

CITB.CO.UK

Site Safety Plus

Quality assurance requirements



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Context

1. The Construction Industry Training Board (CITB) is responsible for the awarding of certificates for Site Safety Plus. CITB must be notified of all delegates prior to certification.
2. To ensure the course delivery is robust and meets the requirements set out in the Scheme Rules, CITB will conduct quality assurance interventions associated with, but not limited to, the following.
 - Training provider approval.
 - Course approval.
 - Trainer approval.
 - Monitoring audits.
 - Observation of training delivery.
3. This document has been designed to support the delivery and maintain the quality of the Site Safety Plus suite of training products and should be used in conjunction with the forms of agreement for CITB Site Safety Plus training providers and the CITB standard terms and conditions for approved training providers.

Scope

4. The publications that form the scope of this document are:
 - CITB standard terms and conditions (Agreement)
 - Forms of agreement
 - Site Safety Plus Scheme Rules
 - Site Safety Plus quality assurance requirements
 - CDM Regulations 2015
 - GE publications
 - XA6 delegate workbook and case studies.

How to become a CITB approved training organisation

5. To become a CITB approved training organisation for Site Safety Plus you must meet the approval criteria listed in this document and demonstrate compliance with the standard terms and conditions and the forms of agreement.
6. You will need to be able to provide evidence of your compliance, against this document, to the senior quality consultant during your approval visit. This will also form the basis of future audit visits in demonstrating your continued compliance.
7. The approval criteria (Appendix 1) detail the documents, processes and staff you will need to deliver these courses.

CITB Site Safety Plus approval

8. You must be approved by CITB, prior to delivering any Site Safety Plus course(s) specific to your approval. CITB will not recognise or certificate any course that is delivered prior to your approval. Your approval is subject to your ongoing compliance with the scheme documentation and contractual agreements.

9. As an approved training organisation you can deliver the Site Safety Plus course(s) either at your approved training organisation's premises or at a venue that meets the requirements of CITB, as listed below.
- The venue must have adequate welfare facilities.
 - Classroom areas must be appropriate for training, with adequate lighting and ventilation.
 - Each delegate must have a desk with an unobstructed view of the trainer and any presentations.
 - Delivery methods should be suitable for the number of delegates on each course.
 - The venue must meet with the HSE's requirements for use as a training or conference facility and/or the Health and Safety at Work etc. Act (HSWA) requirements for in-centre or company courses.

Examination requirements

10. Examination rooms must meet the requirements (detailed on page 8), prior to any examination being administered.

Approved training organisation approval documentation

11. During the approval visit, CITB will require documentation on the following to be made available.
- Quality management system or ISO 9001 accreditation.
 - Booking process.
 - Safeguarding (where appropriate).
 - Appeals and complaints.
 - Reasonable adjustments and special considerations.
 - Invigilation of examinations.
 - Health and safety.
 - Malpractice, maladministration and counter fraud.
 - Whistleblowing.
 - Conflict of interest.
 - Internal audit procedure.
 - Equal opportunities, and disability and diversity.
 - Data protection requirement.
 - Service level agreements for all peripatetic contract staff.
12. You will also need to make the following information available.
- Records and supporting evidence of your trainers' applications for approval.
 - Evidence for trainers who work and/or hold approval at other training provider(s). You must declare this information to any new or existing training provider where they seek approval.
 - Insurances, including Public Liability (£5m), Employers' Liability (minimum as required by law) and Professional Indemnity (£2m) as stated in the forms of agreement.
 - Evidence of sufficient management experience to support the delivery of the Site Safety Plus course(s).
13. Your approval will allow you to deliver in England, Wales and Scotland. For Northern Ireland approval please see Clause 2.3 of the CITB standard terms.

