knowledge and skills necessary to undertake the work assigned to them. • Advocating for the proper care of heritage to relevant internal and external stakeholders – such as clients, managers, contractors, colleagues and the wider community, leading the discussion as subject matter expert where necessary. • Be willing to manage conflicts of values with stakeholders and challenge thinking, where necessary, to ensure actions taken are appropriate.	This could include, but is not limited to: • Evidence of safe storage / movement of heritage. • Evidence of protective equipment used. • Risk assessments. • Workplace health and safety policy. • Any specialist policies required for your area of work – e.g., Ethical treatment of human remains. • Evidence of attending or providing relevant health and safety training. • Inspection certificates. • Evidence of engagement in advocacy / media work to promote protection of heritage. • Recommendations for after-care. • Evidence of preventive conservation measures taken. • Communication with relevant stakeholders such as clients and colleagues. • Evidence of successful management of ethical issues. • Discussion with assessors.
6.9	Act with responsibility towards the environment,	Candidates should a demonstrate a clear understanding of: • Ways in which their area of work may adversely impact the environment.	Evidence could include, but is not limited to: • Evidence of reading or producing academic research, such as articles, papers, books etc.

	promoting environmental sustainability in conservation practice and minimising adverse environmental impact	• Options and strategies they may employ to mitigate this impact. This could include: • Considering the type / amount of energy used and exploring options for reducing consumption. • Considering the nature of materials used for treatment, storage etc and, where necessary, exploring more sustainable / environmentally friendlier alternatives. • Considering environmentally responsible methods for disposing of waste and/or options for reducing waste. Candidates should use this knowledge to inform sustainable, environmentally friendly practices within their area of work where possible and appropriate. (Understanding that the need to act in the best interests of heritage must, at times, be balanced with decisions on sustainable, environmentally friendly practice.)	• Evidence of participation in relevant training, conferences or industry events. • Communication with manufacturers and/or suppliers. • Evidence of actions taken to mitigate adverse environmental impact in their workplace, e.g., recycling bins. • Site tour of workplace with assessor. • Relevant records / data (e.g., energy usage, purchasing invoices etc.). • Discussion with assessors.
6.10	Act responsibly and ethically in dealings with the public, employers, clients and colleagues.	Candidates should demonstrate responsible and ethical behaviours when working with a range of internal (if applicable) and external stakeholders. This includes: • Ensuring decision-making and actions undertaken are informed by the principles of conservation and ethical frameworks such as the Icon Ethical Guidance framework and/or relevant ethical frameworks for their area of work. • Maintaining effective working relationships with stakeholders • Demonstrating effective, open communication with stakeholders	This could include, but is not limited to: • Evidence of compliance with Icon Guidance, Ethical Frameworks and relevant workplace policies. • Communication with relevant stakeholders such as clients and colleagues. • Condition reports. • Treatment recommendations. • Evidence of compliance with contracts. • Witness statements from stakeholders. • Discussion with assessors.

		• Honoring contractual agreements with stakeholders • Demonstrating the ability to respectfully and politely manage value conflicts. Maintaining professional integrity by consistently acting in the best interests of the heritage in their care. • Following good practice in managing and supporting reportees, if applicable. • Demonstrating behaviours that support equality and inclusion.	
6.11	Act with awareness of and respect for the cultural, historic and spiritual context of objects and structures.	Candidates should demonstrate a detailed understanding of the cultural, historic and spiritual context of heritage in their care. The candidate should be able to clearly explain the implications this context has for the safeguarding and treatment of the heritage. Implications may include, but are not limited to: • Considerations about appropriate handling, display, transportation, and storage of the object before, during and after treatment. • Appropriateness of treatment materials and treatment methods. • Considerations regarding the intangible aspects of the object to maintain the future option of retrieving/maintaining/preserving its dynamic aspect. • Preventive conservation recommendations / measures to mitigate future risks.	Evidence could include, but is not limited to: • Evidence of compliance with ethical frameworks and relevant workplace policies. • Evidence of research into cultural, historic and spiritual context (e.g., articles, papers, books. • Communication with stakeholders from relevant communities. • Treatment recommendations. • Witness statements from stakeholders. • Discussion with assessors.
6.12	Understand how the context in which conservation / restoration is carried	Candidates should demonstrate a detailed understanding of the context of their conservation / restoration projects. Candidate should be able to clearly explain the implications	Evidence could include, but is not limited to: • Evidence of compliance with regulatory or ethical frameworks and relevant workplace policies.

	out influences the practices and measures that are appropriate and acceptable.	this context has for the safeguarding and treatment of the heritage. Context may include, but is not limited to: • Cultural, historic or spiritual context. • Current condition of the heritage (including levels of wear for dynamic/working collections.). • Availability of resources (e.g., budget, materials, time, staffing, specialist knowledge etc.). • Access to the heritage (e.g., in-situ, at height, in studio, time-specific, etc.) • Regulatory context (e.g., compliance with health and safety regulations and/or any specific industry guidance that relates to the heritage.). Future context of the heritage (e.g., transportation, the environmental condition in the heritage's location, the heritage's future ownership, the heritage's future use/function and possibilities for treatment and/or maintenance in the future.).	• Evidence of research into cultural, historic and spiritual context (e.g., articles, papers, books). • Communication with stakeholders from relevant communities. • Condition reports. • Treatment recommendations. • Relevant diagrammatic evidence – e.g., maps, floorplans, elevations etc. • Relevant visual evidence, photographs, videos etc. • Presentation of a physical object on assessment day. • Tour of a site or studio on assessment day. • Project plans. • Witness statements from stakeholders. • Discussion with assessors.
6.13	Handle value-conflicts and ethical dilemmas in a manner which maintains the interests of cultural heritage.	Candidates should demonstrate a detailed understanding of any value conflicts or ethical dilemmas that arise during the life cycle of a project. Candidates should ensure that decisions made, and actions taken, are informed by the Principles of Conservation, the Icon Ethical Guidance framework and any other ethical framework relevant to their area of work. Candidates should demonstrate the ability to manage conflicts and ethical dilemmas professionally, respectfully and politely. Candidates should maintain professional	Evidence could include, but is not limited to: • Evidence of research conducted into ethical issues. • Evidence of communication with relevant stakeholders such as clients and colleagues. • Condition reports. • Treatment recommendations. • Minutes of relevant meetings. • Witness statements from stakeholders. • Discussion with assessors.

		integrity by consistently acting in the best interests of the heritage in their care.	
6.14	Understand the limits of your own knowledge and abilities, and practise within them.	Candidates should critically reflect on their practice, identifying the limits of their knowledge. Candidates should demonstrate they take appropriate action to ensure their skillset and knowledge base are sufficient for the projects they undertake. This may be through participation in formal / informal training or by seeking appropriate guidance from subject-matter experts. They should demonstrate that they apply their newly acquired knowledge to their work. Where they cannot reasonably develop the specialist knowledge to undertake the work personally, they must demonstrate that they seek out appropriately skilled people to undertake work. All these actions should demonstrate that the candidate consistently acts in the interests of the heritage in their care, protecting it from harm.	Evidence could include, but is not limited to: • CPD tasks set within the e-portfolio, performance management records, portfolio records. • Training certificates. • Academic reading. • Communication with relevant stakeholders such as subject-matter experts. • Formal agreements with contractors • Invitations to tender. • Practical evidence – e.g., samples of work, testing. • Discussion with assessors.