

# 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 face-to-face and remote quality assurance interventions associated with, but not limited to, the following:
  - Training organisation 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 organisations and the CITB standard terms and conditions for training organisations.

## 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 (published appendices)
  - 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 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 and interventions 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 a training organisation, you can deliver the Site Safety Plus course(s) either at your training organisation's premises or at a venue that meets the requirements of CITB, as listed below:
  - The venue must have adequate welfare facilities
  - You must provide a video link to CITB's quality assurance team through either MS Teams, Skype or Zoom for face-to-face delivery of courses to allow for remote monitoring
  - 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 possible reference to what welfare facilities should consist of (regulation) 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.
10. You are accountable for all elements relating to the delivery and quality assurance of the Site Safety Plus course(s) that you have been approved to deliver. Therefore, any element required for the delivery of the course(s) including premises commissioned or conducted through peripatetic or sub-contracted staff is the sole responsibility of the training organisation registering and delivering the course(s). You are reminded not to subcontract as per clause 11 of the contract.

## **Examination requirements**

11. Examination rooms must meet the requirements (detailed in paragraph 93-99) prior to any examination being administered.

## **Training organisation approval documentation**

12. During the approval visit, CITB will require documentation on the following to be made available:
  - Quality management system detailing how you monitor your SSP provision
  - Schemes of work and lesson plans to be used by the training staff, developed and owned by the centre
  - Booking process
  - Safeguarding (where appropriate)
  - Initial assessment documentation and process
  - Appeals and complaints
  - Organisational chart (showing delivery and management of scheme)
  - Reasonable adjustments and special considerations
  - Invigilation of examinations
  - Health, safety and welfare
  - Malpractice, maladministration and counter fraud
  - Whistleblowing
  - Conflict of interest
  - Internal auditing and quality assurance
  - Equal opportunities and diversity (EO&D)
  - General data protection Regulation (GDPR)
  - Service level agreements for peripatetic staff
  - Modern slavery
  - ICO Registration

13. You will also need to make the following information available:
- Records and supporting evidence for each of your trainers' applications for approval and CPD records
  - Evidence for trainers and quality assurance staff who work and/or hold approval at other training organisation(s)
  - 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).
14. 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. Remote delivery must be hosted in Great Britain.
15. 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 throughout Great Britain. You can arrange an advisory visit (subject to fee) to help you with the approval process by contacting CITB.
16. Once you have the documents and processes in place you can contact CITB <https://myportal.citb.co.uk/register-online/> 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.
17. Approval is given when all the requirements have been met, and your contract has been signed by CITB and your organisation. Once this is in place you can then start notifying and delivering the course(s) for which you have been approved.
18. 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 training organisation's approval status being suspended or removed.
19. 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

20. All training organisations, approved by CITB to deliver the Site Safety Plus suite of courses, **must** use **only** trainers that are registered to their training organisation. Trainers must be suitably qualified and meet the trainer criteria (as detailed in paragraphs 23 and 24). CITB will audit all records during the trainer approval process to ensure the training organisation has applied due diligence to the application for approval of their trainers. Trainer approval applies to all trainers, even those trainers who hold an approval at other centres.
21. It is the responsibility of the training organisation to hold the relevant documentation, including, but not limited to:
- A verifiable CV
  - Records of your decision to apply for trainer approval including your due diligence to support the application
  - Appropriate qualification certificates
  - Records of current and relevant CPD.

22. Where a training organisation submits a trainer application that does not meet the requirements and/or the CV does not demonstrate experience in the reasonable opinion of CITB, a professional interview will be required at a cost to the training organisation. This will be carried out by video link within 10 working days of the request for interview.

## Trainer qualifications<sup>1</sup>

23. To deliver any of the Site Safety Plus suite of courses<sup>2</sup>, trainers must hold at least one of the following qualifications: (*For specialist courses see Footnote 3*)
- 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.
24. As well as one of the above qualifications where applicable<sup>3</sup>, 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 at or above the level of course the trainer is delivering must have been achieved. (See paragraph 25 for lapsed approvals and certification.)
  - For renewing trainers, demonstrable CPD records in lieu of a current course certificate.
25. Trainers whose certification has expired and who do not hold a current approval will be required to attend and achieve the course(s) at or above the level they wish to deliver, prior to gaining approval as well as obeying all prevailing scheme rules.