14. CITB will provide you with guidance and support to assist you in meeting the approval requirements. Further support is available through the senior quality consultant team who are based across Great Britain. You can arrange an advisory visit (subject to fee) to help you with the approval process by contacting CITB.
15. Once you have the documents and processes in place you can contact CITB to proceed with your application and start the approval process. Following the approval process you will either be approved, receive an action plan or be declined for approval.
16. Approval is given when all the requirements have been met, and your contract has been signed by CITB and your organisation. Once all this is in place you can then start delivering the course(s) for which you have been approved.
17. Summary approval will be issued where there are minor updates required that, in the reasonable opinion of CITB, do not present a risk to approval status and can be remedied within the first 30 days of approval. Failure to meet the actions set and agreed within the prescribed timescale will result in the approved training organisation's approval status being suspended or removed.
18. An action plan will be issued where, in the reasonable opinion of CITB, the approval requirements have not been met. You will receive a written action plan that will give clear guidance, advice and a realistic timescale for the actions to be completed. You will not be approved during this period and, as a result, you will be unable to deliver the Site Safety Plus course(s) for which you applied, until you have completed your action plan in full, have the agreement of your senior quality consultant and approval has been recommended.

Trainer requirements

19. All training providers, approved by CITB to deliver the Site Safety Plus suite of courses, must use trainers that are registered to their approved training organisation. Trainers must be suitably qualified and meet the trainer criteria (as detailed in paragraphs 21 and 22). CITB will sample records during their monitoring visits to ensure the approved training organisation has applied due diligence to the application for approval of their trainers.
20. It is the responsibility of the approved training organisation to hold the relevant documentation, including, but not limited to:
 - verifiable CV
 - appropriate qualification certificates
 - verifiable evidence of construction experience (for example, references)
 - records of current and relevant CPD.

Trainer qualifications*

21. To deliver any of the Site Safety Plus suite of courses**, trainers must hold at least one of the following qualifications. (*For specialist courses see footnote****)
- NEBOSH National Certificate in Construction Safety and Health.
 - NVQ/SVQ Level 5 in Occupational Safety and Health.
 - Health and Safety degree.
 - NEBOSH Diploma in Occupational Safety and Health Part 2, NEBOSH Units A, B, C and D.
 - Diploma Safety Management Level 6.
22. As well as one of the above qualifications where applicable***, trainers must also hold the following.
- A formal training qualification, equivalent to a Level 3 Award in education and training (AET) or CITB recognised exemption. (See Appendix 3 of this document.)
 - For new trainers, a current certificate for the course(s) they wish to deliver, which they must have attended and achieved. (See paragraph 23 for lapsed approvals and certification.)
 - For renewing trainers, demonstrable CPD records in lieu of a current course certificate.
23. Trainers whose certification has expired and who do not hold a current approval will be required to attend and achieve the course(s) they wish to deliver, prior to gaining approval.

Occupational competence and experience

24. Trainers for the Site Safety Plus suite of courses must be able to demonstrate a minimum of three years occupational experience in the relevant construction role, at or above the level of the course they wish to deliver, through a verifiable CV. This means the CV must demonstrate the level of responsibility held by the applicant within the role that is commensurate with the course they wish to deliver.

Essential

- Verifiable construction career history, references and endorsements, at or above the level of the course being delivered.
- Training qualifications or a CITB recognised exemption.
- A health and safety qualification (as listed in paragraph 21).

Desirable

- A relevant CSCS or CPCS card.
- Construction-related qualifications (NVQ, craft and advanced craft, HNC, HND, etc.).

25. Failure to meet the essential requirements will result in your application being declined. If your application is declined you have the right to appeal.

* There may be additional trainer requirements for specialist courses. These requirements are detailed within the Site Safety Plus Scheme Rule appendices.

** The SMSTS certificate will be accepted for ABC, HSA, SSSTS, SMSTS(R) and SSSTS(R).

*** For SEATS, TWCTC, TWSTC and TWGATC courses the trainer qualifications listed above are good practice but not mandatory. For mandatory trainer requirements please review the relevant course appendix

Continuous professional development (CPD)

26. Approved training organisations are required to maintain records and keep up-to-date continuous professional development (CPD) of their approved trainers as part of the audit process. Additionally, all approved trainers must support the approved training organisation in meeting this requirement.
27. CPD evidence can be demonstrated by membership of:
 - IOSH
 - IEMA (Site Environment Awareness Training (SEATS) only)
 - the relevant institution for the course being delivered.
28. For trainers that are not members of the above organisations, CPD should be based upon the percentage of hours per week spent training.
 - 5 days of time per week training requires 30 hours CPD per annum.
 - 4 days of time per week training requires 24 hours CPD per annum.
 - 3 days of time per week training requires 18 hours CPD per annum.
 - 2 days of time per week training requires 12 hours CPD per annum.
 - 1 day of time per week training requires 6 hours CPD per annum.

