

SITE SAFETY PLUS

Scheme rules



SSP
2019

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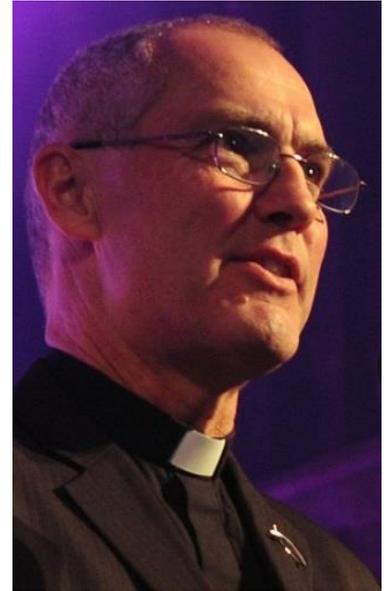
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Foreword

Have you noticed how the culture of the construction industry has subtly changed over the last few years? How we are starting to talk about the need for having care and concern for others who work in our industry? We have come a long way since the Prescott Summit in 2001.

Fatal accident figures have reduced, but they are still not at the only figure that is morally acceptable: zero. *HSE Research Report RR 800* provided statistics showing that around 3,500 construction workers die each year from occupational cancers. In 2016 statistics were released that showed over 400,000 working days are lost each year due to stress, anxiety and depression, and research published by the Office for National Statistics in 2017 showed that construction workers have three times the national average rate of suicide.



We work in a great industry. It is dynamic, purposeful and innovative and it is these characteristics that have led to an uprising of influential figures and leading companies who are at the forefront of change in our industry. They are advocating that health risk must be given equal importance to safety risk, and that workers and managers should not be left to manage on their own when suffering with poor mental health. We need to foster a more caring and compassionate industry while keeping the dynamism that makes Great Britain's construction industry the envy of the world. It is these same individuals and companies who have assisted CITB in the redesign of the Site Safety Plus courses.

As a CITB approved training organisation (ATO) you are a vital part of the industry's action plan to drive our accident figures ever downwards. You play a key role in equipping workers, supervisors and managers with the knowledge and skills they need to understand the health, safety and environmental issues facing them on site, and to point them towards techniques, processes and support that will keep the pressure on accident reduction while maintaining an environment that promotes good physical and mental health.

In the last edition of the Scheme Rules, I wrote 'the training that you provide could, literally, be the difference between life and death' and this remains true. However, I would now go one step further. With the renewed focus on health risk management and a concern for those with poor mental health, I feel that the training you provide also has the capacity to dramatically improve the quality of life for all who work in our industry.

Revd. Eur Ing Kevin Fear BSc (Hons), CEng, MICE, CMIHT, CMIOSH, Hon FaPS.
Head of Health, safety and environment
CITB

Site Safety Plus

Scheme rules

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1. Introduction

1.1. What is Site Safety Plus (SSP)?

Site Safety Plus (SSP) provides the construction industry with a suite of courses for health and safety awareness and career development to help maintain a safe workforce. These courses recognise a natural progression from those first entering the industry to those responsible for supervising, managing and directing construction work.

This suite of SSP courses has been developed to give everyone from operative to senior manager the skills they need to progress through the industry. From a one-day Health and safety awareness (HSA) course, which also supports those requiring the knowledge to obtain their CSCS labourer card to enable them to work on site, to the five-day Site management safety training scheme (SMSTS), our suite of courses ensures everyone benefits from the best possible training.

A full list of SSP courses is provided below and the progression routes can be found in the [Life Long Learning Map](#).

Further information on the courses available can be found on the [website](#)

The supporting document to these Scheme Rules is the [CITB Site Safety Plus Quality Assurance Requirements](#).

2. Approved training organisation requirements

2.1. Approved training organisations (ATOs)

All training for this SSP suite of courses is undertaken by CITB approved training organisations (ATOs).

Initial registration lasts for a year and is subject to annual renewal to retain approved status.

As an approved training organisation (ATO) you can deliver the SSP suite of courses that you are approved to deliver at either your training organisation premises or a venue that meets CITB requirements.

