

# HEALTH, SAFETY & ENVIRONMENT TEST APPLICATION FORM



Book online the quick and easy way at [www.citb.co.uk/hsandetest](http://www.citb.co.uk/hsandetest)

or call 0344 994 4488

Our Customer Service Centre is open Monday to Friday 8.00am to 8.00pm and on Saturdays 8.00am to 12.00pm

Revision materials are available online at [www.citb.co.uk/hsanderevision](http://www.citb.co.uk/hsanderevision)

## Your details

National Insurance Number

CITB Registration Number

Please complete using **BLOCK CAPITAL** letters and fill in all fields

Title (Ms/Mrs/Mr)  First Name  Middle Name  Surname

Date of Birth       Email Address

Candidate Home Address including postcode

Daytime Telephone Number \*  Evening Telephone Number\*  Mobile Number\*

\* If we need to contact you regarding your test booking, we will do so by phone. We will leave a message if you are unavailable and if we are unable to make contact with you after 3 attempts, we will return your application form to you in the post.

## Which test would you like to take?

### Operative Test

### Specialist Test

Supervisors

Demolition

Plumbing or Gas

Highway Works

Specialist Work at Height

Lifts and Escalators

Tunnelling

Heating, Ventilation, Air Conditioning and Refrigeration (HVACR):

H&V Domestic Heating and Plumbing Services

H&V Pipefitting and Welding

H&V Ductwork

Refrigeration and Air Conditioning

Services and Facilities Management

### Managers and Professional Test

## Select the date of your test

When would you like to take your test? Note your 3 preferred dates. (please allow 10 working days for postal application)

Date       Weekday  Evening  Saturday  ASAP

Date       Weekday  Evening  Saturday  ASAP

Date       Weekday  Evening  Saturday  ASAP

All efforts will be made to book the dates specified. However, if that date is not possible then the test(s) will be booked for you on the closest possible dates. Booking online or over the phone will allow you more flexibility and choice about your test booking date and time.

## Select the location of your test

Where would you like to take your test? (see page 2 for prime locations)

Location:  Centre number:

## Do you require special assistance?

Wheelchair Access

English Voice Over

Welsh Voice Over

British Sign Language (on-screen)

Other Voice Over Language Available for the Operative test only

Please circle:

Bulgarian Czech French German Hungarian Lithuanian Polish Portuguese Punjabi Romanian Russian Spanish

For any other special assistance requirements, please call our Special Assistance Customer Service Team on 0344 994 4491.

## Receiving confirmation of your test booking

How would you like to receive confirmation of your test?

Email

Letter

How would you like to receive a reminder of your test booking?

Email

SMS

## Paying for your test

All HS&E tests cost £21.00. Cheques must be made payable to CITB

If paying by company cheque please write the company address on the reverse in case of any queries.

I enclose a cheque/postal order for the total amount of £

Cheque/postal order numbers are:

CITB would like to contact you by email with information on related products and services that are useful to you.

Please confirm that you agree to be contacted in this way. Yes  No

I agree to the CITB Terms and Conditions and Pearson VUE's Privacy Policy

These are available to read at the end of this postal application form. Your form will be returned if this box is left unchecked.

## Submitting your postal application form

Send your completed form to PO Box 1286, Warrington WA1 9GN. Review and check all listed PPC site numbers and locations against the attached spreadsheet, or fax your application to: 0300 200 1177.