Course registration and documentation

29. All course(s) must be notified to CITB by accurately completing, in full, the course notification form and emailing this to sitecourses@citb.co.uk at least five working days prior to the first day of the course. Courses that are not notified within five working days of commencement will not be recognised by CITB.
30. If the notified course will not take place, you are required to cancel the notification with CITB before the planned commencement of the course. Failure to cancel the course could incur charges if the Senior Quality Consultant has an unsuccessful visit.
31. You will receive a course notification number that must be used in all correspondence, as well as an examination paper number for the notified course. All examination papers are controlled documents and must only be used for the examination of the course. They **must not** be used as mock papers in any event.
32. Certificates will not be issued for any course that is not registered and does not have a valid course notification number.
33. You must complete a course assessment report (Section B) in full for each delegate on the course. Each form must be signed by the delegate and trainer. Failure to complete the form correctly will result in the paperwork being returned and the course certification being delayed.
34. You must ensure that you have the appropriate number of publications to support the course delivery. Each delegate must receive a copy of their own publication, in a format of their choice, on the first day of the course, and they must be able to retain this on completion of the course.
35. You must be able to reconcile, on request, the publications purchased against course delegates to demonstrate that you have arranged copies of the correct publications. As good practice you may wish to request a signature from the delegate confirming receipt of their publication.

(To order publications email publications@citb.co.uk. Please be aware that publications are printed to order and require 10 working days for printing and despatch.)

36. You must not deliver a course with less or more delegates than stated in the table below. Failure to comply with the minimum and maximum delegate numbers will result in the course not being certificated. These minimum and maximum delegate numbers are not subject to appeal. CITB would recommend as good practice that you work to a minimum number of six, so that if you have cancellations you do not fall below the absolute minimum number detailed in the table below.

Course code	Site Safety Plus course	Minimum no. of delegates	Maximum no. of delegates
HSA	Health and Safety Awareness	3	20
SSSTS	Site Supervision Safety Training Scheme	4	20
SSSTS-R	Site Supervision Safety Training Scheme – Refresher	4	20
SMSTS	Site Management Safety Training Scheme	4	20
SMSTS-R	Site Management Safety Training Scheme – Refresher	4	20
DRHS	Director’s Role for Health and Safety	3	12
ABC	Achieving Behavioural Change	4	20
SEATS	Site Environmental Awareness Training Scheme	4	20
SSSIC	Site Safety for Shopfitters and Interior Contractors	4	20
SSSIC-R	Site Safety for Shopfitters and Interior Contractors – Refresher	4	20
TWGATC	Temporary Works General Awareness Training Course	4	20
TWSTC	Temporary Works Supervisor Training Course	4	20
TWCTC	Temporary Works Co-ordinator Training Course	4	20
TSTS	Tunnelling Safety Training Scheme	4	20

Course attendance

37. Delegates are required to show original photographic identification prior to the commencement of the course, the delegate must be notified of this requirement at the point of booking. See Site Safety Plus scheme rules for more detail.
38. Delegates are required to attend the full course. Failure to complete the full course will result in them failing and, as a result, they will not receive a certificate.
39. If a delegate is indisposed, in extenuating circumstances (such as bereavement or certified illness), the delegate may enrol on a new course to cover the missing days, provided the same trainer and provider are used, to ensure consistency of the course delivery. This must be carried out within 90 days of the last day of the delegate’s attendance. If the requirement of the same trainer and provider cannot be met, advice should be sought from CITB before proceeding.

Refresher course attendance

40. You must ensure that any delegate attending a refresher course has a certificate that is current and valid prior to them attending.
41. Failure to attend a refresher course prior to the certification end date will require the delegate to complete the full course.
42. If a delegate does not meet the entry requirements for the refresher course, they will not be certificated.

