

## 1. Interpretation

### 1.1

In these Conditions the following words have the following meanings:

"CITB" means the Construction Industry Training Board (Registered Charity number 264289) whose principal place of business until 31 December 2019 is Bircham Newton, King's Lynn Norfolk, PE31 6RH. From 1 January 2020 shall be Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY.

"Test" means any variant of the CITB Testing Services, including but not limited to; the Health, safety and environment (HS&E) test.

"You, Your" means the person(s), firm or company who books the Test with CITB, or where the context so requires the individual taking the Test.

"Mobile Testing Event" is a unique Test session requested by a specific organisation for a predetermined number of candidates (numbering not less than 16), to be taken at a date and location of the customer's choosing. The method of Test delivery may vary dependent on the most suitable and appropriate option for each individual scenario and may include; mobile vehicle, portable building or if suitable third party locations such as a conference suite.

### 1.2

In these Conditions reference to any statute or statutory provision shall, unless the context otherwise requires be construed as a reference to a statute or statutory provision as from time to time amended, considered, modified, extended, re-enacted or replaced.

### 1.3

In these Conditions references to masculine include the feminine and the neuter and to the singular include the plural and vice versa as the context admits or requires.

### 1.4

In these Conditions the headings will not affect the construction.

## 2. Contract Formation

### 2.1

The contract will be between You and CITB on these Conditions to the exclusion of all other terms and conditions and all previous oral or written representations.

### 2.2

An application to book a mobile testing event shall be made by You, this shall be deemed to be an offer by You to purchase the mobile testing event upon these Conditions. The contract is formed when the order is accepted by CITB by way of a written confirmation [(whether by letter or email)]. No contract will come into existence until a written confirmation is issued by CITB.

### 3. Price and Payment

#### 3.1

The price for each type of HS&E Test booked for delivery by the mobile testing event shall be £30.00. CITB reserves the right to change this price at any time.

#### 3.2

All monies due to CITB shall be due in pounds sterling. Should you have a credit account the amount payable and due date shall be listed on any invoices raised. Should you have requested a pro-forma invoice this shall be payable no later than 6 working days before the scheduled mobile testing event. Should you wish to pay by credit card, payment must be made no later than 6 working days before the mobile testing event. Except where credit facilities are available, should payment not be received by the required date the mobile testing event will be cancelled.

#### 3.3

No payment will be deemed to have been received until CITB has received cleared funds.

#### 3.4

Mobile testing events are booked on the assumption of a four hour testing window. This includes entrance to and exit from the test location, setting up the test, and admitting and testing the candidates. If a mobile testing event exceeds the booked four hour testing window an additional £5 per test will be charged. If a test window exceeds the booked time to the extent that the driver would exceed the 10 hour daily driving limit (including travel to and from the testing location), an additional charge for overnight accommodation and expenses will be levied.

### 4. Test Procedure

#### 4.1

If any of the details on Your confirmation letter or email are incorrect You must contact the Customer Services Team on **0344 994 4492** immediately.

#### 4.2

If You are unsure of which type or category of Test to book please call CITB in the first instance on **0344 994 4777**.

#### 4.3

CITB will charge for the number of candidates booked for the mobile testing event and are not responsible for candidates who are unable to attend on the scheduled test date and time.

#### 4.4

CITB's mobile testing event supplier can provide more details of the testing event in advance but will not disclose information about its testing vehicles, equipment or staff which breaches its data protection and security policies.

## 5. Admission Policy

### 5.1

It is the candidate's responsibility to ensure that he or she arrives at the Test Centre 15 minutes before the test time. CITB will accept no responsibility for candidates who arrive late or fail to arrive due to adverse weather conditions, failure of transport or any other circumstance.

### 5.2

If the mobile testing event will take place in a prison then testing staff must never be left unaccompanied with prisoners. If this occurs, the testing staff will have to stop the test and leave the premises immediately.