## All CITB tests can be taken at the following Centres:

England						Scotland	
48859	Aldershot	48921	Hereford	48980	Scarborough	48857	Aberdeen
79313	Andover	48922	Huddersfield	48981	Scunthorpe	48860	Ayr
79312	Aylesbury	48923	Hull	48982	Sheffield	77014	Clydebank
48863	Barnstaple	48925	Ilford, London	48983	Shrewsbury	48896	Dumfries
48864	Barrow in Furness	48933	Isle of Scilly	48984	Sidcup	48897	Dundee
48865	Basildon	48927	Ipswich	79310	Skipton	48901	Edinburgh
77189	Berwick	79309	Kendal	48985	Slough	48902	Elgin
48871	Birmingham	48936	Kings Lynn	73882	Southampton	78988	Fort William
48872	Blackpool	48937	Kingston upon Thames	73886	Southend on Sea	48906	Gairloch
48873	Bolton	48940	Leeds	48965	Southgate	48907	Galashiels
48874	Boston	48941	Leicester	48989	Southport	48909	Glasgow
48875	Bournemouth	77156	Mile End B London	73885	Southwark	48913	Greenock
48876	Bradford			48991	St Helens	48920	Helmsdale
77012	Bridgend	77157	Mile End C London	48918	St Leonards on Sea	48924	Huntly
48877	Brighton			48992	Staines	77199	Inverness
73880	Bristol	48943	Lincoln	73884	Stevenage	48928	Isle of Arran
48879	Builth Wells	48944	Liverpool	48995	Stockport	48929	Isle of Barra
48880	Bury St Edmunds	48946	Lowestoft	48996	Stoke	48930	Isle of Benbecula
48881	Cambridge	48947	Luton	48999	Stratford upon Avon	48931	Isle of Islay
73887	Canterbury	77197	Manchester	49000	Sunderland	48932	Isle of Mull
48884	Carlisle	48949	Mansfield	49001	Sutton Coldfield	48934	Isle of Tiree
48908	Chatham	48951	Middlesbrough	49003	Swindon	77191	Kirkwall
48885	Chelmsford	48952	Milton Keynes	49005	Taunton	48939	Kyle of Lochalsh
73881	Cheltenham	48953	Morpeth	49007	Torquay	77192	Lerwick
48887	Chester	48955	Newcastle upon Tyne	49008	Truro	48961	Oban
48888	Chesterfield			49010	Uxbridge	77193	Pitlochry
77013	Chichester	48935	Newport (Isle of Wight)	49011	Watford	48971	Portree
77015	Colchester			49012	Weymouth	48994	Stirling
77016	Corby	79311	Northallerton	49014	Wigan	77194	Stornoway
48890	Coventry	48958	Northampton	49015	Wolverhampton	77195	Stranraer
48891	Crawley	77190	Norwich	49016	Worcester	77196	Tarbert
48892	Croydon	77200	Nottingham	49018	Worthing	49006	Tongue
48893	Derby	48962	Oldham	49019	Yeovil	49009	Ullapool
48894	Doncaster	48964	Oxford	49020	York	49013	Wick
48895	Dudley	48966	Penzance, Cornwall				
48900	Eastbourne	48967	Peterborough				
78986	Exeter	48969	Plymouth				
48904	Fareham	48972	Portsmouth				
79314	Frome	48973	Preston				
48911	Gloucester	48974	Reading				
48912	Grantham	48975	Redditch				
48914	Grimsby	77028	Royal Tunbridge Wells				
48915	Guildford						
48996	Hanley	48978	Salford, Greater Manchester				
77198	Harlow						
48917	Harrogate	48979	Salisbury				

## Language Assistance:

Voice Overs in English and Welsh are available for every CITB test. Voice Overs in other languages are only available for the Operatives test. If you require an interpreter for a test please contact our Special Assistance Customer Service Team on 0344 994 4491. Foreign language assistance is not available for those candidates taking either the Managerial and Professional (MAP) or Labourer HS&E tests.

- Special Assistance:** All requests for a Reader need supporting documentation. We are able to accept:
- Employer evidence
  - Medical evidence from your GP
  - Educational evidence from a school/college
- All evidence must be on official letter headed paper. We can accept faxes or photocopies as long as they are of an acceptable quality. We will not require supporting documentation for Language Translators or Sign Language Interpreters.
- Rescheduling and Cancelling:** If you wish to reschedule your test, you must do this at least 72 hours before your scheduled test date and time. You will be unable to reschedule within 72 hours of your scheduled test date. There is no charge for rescheduling online outside of the 72 hour penalty period. Any reschedules made via our telephone booking line will incur a £5 reschedule fee.
- If you cancel your test without giving 72 hours' notice, no refund is payable. A refund will be paid for cancellations outside the 72 hour period made via our telephone booking line, but will incur a £10 administration charge. A refund will be paid for cancellations outside the 72 hour period made via our online booking system, with no administration fee charged.
- Preparing for your test:** We recommend that you prepare fully for your test. Watch the Setting Out film online at [www.citb.co.uk/settingout](http://www.citb.co.uk/settingout). We also have a range of helpful revision material to buy at [www.citb.co.uk/hsanderevision](http://www.citb.co.uk/hsanderevision)
- Data Protection:** Pearson VUE is acting as a data processor on behalf of CITB. Pearson VUE will only process your information for the purposes of the provision of testing services to you. Your personal information and testing data will be passed to CITB in order to provide scores, certification or other services to you. Pearson VUE undertakes processing in the United States and this is carried out in accordance with the U.S. Department of Commerce 'Safe Harbor' framework. Personal data is not disclosed to or shared with any third parties other than in accordance with the Data Protection Act 1998. By completing this application form, you are agreeing to Pearson VUE processing your information. If you would like to review Pearson VUE's privacy policy prior to completing this application form, you can access this by the following options:
- Refer to our website <http://www.pearsonvue.com/legal/privacy/>
  - Contact our Customer Service Centre on **0344 994 4488**
  - Contact us via email on [PearsonVUEContracts@pearson.com](mailto:PearsonVUEContracts@pearson.com)

## CITB TESTING SERVICES – TEST TERMS AND CONDITIONS

### 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, Kings Lynn, Norfolk, PE1 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 too; the Health, safety and environment (HS&E) test.