2.2. Criteria required for registering as an approved training organisation (ATO)

CITB will look for the following credentials when a training organisation applies for approval. You must employ or sub-contract a person(s) with the appropriate trainer criteria. The criteria required will have been validated by CITB and will match the consistently high standard of delivery required by the scheme. Applications that fail to submit the relevant information or to meet the criteria will be rejected.

2.3. How to gain initial approval to deliver the SSP suite of courses

- You will need to complete an initial enquiry form before you can start the full application process: <http://www.citb.co.uk/training-and-courses/site-safety-plus/become-a-training-provider/>
A customer co-ordinator will then send you an application pack.

2.4. Application process

Upon receipt of the application, CITB will allocate the prospective training organisation a dedicated customer co-ordinator who will answer any queries about the application process. CITB will send an acknowledgement to the key contact's email account. An initial review of the application will take place within 10 working days and any omissions or items requiring clarification will be raised.

Once all information has been received and payment made, a visit will be arranged with a CITB senior quality consultant (SQC). The SQC will review all policies, insurance documents, trainer qualifications, CV and continuing professional development (CPD) to ensure that the trainers and training organisations meet all CITB requirements. Please refer to the *CITB Site Safety Plus Quality Assurance Requirements* document for more information.

Training organisations must allow time for their applications to be processed, and must not assume approval or pre-book courses prior to receiving confirmation of approval from CITB.

All training organisations must provide a current email address for direct electronic communication with CITB. It is also necessary to keep CITB updated with any changes to your training organisation or key contact details.

Training organisations that are granted ATO status will then have to agree to the terms and conditions and sign the Agreement, after which the training organisation will be given a centre number. Trainers are given an identification number, which must be used when completing the appropriate course documentation.

All course documentation including exam papers and support materials are to be accessed by the key contact at the centre via the Site Safety Plus training provider site. Access to this system will be given upon approval confirmation.

Existing ATOs wishing to add extra trainers to their trainer list must submit their request to CITB on the relevant application form, together with the trainer application fee, for consideration

2.5. Renewing training organisation approval

CITB will notify ATOs of the forthcoming expiry date of their Agreement. Training organisations who wish to retain their approved status for a further year must respond to the email sent by CITB, confirming that they wish to renew approval and advising CITB of any changes at the ATO.

All trainers registered at the ATO will be renewed on return of the email (*above*) unless the ATO states within the email that a trainer no longer works with them.

New trainers can be registered by submitting a fully completed trainer registration form at the point of renewal, without additional fees being incurred. This form is available from the customer co-ordinator team.

Failure to meet the criteria within the current Scheme Rules will result in a failed application and will mean the training organisation can no longer deliver the SSP suite of courses when the Agreement expires. If a training organisation subsequently decides to re-apply, the full approval fee will be charged.

3. Trainer requirements and criteria

3.1. Renewing trainer approval

All trainers registered at the ATO will be renewed upon renewal of the ATO as outlined in Section 2.5, *Renewing training organisation approval*, unless it is confirmed that a trainer no longer works with the training organisation. New trainers can be registered by submitting a fully completed trainer registration form at the point of renewal, without additional fees being incurred. The trainer registration form can be obtained from the customer co-ordinator team.

Failure to meet the criteria within the current Scheme Rules will result in a failed application and will mean the trainer can no longer deliver the SSP suite of courses. If a training provider subsequently decides to re-apply, the full accreditation fee will be charged.

3.2. Suspension and revocation

CITB may, at its absolute discretion, determine from time to time whether the ATO and/or any of its staff or representatives are, in CITB's reasonable opinion, deemed fit and proper persons to deliver the SSP suite of courses.

Determinants of good character shall include, but not be limited to, professional conduct and demeanor which shall include, but not be limited to, how the training organisation, its staff and representatives treat delegates and CITB representatives, and how the training organisation administers the SSP suite of courses.

The ATO must comply with the Scheme Rules, and conduct itself with dignity and respect, and desist from abusive or fraudulent behaviour. Should CITB detect any evidence of bad faith or other inappropriate behaviour by the ATO, and/or any of its staff or representatives, that it reasonably believes is likely to bring CITB, by association, into disrepute, then CITB may, depending upon the severity of the matter, suspend or revoke the ATO's status with immediate effect, and may report any abuses to the relevant authorities.