Delivery methodology

43. You must ensure that your trainers deliver courses that map to the requirements issued by CITB.
44. You must be able to demonstrate how schemes of work and lesson plans map to CITB requirements for each course. This will be reviewed as part of the audit process.
45. You must manage and maintain a suitably qualified and competent workforce, as defined by this document, to effectively deliver the Site Safely Plus course(s) that you are approved to deliver.
46. There must be resources in place to support the delivery of the course(s), including stationery, the venue or training room and welfare. The support materials for the course must be up-to-date and of a good quality, in the reasonable opinion of CITB.
47. You must maintain records of delegate course attendance by the use of a signature sheet or signed register for each day of the course. As good practice the sheet will include start and finish times for each day of the course.
48. You must maintain accurate records that support the trainer's decisions to certificate the delegate. This will include, but is not limited to:
 - course assessment reports
 - examination results and answer streams
 - an attendance sheet
 - evidence to support course exercises
 - evidence to support the trainer review decision.
49. You must deliver the number of days appropriate to the course, as defined by CITB.

Examination requirements

50. The examination invigilator is responsible for setting up the room, as detailed below (see paragraph 51) and within your quality management system. The invigilator may ask the delegates to leave the room whilst this is completed.
51. Examination rooms must meet the following requirements, prior to any examination being administered.
 - They must be suitably quiet, in an undisturbed location, with adequate space, lighting and ventilation.
 - There must be a minimum of 1.25 m between delegates (so they cannot see each other's work).
 - There must be a clean desk environment, with no notes, pads, course materials, etc. visible.
 - Posters or display materials, which may assist the delegates, must not be visible (except for emergency signage).
 - A clock must be visible to all delegates.
52. The final 10 minutes of the examination is open book examination. Therefore, course publications are allowed to be open for this period of the examination only.
53. All telephonic and information technology devices must be switched off prior to the start of the examination. Where a delegate has chosen a downloadable or electronic publication, a hardcopy of the publication must be provided for the examination.
54. If a delegate leaves the examination prior to its conclusion, they will not be permitted to re-enter the examination room until the final delegate has finished and the trainer or invigilator invites the delegate back.

Invigilation requirements

55. All course examinations must be invigilated to prevent collusion between the delegates.
56. Invigilators can be the course trainer and/or another person who is aware of the examination and invigilation process. This person cannot be a delegate of the course.
57. You must ensure that delegates are aware of their responsibilities, as follows.
 - They must not communicate with anyone other than the invigilator during the examination.
 - To communicate with the invigilator they must first raise their hand.
 - To change any answers they must cross out their incorrect entry, make a further entry and initial the new answer.
 - There must not be any eating, drinking or smoking during the examination.
58. Once the examination has commenced delegates cannot leave the room until the examination has been completed, except in extenuating circumstances that affect the group. In all other cases refer to paragraph 54.

Examination resits

59. There is an option for an examination to be re-taken (see individual course appendices for details) if the delegate fails on the first attempt.
60. A training provider may wish for an examination resit to be held on the last day of the course. The delegate must agree and be given sufficient time to prepare for this. The examination paper for the resit must not be the same as the first paper taken by the delegate.
61. It is therefore a requirement that the trainer has an alternative examination paper available in the event of this occurrence.
62. Resit results will be confirmed and details of the resit noted on Part B of the course assessment report.

Record retention

63. You must have and maintain a reliable, auditable system of all training or testing delivered, as well as quality assurance documentation, for a minimum period of three years. This information could be used to substantiate any claims and/or resolve any appeals during the three-year period. The records will form part of the quality assurance checks and be used to audit course delivery. This shall include:
 - course notifications
 - course assessment reports
 - examination papers and any resits
 - course evaluation
 - course attendance records
 - quality assurance documentation.

Emergencies

64. Prior to the start of any examination you must inform all delegates that, if an emergency arises, the examination will be stopped and will be deemed invalid. A new examination paper will be issued and the time reset once the course is safe to resume. If the course cannot be resumed see paragraphs 67 and 68.
65. In the event of an emergency during the examination the emergency action plan will be activated, as detailed in your quality management system.
66. You must evacuate the examination room in accordance with the instructions of the appropriate authority.
67. You must inform CITB as soon as possible.
68. If the examination cannot be resumed, reschedule it, as appropriate, and inform CITB of the rescheduled examination details. At this point CITB will issue you with a new examination number to be used for the rescheduled examination.