"Third Party Booking Agent" means any person, firm, company and/or other body corporate or unincorporated that makes any application to book a Test with the intention of selling or otherwise providing that Test booking to any third party for profit. For the avoidance of doubt, an employer booking a Test for its employee shall not be considered a Third Party Booking Agent.

"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.

- 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 CITB reserves the right to refuse any application to book a Test made by You at its absolute discretion including without limitation if it has reasonable grounds to believe You are a Third Party Booking Agent.
- 2.3 An application to book a Test shall be made by You, this shall be deemed to be an offer by You to purchase the Test upon these Conditions and as Your representation and warranty that You are not a Third Party Booking Agent and/or that You will not act as a Third Party Booking Agent in respect of a Test. The contract is formed when the order is accepted by CITB or on behalf of CITB by Pearson Education Inc. and/or NCS Pearson and/or Pearson VUE 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 shall be £21.00. CITB reserves the right to change this price at any time.
- 3.2 All monies due to CITB shall be due in pounds sterling payable at the time of booking the Test
- 3.3 No payment will be deemed to have been received until CITB has received cleared funds.

### 4 Test Procedure

- 4.1 If any of the details on Your confirmation letter or email are incorrect You must contact the Customer Service Team on 0344 994 4488 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 9944 777.

### 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.

### 6 Identification Requirements

6.1 You 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

- Non UK Driving Licence
- Passport Without Signature
- Work ID Card
- EU Country ID Card
- CITB Scheme Card
- Student ID Card
- Citizens Card
- Trade Union Card
- British Armed Forces Card
- Proof of Age Card
- Young Scots Card

#### List B

- 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.

6.5 **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 must be arranged in advance either online at [www.citb.co.uk/testing-services](http://www.citb.co.uk/testing-services) 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 candidates have requested a reader, interpreter or signer, or other special assistance, it will be shown in the 'Special Assistance' section on the candidate's confirmation letter or email. If the candidate needs special assistance and it is not shown please contact **0344 994 4491**. If we have arranged special assistance for the candidate and the candidate does 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 You are familiar with how the Test is conducted. After the Test Centre staff have explained the operation to You, You will have the option to conduct a tutorial to see how the test will work and look on screen, so You are familiar with the functionality before You sit Your Test. The tutorial is not a practice test, and we strongly recommend You 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 The test fee is not refundable if the candidate does not arrive at the Test Centre for Your 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 require request a duplicate score pass certificate from our Customer Services 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 in to 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 candidate's bicycles (or other modes of transportation) and these must be stored outside the premises at the candidate's own risk. Any items You are 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 and detection or investigation of fraud purposes. CCTV footage is retained securely by the test provider for a period of up to two years. 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 Service Team on **0344 994 4488** or write to the Customer Service Team, PO Box 1286, Warrington WA1 9GN, Review and check all listed PPC site numbers and locations against the attached spreadsheet. You or the candidate must do this within 15 working days of sitting Your test.
- 11.5 If, after receiving a response from the Customer Service Team, You are still not satisfied, You can write to the **Product Delivery Manager, CITB, Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY**.

## **12 Rescheduling Your Test**

- 12.1 If the candidate wishes to reschedule the test the candidate must do this at least 72 hours before the scheduled test date and time. The candidate will be unable to reschedule within 72 hours of the scheduled test date.
- 12.2 There will be no charge for rescheduling the test online at [www.citb.co.uk/testing-services](http://www.citb.co.uk/testing-services) outside of the 72 hour penalty period.
- 12.3 Any reschedules made via our telephone booking line on **0344 994 4488** will incur a £5 reschedule fee.

## **13 Your Right to Cancel**

- 13.1 If the test is cancelled without giving 72 hours' notice, You will not get a refund.
- 13.2 A refund will be paid for cancellations made outside of the 72 hour notice period using our telephone booking line, but will incur a £10 administration fee.
- 13.3 A full refund will be paid for cancellations outside of the 72 hour notice period using our online booking system, which will not attract an administration fee.
- 13.4 Refunds will be made by credit/debit card refund or by cheque and will be made within 15 days of receipt of a valid request. No refund will be given if You paid for a test using a voucher, but You can reschedule as per the reschedule policy.

## **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 these Conditions. For the avoidance of doubt, the purchase of a Test by a Third Party Booking Agent shall be construed as a material breach 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 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.