## 6. Identification Requirements

### 6.1

Candidates are required to bring one form of identification listed below bearing a photograph and signature.

- A valid passport of any nationality with a photograph of the candidate and their signature – must be no more than 6 months out of date.
- A valid UK only driving licence with a photograph of the candidate and the candidate's signature – must be no more than 6 months out of date.

### 6.2

If a candidate does not have one of these, he or she will need two items of valid ID (no more than 6 months out of date), one from List A and one from List B below:

#### List A List B

- Non-UK Driving Licence
- Passport Without Signature
- Work ID Card
- EU Country ID Card
- CITB Scheme Card
- Student ID Card
- Citizen Card
- Trade Union Card
- British Armed Forces Card
- Proof of Age Card
- Young Scots Card
- Credit Card
- Debit Card
- Paper Driving Licence
- UK Travel Document
- Inland Revenue Card

- National Insurance Card/HMRC letter
- B79 Notification of discharge letter
- Bank Statement
- Building Society Passbook
- Cheque Guarantee Card

### 6.3

Photocopies of ID will not be accepted.

### 6.4

A candidate without any of the above, may phone **0344 994 4488** for more details. Please note all candidates are required to sign to accept the stated Terms and Conditions prior to taking the test, in addition to the candidates photograph being taken at the Test Centre.

**If you do not bring suitable ID, you will not be allowed to take the test.**

## 7. Special Assistance

### 7.1

All special assistance such as readers, interpreters and signers are not available through this service and must be arranged to be taken at a standard Test Centre in advance either online at [Book, cancel or reschedule your test online](#) or through our Special Assistance Customer Service Team on **0344 994 4491** for all test types.

### 7.2

If candidates have difficulty in reading, all test stations have headphones which will allow the candidate to hear a voiceover of the Test in English. Candidates should notify the Test Centre staff on arrival that they need to use these. The Test Centre staff will explain to the candidates how the Test will be conducted.

### 7.3

If we have arranged special assistance for the candidate and they do not take the Test on the date arranged, CITB reserves the right to charge the booker the cost of such special assistance. The candidate will not be allowed to sit a Test until such charges are paid.

## 8. Revision Materials

### 8.1

Revision material is available to purchase in book and electronic formats for all Health, safety and environment (HS&E) test types from [www.citb.co.uk/hsanderevision](http://www.citb.co.uk/hsanderevision) or alternatively by calling **0344 994 4488**. To ensure that revision material always remains up to date, please visit [www.citb.co.uk/HSErevision](http://www.citb.co.uk/HSErevision)

## 9. Tutorial

### 9.1

It is essential the candidate is familiar with how the Test is conducted. After the Test Centre staff have explained the operation, the candidate will have the option to conduct a tutorial to see how the test will work and look on screen, so they are familiar with the functionality before sitting the Test. The tutorial is not a practice test, and we strongly recommend the candidate take advantage of this tutorial, as once the Test has started; it is not possible to interrupt it.

## 10. Test Results

### 10.1

All candidates will be given written confirmation of whether they have passed or failed the Test. These score reports, regardless of test result will also indicate areas of weakness where all questions in that subject were not answered correctly.

### 10.2

Your test fee is not refundable if the candidate does not arrive at the Test Centre for the scheduled appointment. If the candidate fails, he or she will not be allowed to re-sit the Test within 48 hours.

### 10.3

If You require a duplicate pass certificate, You should access your score report via Your online account. If you request a duplicate pass certificate from our Customer Service Team on 0344 994 4488, this will incur a £10.00 administration charge.

### 10.4

CITB is unable to amend the result of a Test whatever the circumstances. However, CITB can order a re- test if it is satisfied the Test was not conducted correctly.