Certification

69. Where the approved training organisation is outside of its agreed financial terms with CITB, this will be treated as a breach of contract and CITB will not issue any certificates.
70. Certification must not be withheld for any reason by the approved training organisation once the delegate has successfully passed the course and the course assessments have been processed by CITB. This includes, but is not limited to, non-payment of course fees.
71. The only exception to the above is if malpractice is identified in the intervening period. In this case CITB must be notified immediately.

Special considerations and reasonable adjustments

72. Delegates with special assessment requirements can request the assistance of the invigilator, if required. Discussions to accommodate delegates with special requirements should be arranged prior to the course and separate arrangements must be put in place.
73. Prior to course commencement, approved training organisations should identify any special requirements that delegates may have, such as physical disabilities, including sight, hearing or writing, and learning or reading difficulties (for example, dyslexia). It is important to remember that sensitive information about the delegate has been offered voluntarily and it should be respected as confidential and in accordance with Data Protection legislation.
74. In circumstances where assistance is required the training provider should know that under the Equality Act 2010, the approved training organisation is specifically required to make 'reasonable adjustments' or give 'special consideration' to enable everyone to compete equally. However, this must not affect the integrity of the examination.
75. Check with the delegate to find out what support they need and be prepared to arrange for adaptations (for example, the examination can be held in a separate room and questions can be read to the delegate), which may include additional staff support.

Data protection

76. You must provide confirmation that you are registered with the Information Commissioner in accordance with the Data Protection Act, as detailed in the CITB centre agreement standard terms.

Malpractice and maladministration

77. Malpractice is a deliberate or reckless act of an individual or business to dishonestly claim certificates for delegates, or to obtain such achievements through fraud or deception. Furthermore, malpractice is an act that does not comply with the requirements of CITB and brings the authenticity, reliability and integrity of a CITB training qualification into question.
78. You must have in place, and review at least annually, arrangements for preventing and investigating malpractice and maladministration, which include how you will deal with and report all occurrences.
79. As an approved training organisation you are required to report all cases of alleged and proven malpractice, that you identify in your approved training organisation, by email to CITB at reportit@citb.co.uk
80. All staff, including contracted trainers, must have detailed knowledge of your approved training organisation's malpractice, maladministration and whistle-blowing policy.
81. Upon receipt of any alleged malpractice complaints, CITB will reserve the right to withdraw registration and certification from the approved training organisation to protect any future investigation and prevent delegates from being disadvantaged.
82. CITB will appoint an independent member of staff to carry out the compliance investigation. This may include approved training organisation visits, staff interviews, delegate interviews and investigation of all relevant paperwork.
83. A letter of the investigation will be sent to the training provider manager and CITB quality assurance manager. This will include any conclusions, evidence presented and recommendations of action required to resolve the matter.
84. In the event of any withdrawal of approval (voluntary or not) you must make all reasonable efforts to ensure delegates are not disadvantaged.
85. You must make provision for all paperwork to be stored and accessible for a period of three years. CITB can help you with this.
86. You must make provision for delegates that are still active on training courses. You must ensure that delegates have given permission for their personal details to be passed to a new provider, prior to the withdrawal.
87. If you fail to co-operate with CITB at any stage of the investigation process, this will result in suspension or termination for the approved training organisation.
88. If anyone is implicated in a case of malpractice that is upheld by CITB, their CITB approval will be removed for all training providers.
89. In the event that CITB has to carry out re-training as a result of malpractice the centre shall be liable for the cost of the re-training.

Conflicts of interest

90. You are required to maintain an up-to-date conflict of interest policy and a log that details the conflict and mitigation taken to manage conflicts.
91. A conflict or perceived conflict can be defined as a situation in which a person has a private or personal interest, sufficient to appear to influence the objective exercise of his or her official duties as, for example, a trainer's family member or a company employee.
92. Trainers who work for more than one training provider must declare this information to any new or existing training provider they work for.
93. Details of any conflict of interest must be recorded on the training provider's conflict of interest log and be made available to the senior quality consultant for audit on the annual visit.

Use of languages

94. All courses must be delivered in English.
95. Delegates must, therefore, be competent in English at the level required to do their job before their course commences.
96. Interpreters and translators are not permitted for any part of the course qualification or examination.