In the event that the training organisation reapplies, following revocation of its status, the training organisation's application shall be subject to the application criteria then in place.

The ATO will conduct sufficient due diligence of its own staff to ensure that they are fit and proper persons to deliver the SSP suite of courses. Such vetting shall include, but not be limited to, conducting any and all relevant criminal and right to work checks, and verifying that they have had safeguarding training appropriate to the ATO in its capacity as an educational institution. The ATO shall make such records available to CITB, in the event that CITB should request copies of them.

Where a deficiency in due diligence is neither criminal nor fraudulent in nature and is capable of remedy, the ATO shall take such measures as are necessary to remedy them, during which time its status shall be suspended. In the event deficiencies could lead to criminal culpability, CITB may revoke the ATO's status with immediate effect, as the Agreement shall be void for illegality.

4. Pre-course delegate assessment

4.1. Evaluating delegates

ATOs must assess all delegates wishing to attend a CITB-run course.

Delegates must have the physical ability, communication skills, literacy, numeracy, and the required experience and skills to ensure they are competent to attend and complete the course. It is recommended that this assessment be carried out during their registration; it must be executed prior to delegates' attendance on the course.

For delegates taking a refresher course, the ATO should check the expiry date on the delegate's certificate to ensure they are eligible to sit the refresher. This can be checked via the online card checker: <https://www.citb.co.uk/cards-testing/online-card-checker/>

CITB requires trainers to obtain and keep on file parental consent for anyone under the age of 18 years old who is attending a course. It may be pertinent for the trainer to consult with their insurance company to check if any age restrictions or terms and conditions apply. This, however, is the responsibility of the ATO.

4.2. Learning difficulties and special requirements

Prior to course commencement, ATOs should identify any special requirements that delegates may have.

5. Course registration requirements

5.1. Registering courses

All courses are to be registered with CITB a minimum of five working days prior to commencing, and must be registered using the course notification form.

Courses which are not notified a minimum of five working days prior to commencement will not be recognised by CITB.

6. Course delivery and completion

6.1. Delivery of courses

6.1.1. Language

All SSP courses will be delivered in English.

6.1.2. Trainer and delegate identification

6.1.2.1. Trainers

All trainers delivering the SSP suite of courses will require a form of photographic identification to be visible during delivery of all courses.

6.1.2.2. Delegates

Delegates must be advised when booking a course that they **MUST** bring some form of photographic identification along on the day of the course (or prior to the examination for courses of more than one day). Trainers will be responsible for checking and verifying this information and a record of identification evidence will be retained and subject to audit.

Where a delegate fails to provide identification evidence, they will be refused attendance on the course.

6.1.3. Course attendance

In order to ensure the interaction between the delegates and the trainer is spread evenly and effectively, and to ensure the courses are delivered in accordance with the Scheme Rules, the minimum and maximum number of delegates allowed on a course is defined in each course appendix. These delegate numbers are not subject to an appeal.

If circumstances cause delegate numbers to fall below the minimum or above the maximum levels, then the ATO must rearrange the course or arrange for the delegates to join another course within a 90 day period.

Delegates are required to attend all sessions, since without full attendance the certificate will not be awarded.

Delegates must attend the full set of course sessions in the correct order, to achieve the necessary learning objectives to qualify for the certificate. If this is not possible then the delegate must enroll on a new course and retake the full course.

If this is not possible due to extenuating circumstances (for example, bereavement or certified illness), the delegate may enroll on a new course to complete the missing days, provided the same trainer and provider are used, to ensure consistency of the course delivery. The ATO must gain authorisation from CITB prior to confirmation with the delegate.

Extenuating circumstances do not include work-based issues such as work load or holidays. This should be made clear to the delegates prior to booking places on the course.

Under no circumstances may a delegate be allowed to sit the compulsory examination unless all days have been attended. No delegate is allowed to attend more than two courses of split attendance.

Delegates unable to complete the course due to certified sickness or extenuating circumstances must complete all days of the course within 90 days of the last day of attendance.

Where any doubt exists, the ATO should seek advice from CITB; however, the Scheme Rules will be adhered to in these circumstances.

