

# CITB TESTING SERVICES - TEST TERMS AND CONDITIONS

## 1. About these Terms and Conditions

1.1 In these terms and conditions the following words have following meanings:

“Booking” means an application made by You to book a Test on these Conditions.

“CITB”, “we” and “our” means the Construction Industry Training Board (Registered Charity Number 264289 in England and Wales) whose principal place of business until 31 December 2019 is at Bircham Newton, King’s Lynn, Norfolk, PE31 6RH. From 1 January 2020 shall be Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY.

“Conditions” means these terms and conditions.

“Contract” means the contract between CITB and You for the Test booked in accordance with these Conditions.

“Test” means any variant of the CITB testing services including, but not limited to, the health, safety and environment (“HS&E”) test.

“Test Fee” means the price paid by You for the Test in accordance with condition 3 (Price and Payment) of these Conditions.

“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.

“Working Day” means a day other than a Saturday, Sunday, public or bank holiday in England.

“You” and “Your” means the person, firm or company who books the Test with CITB under these Conditions, or where the context so requires the individual (candidate) taking the Test.

1.2 In these Conditions:

(a) a reference to a statute or statutory provision is a reference to it as amended, extended, re-enacted or replaced from time to time and shall include any subordinate legislation made from time to time under that statute or statutory provision as amended, extended, re-enacted or replaced;

(b) a reference to one gender shall include a reference to the other genders;

(c) a reference to words in the singular shall include the plural and vice versa;

(d) words that appear after the expression include, including, other, for example, such as, in particular (or any similar expression) shall be construed as illustrative and shall not limit the meaning of the words appearing before such expression; and

(e) the headings are for convenience only and shall not affect their interpretation.

1.3 These Conditions replace all other terms and conditions previously applicable to any Booking and shall apply to any Booking to the exclusion of any other terms and conditions. We may at any time revise these Conditions, in whole or in part, without notice. Each time You make a Booking, please check these Conditions to ensure You understand the terms and conditions which will apply to Your Booking and any Contract formed under them.

1.4 Your access and use of our website in respect of Your Booking shall constitute Your acceptance of our website terms and conditions which can be viewed at <https://www.citb.co.uk/utility-links/terms-conditions/website-terms-conditions/>.

## 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 Booking 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 Your Booking shall be deemed to be an offer by You to purchase the Test upon and in accordance with 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.

2.4 Your Booking shall only be deemed to be accepted by CITB when CITB, or (on behalf of CITB) Pearson Education Inc. and/or NCS Pearson and/or Pearson VUE, issues written confirmation (whether by letter or email) accepting Your Booking, at which point and on which date the Contract shall come into existence. No Contract will come into existence until that written confirmation is issued by CITB.

2.5 The Contract shall constitute the entire agreement between CITB and You. You acknowledge that in entering into the Contract You have not relied on any statement, promise or representation made or given by or on behalf of CITB other than those expressly set out in the Contract.

### **3. Price and Payment**

3.1 The price for each type of HS&E Test shall be £22. CITB reserves the right to change these prices at any time without notice.

3.2 All monies due to CITB shall be due in UK sterling (GBP) 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 they arrive at the test centre 15 minutes before the Test start time. CITB will accept no responsibility (or any refund of the Test Fee) 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, they 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 candidate's 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 of the Test 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** immediately. 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 in full.

### 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 they 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 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 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 Service Team on **0344 994 4488** or write to the Customer Service Team, CITB, c/o Pearson VUE, PO BOX 1286, Warrington, WA1 9GN. 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 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 HS&E test. 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/testingservices](http://www.citb.co.uk/testingservices) 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 HS&E test is cancelled without giving 72 hours' notice, You will not get a refund, and will have to book and pay for a new test.

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 test specific 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 Working 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 Your Test as per the reschedule policy (see condition 12 above).

## **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 Provider 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. No further liability will be accepted.

14.2 In addition, CITB may terminate the Contract immediately (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. Liability**

15.1 Nothing in these Conditions shall limit or exclude our liability for death or personal injury caused by our negligence or any other liability which cannot be limited or excluded by applicable law.

15.2 Subject to condition 15.1, CITB shall not be liable to You, whether in contract, tort (including

negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Contract for:

15.2.1 any loss of profits, business, earnings, contracts, revenue, data, goodwill, anticipated savings or for any administrative inconvenience or disappointment; and/or

15.2.2 for any indirect, special or consequential loss of any nature whatsoever.

15.3 Subject to condition 15.1, CITB's total liability to You in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), for breach or statutory duty, or otherwise, shall in no circumstances exceed the total Test Fee paid by You for the scheduled Test to which the Contract (or any claim) relates.

15.4 This condition 15 shall survive the termination of the Contract.

## **16. Force Majeure**

16.1 CITB shall not be liable to You if it is prevented from or delayed in fulfilling all or any of its obligations under the Contract due to any cause or circumstances beyond our reasonable control including, without limitation, strikes and other industrial disputes, failure of a utility service, breakdown of systems or network access, acts of god, fires, floods, explosion, accident, hostilities, acts of terrorism or compliance with any law.

## **17. General**

17.1 CITB uses the personal data You provide for various purposes including the provision of the Test and other services in accordance with our privacy policy which will apply to Your Booking and the Contract. A copy of our privacy policy, which may be updated from time to time, can be found on our website at [www.citb.co.uk/en-GB/Utility-links/Privacy-Policy-Cookies/](http://www.citb.co.uk/en-GB/Utility-links/Privacy-Policy-Cookies/). Please read our privacy policy before making Your Booking.

17.2 Nothing in the Contract is intended to, or shall be deemed to, create a partnership or joint venture between the parties or to create the relationship of agent and principal.

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

17.4 A person who is not a party to the Contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract but this does not affect any right or remedy of a third party that exists or is available apart from that Act.

17.5 If any provision or part-provision of the Contract is held to be invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. Any modification to a provision or part-provision shall not affect the validity and enforceability of the rest of the Contract.

17.6 The Contract and any dispute or claim arising out of or in connection with its subject matter or formation (including non-contractual claims) shall be governed by and interpreted in accordance with English law and the English courts shall have exclusive jurisdiction to resolve any such disputes or claims between us.