Cancellation of courses

97. Approved training organisations should ensure that any Site Safety Plus courses, that have been notified to CITB but that do not take place, are cancelled prior to the planned commencement of the course. Cancellation should be by email and records must be kept as evidence for quality assurance audits. Failure to notify any course cancellation may incur a cost where a quality assurance visit has been aborted as a result of the failure to notify the cancellation. This will be charged at the standard day rate.

Withdrawal of approval (course or organisation)

98. If you wish to withdraw from course delivery or approved training organisation approval, you must ensure that you have:
 - given CITB appropriate notice, as detailed in the agreement in writing, prior to taking any action
 - completed all relevant courses and claimed all certificates prior to closure
 - made provision to store all records for a period of three years
 - allowed access to CITB if the approved training organisation is closing.
99. If the approved training organisation is removing a course, all records of that course must be kept until your next quality audit from CITB and for a minimum of three years after the visit.

Appeals, complaints and enquiries

100. You must have a publically available, documented complaints and appeals policy and procedure in place and be able to demonstrate how delegates are informed of the process.
101. The procedure must have a formal process, with documented timescales and an opportunity for escalation if the appeal is not resolved.
102. All appeals must be formally acknowledged upon receipt, and conclusions formally communicated to all those involved at the close of the appeal.
103. Delegates must exhaust the approved training organisation's appeal process prior to involving CITB. CITB will, in any event, always ask for the centre's conclusion to any appeal prior to commencing its own review.
104. If the complaint or appeal cannot be resolved by the training provider, the dispute should be put in writing to:

The quality assurance and verification manager
CITB
Bircham Newton
King's Lynn
Norfolk
PE31 6RH
105. Your appeal will normally be heard within 10 working days of receipt. The nature and complexity of the appeal may necessitate this period being extended. Unless alternative arrangements have been made with the agreement of the quality and verification manager, any decision (and resultant action) will remain in place until the appeal decision has been communicated to you in writing.
106. You must record and make available for audit, during your senior quality consultant's visit, any complaints or appeals made at your approved training organisation since your last quality audit.
107. If you have any enquires regarding CITB Site Safety Plus courses please contact our customer co-ordinator team who will assist you with your enquiry. You can contact the customer co-ordinator team on 0344 994 4020 or sitecourses@citb.co.uk

Appendix 1 – Approved training organisation approval criteria

Management systems

Reference	Approval criteria	Examples	Compliance reference
1.0	<p>Annually reviewed policies are in place that detail how the provider will operate effectively and meet the agreed requirements for the Site Safety Plus scheme</p> <p>(All changes are communicated to the relevant parties (delegates, staff and CITB))</p>	<ul style="list-style-type: none"> • Booking process • Safeguarding • Appeals and complaints • Reasonable adjustments and special considerations • Invigilation of examinations • Health and safety • Environment • Malpractice and maladministration • Whistleblowing • Conflict of interest • Internal quality assurance of course delivery and documentation • Equal opportunities, disability, diversity and inclusion • Data protection requirements • Service level agreements for contract staff 	Up to Level 3
1.1	<p>Insurances are in place to the values not less than those set out in the CITB standard terms</p>	<p>Evidence of valid:</p> <ul style="list-style-type: none"> • employer liability • public liability • professional indemnity 	Level 3
1.2	<p>The training provider carries out and records due diligence checks for delivery staff to ensure suitability and that they meet the requirements of the Scheme Rules</p> <p>Evidence of these checks and staff details and qualifications are available for audit</p>	<ul style="list-style-type: none"> • Records of checks made • Trainer qualifications and CVs (see page 5 for clarity) 	Level 2
1.3	<p>The training provider keeps CITB up-to-date with any changes that could affect delivery or status of the provider. Guidance is sought if any uncertainty exists</p>	<ul style="list-style-type: none"> • Records of updates provided. 	Level 1
1.4	<p>The training provider submits all required details accurately to the construction training register within the stated timescales</p>	<ul style="list-style-type: none"> • Records of timely, accurate submissions 	Level 1