6.1.4. Refresher course attendance

Only those delegates who have passed the original course or subsequent refresher, and provided evidence to the ATO before attending the course, are eligible to attend a one or two day refresher course.

Delegates who fail to attend a one or two day refresher course prior to the expiry of an existing certificate will be required to complete the full course again if they wish to remain certificated. This is not subject to an appeal.

Where there is no refresher, delegates will be required to undertake the original course again.

Delegates attending a course will not be certificated if the entry criteria have not been met.

6.1.5. Multiple trainers – course delivery record

Where a course is delivered by more than one trainer, this should be recorded on the initial notification form. This record must accompany the course assessment reports. The appointment of trainers will be checked by CITB.

6.1.6. Course attendance and achievement requirements

Course certificates are awarded to delegates who meet the following criteria.

- Attended the specified number of days in the correct order and hours specified.
 - Achieved or exceeded the pass mark in the examination (where applicable to the course).
 - Achieved the pass mark in the trainer's review of the delegate's overall performance during the course (where applicable to the course).
-

Site Safety Plus courses

Course	Duration		End test pass mark	Trainer review and pass mark		Test re-sit
	days	hrs				
Health and safety awareness (HSA)	1	7.5	80%	None		Yes
Site supervision safety training scheme (SSSTS)	2	15	80%	Yes	PASS	Yes
Site supervision safety training scheme refresher (SSSTS-R)	1	7.5	80%	None		Yes
Site management safety training scheme (SMSTS)	5	37.5	80%	Yes	PASS	Yes
Site management safety training scheme refresher (SMSTS-R)	2	15	80%	None		Yes
Director's role for health and safety (DRHS)	1	7.5	80%	Yes	PASS	Yes
Achieving behavioural change (ABC)	1	7.5	Operatives 60% Supervisors 80%	None		No
Site environmental awareness training scheme (SEATS)	1	7	72%	None		Yes
Temporary works general awareness training course (TWGATC)	1	7.5	75%	None		Yes
Temporary works supervisor training course (TWSTC)	1	7	72%	None		Yes
Temporary works co-ordinator training course (TWCTC)	2	14	72%	None		Yes
Tunnelling safety training scheme (TSTS)	1	7.5	72%	None		Yes

6.1.7. Trainer's review

For each course that contains a trainer review as part of the assessment for the course (SSSTS, SMSTS and DRHS) delegates will need to pass ALL elements of the trainer review as set out in the course Scheme Rules (appendix).

Where trainer reviews are applicable, the delegate is required to have achieved a PASS result as detailed in the tables above and via the assessment elements indicated within the specified course Scheme Rules (appendix).

The trainer is required to discuss all assessments with (individual) delegates and keep records containing details of any comments that have been raised.

6.1.8. End of course examinations

End of course examination papers are (PDF files) issued to training organisations upon their approval to deliver the SSP suite of courses. These will be updated and re-issued at various intervals. ATOs will destroy old copies of exam papers and use replacements when advised to do so.

It is the responsibility of the ATO to ensure that all exam papers are up-to-date and retained in a secure manner, and at no point should these be shared with any third party.

The achievement of the examination pass mark and any assessments or exercises demonstrates to external bodies that the certificate is only awarded to successful delegates.

Refer to the course appendices for further detail on the specific examination requirements including exam duration and the use of permitted publications during the examination.

6.1.9. End of course examination – re-sit option

The tables above identify where there is an option for an examination re-sit. Specific details and conditions are set out in the course appendices.

However, an ATO may wish for an examination re-sit to be held on the last day of the course. This is permissible for all the SSP courses (except ABC) provided that the following conditions are met.

- The delegate agrees and is given sufficient time to prepare for the re-sit.
- The examination paper used is not the same as the first failed paper.
- The invigilator's Code of Practice and marking requirements are complied with.
- The trainer has alternative examination papers available.

6.1.10. Examination paper quality audits

As part of quality assurance for the scheme you may be requested to submit the actual examination papers and answer grids used, along with the course assessment forms showing the delegates' achievements.

If you are required to submit these to CITB then you will be notified in advance. Failure to comply with this request may incur an additional quality audit.