## 11. Conduct

### 11.1

The candidate may not bring anybody into the Test centre with them. Candidates are reminded that the Test centre is not set up to accommodate or store large personal items including but not limited to luggage, work tools or any bulky equipment. In addition, Test centres cannot securely store candidates' bicycles (or other modes of transportation) and these must be stored outside the premises at the candidate's own risk. Any items the candidate is carrying (including personal items such as keys, phones, bags, watches and wallets) must be stored in a personal locker provided at the Test Centre. Please note that the candidate must not refer to any document during the Test. All Test centres have CCTV and all Tests are recorded for security, detection or investigation of fraud purposes. CCTV footage is retained securely by the Test provider for a period of up to 30 days. Any misconduct by the candidate during the Test will result in the Test being stopped, the candidate's Test result being void and the candidate's Test Fee being forfeited. Candidates demonstrating serious misconduct, including cheating, may forfeit their right to take a further Test. In addition, CITB reserves the right to revoke a Test pass, if it reasonably suspects that the candidate has been involved in or is linked to any misconduct, fraud or cheating.

### 11.2

The Test Centre staff will explain how the candidate can attract their attention if the candidate should experience any technical difficulties during the Test.

### 11.3

Candidates that are unhappy with the way in which the Test has been conducted should bring the matter to the attention of the Test Administrator or Test Centre Manager at the time.

### 11.4

If the candidate is unable to resolve the matter at the Test Centre, You or the candidate should either ring the Customer Services Team on **0344 994 4488** or write to the Customer Services Team, CITB, c/o Pearson VUE, PO BOX 1286, Warrington WA1 9GN. You or the candidate must do this within 15 working days of the mobile testing event.

### 11.5

If, after receiving a response from the Customer Services Team, You are still not satisfied, You can write to the Product Manager, Testing Services, Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY.

## 12. Changing scheduled candidates

### 12.1

Should the customer wish to make any changes to the initial candidate list, this must be received by the Customer Services mobile testing booking team no later than 6 working days before the scheduled event. Changes to the schedule are not able to be requested after this time.

## 13. Your Right to Cancel

### 13.1

If you or the candidate cancel the mobile testing event less than 6 working days before the scheduled date then no refund is payable and/or the credit account will be charged the full amount of the event.

### 13.2

A full refund will be paid for cancellations outside of the 6 working day notice period made by calling our Customer Services team on **0344 994 4492**.

### 13.3

Refunds will be made to credit/debit cards or by cheque and will be made within 15 days of receipt of a valid request.

## 14. CITB's right to cancel

### 14.1

CITB reserves the right to cancel (including cancellation on the day of the Test) if the Test Centre experiences a problem outside their control (including but not limited to electricity failure, security alert) and in such circumstances You will be offered an alternative Test date.

### 14.2

In addition, CITB may terminate this Contract (without liability to You) if You are in material breach of any of any of these Conditions.

## 15. General

### 15.1

CITB shall not be liable to You if it is prevented from fulfilling its obligations under these Conditions by some reason beyond its reasonable control (including without limitation acts of god, fires, hostilities, and acts of terrorism).

### 15.2

CITB shall not be liable (whether in contract, tort (including negligence and breach of statutory duty) statute or otherwise) for any loss or damage to persons or property caused by participation in, or failure to pass the Test. This does not prevent or limit liability in respect of personal injury or death caused by CITB's negligence.

### 15.3

CITB uses the personal data You provide for various purposes including the provision of the Test and other services, for further information visit [www.citb.co.uk/en-GB/Utility-links/Privacy-Policy-Cookies/](http://www.citb.co.uk/en-GB/Utility-links/Privacy-Policy-Cookies/)

### 15.4

These Conditions supersede any previous agreement between the parties and represents the entire agreement between the parties.

### 15.5

These Conditions shall not be deemed to create a partnership between the parties or to create the relationship of agent and principal.

### 15.6

You shall not be entitled to assign all or part of Your rights or obligations under these Conditions without the prior written consent of CITB.

### 15.7

These Conditions shall be governed by the laws of England and Wales and the parties submit to the jurisdiction of the Courts of England and Wales.