Reference	Approval criteria	Examples	Compliance reference
1.5	The training provider must maintain auditable, accurate records and provide access to CITB on request (including training provider premises, training delivery locations and staff)	<ul style="list-style-type: none"> • Training delivery • Staff • Delegate information • Quality assurance 	Up to Level 3
1.6	<p>The training provider has clearly written operating procedures, covering all aspects of the training delivery and related administration activities</p> <p>Any conflicts of interest are identified and documented, with steps taken to minimise risk in the delivery. Where risk cannot be minimised, guidance is sought from CITB</p>	<ul style="list-style-type: none"> • Operating procedures related to training provider delivery • Conflict of interest policy • Training provider organisational chart 	Level 1
1.7	<p>Individual agreement (or opt out) is gained from prospective candidates or delegates to allow the use of personal data for the purpose of the CITB, CTR and ATO, meeting current legislative requirements</p> <p>Confirmations to be available for audit</p>	<ul style="list-style-type: none"> • Candidate confirmations of agreement are available and kept for a period not less than five and a half years 	Up to Level 3
1.8	<p>Actions arising from CITB quality interventions are shared with relevant staff and completed within agreed timescales</p> <p>Contact is made with CITB to advise where action plans cannot be met to gain advice and guidance</p>	<ul style="list-style-type: none"> • Evidence of closure of actions • Meeting minutes • Changed processes • Improved records 	Level 2

Appendix 1 – Approved training organisation approval criteria

Resources

Reference	Approval criteria	Examples	Compliance reference
2.0	Sufficient qualified staff are in place to meet the demands of delivery, as specified in the Scheme Rules	Number will be determined by: <ul style="list-style-type: none"> • delegate numbers • Scheme Rules 	Up to Level 3
2.1	Training provider staff have clearly defined roles, are aware of their responsibilities and are kept up-to-date with relevant changes Relevant CPD activities are undertaken and recorded for training provider staff	<ul style="list-style-type: none"> • Role descriptions • Training provider organisational chart • Meeting minutes and/or records of internal communication • CPD records 	Level 1
2.2	Required physical resources, listed by the Scheme Rules, are in place and meet any given specification Current UK health, safety and welfare regulations are followed, along with any relevant industry best practice	<ul style="list-style-type: none"> • Physical resources, as directed by the standard and Scheme Rules • Tools and equipment • Classroom facilities 	Level 2
2.3	Health, safety and welfare systems are in place to protect training provider staff, delegates and others. These are reviewed and maintained	<ul style="list-style-type: none"> • Risk assessments • Method statements • Health and safety policy • Health and safety audits and records of updates • Maintenance records 	Level 2

Appendix 1 – Approved training organisation approval criteria

Delegates

Reference	Approval criteria	Examples	Compliance reference
3.0	Information submitted to the construction training directory is accurate, allowing employers and delegates to make informed decisions on the content of the training course	<ul style="list-style-type: none"> Course information held of the CTD that accurately describes the training being offered 	Level 2
3.1	<p>All delegates undergo initial assessment to accurately identify course suitability and, where any special requirements or reasonable adjustments are required, records are kept</p> <p>Any identified needs are recorded. The CITB equal opportunities and reasonable adjustments policy and Scheme Rules are followed, where possible, to provide fair access</p>	<ul style="list-style-type: none"> Delegate initial assessment results and records of any adjustments made 	Level 1
3.2	Delegates undertake a suitable and sufficient induction for the training being provided. Accurate records are kept. (Including Delegate ID)	<ul style="list-style-type: none"> Records of candidate inductions 	Level 1
3.3	Training, assessment and delivery is undertaken in English	<ul style="list-style-type: none"> Initial assessment records Induction records Internal QA monitoring records of delivery 	Level 3
3.4	Delegates are made aware of the provider's appeals and complaints procedure. Access is given without the need for request	<ul style="list-style-type: none"> Complaints and appeals procedures Candidate induction records Feedback from employers and candidates Records of appeals and complaints 	Level 1