6.2 Course forms (CRF and DIF)

Notwithstanding any contractual relationship, CITB requires that the end of course forms, course result forms (CRF) and delegate information forms (DIF) and supporting documentation are returned to CITB within ten working days of the last day of the course. These can be emailed directly to SSPcars@citb.co.uk.

All course paperwork, including delegates' personal details, course and examination details (including previous course dates, if relevant) and grant information (if being claimed), must be filled out legibly and be complete.

If required details are omitted, the paperwork may be returned for completion, which could delay certification.

If grant is not being claimed, please leave employer details blank. There is provision to claim grant retrospectively within a limited period. Further information on how employers can claim grant is located at: www.citb.co.uk/levy-grant/claiming-grants-available/

The ATO must generate the course assessment report completing the ATO's name, the dates of the course and the course reference number. This form will need to be duplicated for each delegate on the course and sent to CITB.

Failure to complete the appropriate forms correctly will result in the course reports being returned to the ATO for resubmission to CITB and subsequent delay in certificate production.

Failure to comply will constitute a material breach of the Agreement and may result in the termination of the ATO's Agreement.

6.2.1. End of course documentation retention

ATOs shall retain the relevant coursework material for a minimum of 3 years from the date of their last senior quality consultant visit.

Where a delegate has failed the course, or if there is a likelihood of a dispute or appeal, paperwork must be retained until after the matter is resolved and certificates have been issued.

7. Certification

7.1. Issue of certificates

CITB will award certificates to successful delegates and forward the certificates to the ATO. It is the responsibility of the ATO to send each certificate to the correct delegate. Employers of the delegate(s) must be made aware that the certificate is the personal property of the delegate.

7.2. Refresher course certification

It is important to ensure that delegates attending the refresher courses have provided evidence of achieving the original full course. Delegates must still hold a valid certificate relevant to the course for which they are attending a refresher.

Failure to do so will result in the course being processed as attendance only and a certificate will not be issued.

It is the responsibility of the ATO to resolve issues that arise should a delegate attend a refresher course but be ineligible for certification. This will not be subject to appeal with CITB.

7.3. Updating certificates

All certificates are valid for five years, and the delegate must sit the appropriate refresher course in order to renew their qualification for a further five years. The exception is the Tunnelling safety training scheme (TSTS), which is valid for three years.

Where there is not a refresher option available, holders of certificates will need to attend a full course.

It is the responsibility of the delegate to maintain their certificate and ensure they renew their certification by taking the relevant course prior to the expiry date detailed on their certificate.

7.4. Duplicate certificates

Where a certificate is subsequently lost or damaged, a replacement may be obtained from CITB. This is a chargeable service and a fee will be applied. A duplicate certificate can be obtained by contacting CITB's SSP delegate helpline on 0344 994 4133. You will need to provide the registration number, surname, forename, date of birth and National Insurance number. Payment can be made by debit card or credit card in this instance.

7.5. Fraudulent copying of certificates

CITB takes legal action against any ATO, trainer or any other person or persons found to be involved in copying or producing false certificates.

8. Quality assurance requirements

ATOs must read and comply with all the requirements detailed in the supporting quality assurance document, *CITB Site Safety Plus Quality Assurance Requirements*, prior to delivering CITB courses.

8.1. Quality management system

CITB requires ATOs to have a quality management system (QMS) or accreditation to BS EN ISO9001. This must formally detail your processes for all elements of the course delivery, including the quality arrangements and administration of the courses. The CITB quality assurance process will review the effectiveness of your system. A dedicated senior quality consultant will advise you on the requirements during the upcoming visits to your ATO.

More information regarding the quality management system can be found in the *CITB Site Safety Plus Quality Assurance Requirements* document.

9. Support materials and publications

9.1. Ordering mandatory course publications

The prices and purchasing details for supporting publications are shown in the CITB publications catalogue or online at: shop.citb.co.uk/

Publications can be ordered directly from CITB, either by using the online shop or by contacting the Publications team on 0344 994 4122.

The ATO shall provide each delegate with their own copy of the current version of the mandatory course material at the start of their course, which should be retained by the delegate upon completion of the course.