Appendix 1 – Approved training organisation approval criteria

Quality management systems

Reference	Approval criteria	Examples	Compliance reference
4.0	Quality management systems are clearly documented and cover all aspects of the providers' processes	<p>QMS systems that monitor:</p> <ul style="list-style-type: none"> • administration (CTR and CTD use) • staff requirements • induction and initial assessment • training delivery • certification • learner and employer experience 	Level 1
4.1	The training provider has in place suitably qualified staff to carry out quality monitoring activities	<ul style="list-style-type: none"> • Staff requirements, as stated in the Scheme Rules 	Level 3
4.2	Records of quality monitoring are maintained in line with agreed QMS requirements and auditing, and are available for review	<p>Quality monitoring records, for example:</p> <ul style="list-style-type: none"> • quality policy • audit plans and schedules • audit reports and actions • observations of delivery • delegate interviews 	Level 2
4.3	<p>Quality monitoring activity ensures that Scheme Rules are consistently followed by the delivery team</p> <p>Records of training demonstrate full completion of course requirements</p>	<ul style="list-style-type: none"> • Records of training delivery • Quality monitoring records 	Level 2
4.4	<p>Quality monitoring systems and processes are regularly reviewed, with improvements made, where needed</p> <p>Actions from CITB quality interventions are actioned and used to update internal processes to avoid repetition or reoccurrence</p>	<ul style="list-style-type: none"> • Evidence of review and updates of quality systems • Evidence of closure of agreed CITB quality interventions 	Level 1

Appendix 1 – Approved training organisation approval criteria

Records

Reference	Approval criteria	Examples	Compliance reference
5.0	The training provider reviews equality and diversity data and other related statistical data (achievement), making changes, if required, to overcome any identified barriers or possible discrimination	Evidence of data collection, review and relevant changes, for example: <ul style="list-style-type: none"> • data review • meeting minutes • procedure changes 	Level 1
5.1	The training provider collects and records delegate feedback This is regularly reviewed and used to improve the quality of delivery	Evidence of: <ul style="list-style-type: none"> • delegate feedback • record of changes made • action taken as a result of feedback 	Level 1
5.2	The training provider will have a process that ensures Delegates are made aware of the requirement to provide photographic identification on the first day of the course	Evidence of; <ul style="list-style-type: none"> • Process and procedure • Pre-course information and joining instructions • Staff training records 	Level 1
5.3	The trainer shall capture evidence of the photographic identification and must include as a minimum; ID Description; Last 4 numbers of the identification or photo copy of Identification should there be no identification numbers.	Evidence of; <ul style="list-style-type: none"> • Photographic Identification Log 	Level 1 to Level 3

Appendix 2 – Corrective actions

CITB, upon the conclusion of a CITB quality intervention, where it has been found that the centre is not compliant with Appendix 1, will issue a corrective action.

Entry into action plan – Level 1

This will not affect the training provider's ability to deliver Site Safety Plus courses they are approved for. An action plan will be issued by the CITB senior quality consultant, detailing the required action to be undertaken to become compliant with the approval criteria. This will be time-bound with clear target dates for completion.

Removal of certification – Level 2

This will affect the training provider's ability to certificate courses. Time-bound actions will be provided by the CITB senior quality consultant, which will require successful completion before access rights will be re-instated, returning the training provider to being compliant with the Appendix 1 approval criteria.

Suspension of training provider status – Level 3

Due to the severity of the areas identified as requiring attention, the training provider will have, where possible, time-bound actions that will be provided by the CITB senior quality consultant. These will require completion before access rights are re-instated, returning the training provider to being compliant with the Appendix 1 approval criteria.

Persistence and reoccurrences

In situations where you fail to meet a given action or consistently demonstrate the same shortfall, CITB reserve the right to escalate the level of action applied to the provider status.

Appendix 3 – Exemptions for trainers working with Site Safety Plus Courses

Qualifications	Full Titles
PTLLS Level 3	Preparing to Teach in the Lifelong Learning Sector
CTLLS Level 3	Certificate to Teach in the Lifelong Learning Sector
DTLLS Level 5	Diploma in Teaching in the Lifelong Learning Sector
C& G(7300)	Introduction to Trainer Skills
QTLS	Qualified Teacher Learning and Skills
PGCE	Postgraduate Certificate in Education
PCET	Post Compulsory Education and Training
C&G 7302	Certificate in Delivering Learning
C&G 7303	Certificate in Delivering Learning/Teaching Adults
C&G 7307	Certificate in Further Education Teaching
C&G 7407	Post Compulsory Education and Training
L Unit 9 (L9)	Create climate that promotes learning
L Unit 10 (L10)	Enable learning through presentations
L Unit 11 (L11)	Enable learning through demonstrations and instruction
L Unit 12 (L12)	Enable learning through coaching / mentoring

If your certificate is not listed, please contact CITB to have the qualification mapped.