For details of the mandatory publications, please see the *Mandatory Course Publications Matrix* on the website and the relevant course appendix: <https://www.citb.co.uk/product-service-accreditation/site-safety-plus/scheme-rules/>

9.2. Training materials for ATOs and trainers

While the publications are necessary for the satisfactory delivery of courses, other safety related publications and training materials are available from the CITB Publications department online shop at shop.citb.co.uk/ or by calling 0344 994 4122.

Full terms and conditions can be located on the website at <https://www.citb.co.uk/utility-links/terms-conditions/publications-purchasing-terms-conditions/>

SSP courses may be supplemented by other suitable health and safety training materials. These might be provided by the ATO running the course, by outside specialists, and by delegates drawing on their own experience. In this way, the courses can be directly related to participants' circumstances and meet their direct health and safety training needs.

CITB reserves the right to provide ATOs with relevant health and safety, sustainability and environmental information for mandatory inclusion in training syllabuses as and when appropriate. An example could be HSE accident statistics, or focus points on HSE's activities.

10. Contact us

For general enquiries and interest in becoming an approved training organisation (ATO):

Site Safety Plus
CITB
Bircham Newton
King's Lynn, Norfolk
PE31 6RH
T. 0344 994 4020
E. sitecourses@citb.co.uk
W. <https://www.citb.co.uk/product-service-accreditation/site-safety-plus/>

Complaints and appeals procedure:

If the complaint or appeal cannot be resolved by the ATO, the dispute should be put in writing to CITB at the address above.

For duplicate certificate requests or delegate certificate queries:

SSP delegate helpline: T. 0344 994 4133
E. shared.services@citb.co.uk

For CITB publications enquiries:

Publications Department
CITB
Bircham Newton
King's Lynn, Norfolk
PE31 6RH
T. 0344 994 4122
E. publications@citb.co.uk
W. citb.co.uk/publications/

For CITB grant enquiries:

CITB Levy & Grant Customer Services
CITB
Bircham Newton
King's Lynn, Norfolk
PE31 6RH
T. 0344 994 4455
E. levy.grant@citb.co.uk
W. citb.co.uk/levy/registering-your-business/

For Health, safety and environment test enquiries and bookings:

Main booking line: T. 0344 994 4488

Specialist assistance booking line: T. 0344 994 4491

Corporate booking line: T. 0344 994 4492

General enquiries: E. citb.testingcustomerservices@pearson.com

Website: citb.co.uk/cards-testing/health-safety-environment-test/

Card scheme contacts:

Construction skills certification scheme (CSCS)

T. 0344 994 4777

Construction plant competence scheme (CPCS)

T. 0844 815 7274

The construction industry scaffolders record scheme (CISRS)

T. 0844 815 7223

Shopfitting and interior contracting competence scheme (SICCS)

T. 01883 624 961

Certificate of competence of demolition operatives (CCDO)

T. 01442 217144

Appendix A – List of abbreviations

ABC	Achieving behavioural change
ATO	Approved training organisation
CITB	Construction Industry Training Board
CPD	Continuing professional development
CSCS	Construction skills certification scheme
DRHS	Director's role for health and safety
FSET	Fellowship of the Society for Education and Training
HSA	Health and safety awareness
HSE	Health and Safety Executive
ICE	Institution of Civil Engineers
IEMA	Institute of Environmental Management and Assessment
IOSH	Institution of Occupational Safety and Health
MICE	Member of Institution of Civil Engineering
NEBOSH	National Examination Board in Occupational Safety and Health
NVQ	National Vocational Qualification
PTLLS	Preparing to Teach in the Life Long Sector
QTLS	Qualified Teacher Learning and Skills
SEATS	Site environmental awareness training scheme
SMSTS	Site management safety training scheme
SMSTS-R	Site management safety training scheme – refresher
SSP	Site Safety Plus
SSSTS	Site supervision safety training scheme
SSSTS-R	Site supervision safety training scheme – refresher
SQC	Senior quality consultant
SVQ	Scottish Vocational Qualification
TSTS	Tunnelling safety training scheme
TWCTC	Temporary works co-ordinator training course
TWGATC	Temporary works general awareness training course
TWSTC	Temporary works supervisor training course