## Occupational competence and experience

26. Trainers for the Site Safety Plus suite of courses must be able to demonstrate a minimum of three years occupational experience in a construction management role, through a verifiable CV. This means the CV must demonstrate the level of responsibility held by the applicant within a management role commensurate with the course(s) they wish to deliver. For the avoidance of doubt experience must demonstrate accountability for site health and safety or site management/supervision. (Health and Safety Advisors and/or consultants do not meet this requirement).

### Essential

- Verifiable construction management career history, references and endorsements.
- Training qualifications or a CITB recognised exemption.
- A health and safety qualification (as listed in paragraph 23).

### Desirable

- A current recognised construction scheme card.
- Construction-related qualifications (NVQ, craft and advanced craft, HNC, HND, etc.).

27. Failure to meet the essential requirements will result in your application being declined. (See paragraph 22.)

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<sup>1</sup> There may be additional trainer requirements for specialist courses. These requirements are detailed within the Site Safety Plus Scheme Rule appendices.

<sup>2</sup> The SMSTS certificate will be accepted for ABC, HSA, SSSTS, SMSTS(R) and SSSTS(R).

<sup>3</sup> For SEATS, TWCTC, TWSTC and TWGATC Tunnelling 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)

28. 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 training organisation in meeting this requirement.
29. Attendance of any standardisation event that CITB delivers pursuant to good practice for Site Safety Plus.
30. CPD evidence can be demonstrated using records supplied to maintain membership of:
  - IOSH
  - IEMA (Site Environment Awareness Training (SEATS) only)
  - the relevant institution for the course being delivered.
31. 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.

## Delivery definitions

32. You are responsible for ensuring that you register the correct course delivery method as defined below (paragraph 36-42).
33. Failure to notify the correct delivery method will result in the course not being recognised and certificates not being issued.
34. CITB will treat non-conformance of this requirement as maladministration that could result in the suspension or termination of your approval.
35. For the avoidance of doubt, remote and face-to-face course delivery cannot be blended.

## Course delivery definitions (classroom face-to-face)

36. A course that is registered as classroom face-to-face event can be delivered at the training organisations address or a nominated venue detailed in the course notification form.
37. The trainer and delegates will be physically present in the same room (except breakout sessions) for the entirety of the course.
38. CITB paper-based examination papers will be used for the end of the course assessment.
39. Trainers and training organisations will maintain course attendance logs including start and finish times for each day of the course and retain the record for sampling by CITB's quality team.



## Course delivery definitions (remote delivery)

40. A course that is delivered using modern methods of communication through a video link, e.g. Skype, Microsoft Teams, Zoom. CITB's preferred option is Microsoft Teams, as this offers a wide range of functionality.
41. The remote course must be delivered to delegates who are located at separate venues, e.g. home or work, and have an internet connection through an individual laptop or computer. Delegates that work for the same organisation can attend the course together, provided the course is accessed by individual laptops or computers. The delegates must **not** be brought together by the training organisation or intermediary into one location.
42. The trainer must also be remote to the delegates for the delivery of the course. This is defined as a different location/address.

## Course registration and documentation (Face-to-face classroom delivery)

43. 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](mailto:sitecourses@citb.co.uk) at least five working days prior to the first day of the course unless specific course appendix states a different timescale. Courses that are not notified within five working days of commencement will not be recognised by CITB.
44. There must be an ability for CITB's quality team to join the course by video link, this could be set up by submitting your trainer user names to CITB prior to the trainers first delivery (e.g. Skype, Teams, Zoom username/contact details). CITB will then use the course notification details to identify the trainers. This approach will lessen your administrative burden. Alternatively see paragraph 45.
45. If you do not use details in paragraph 44, you must then include your CITB Senior Quality Consultant to a video link for the duration of the course by email to [quality.assurance@citb.co.uk](mailto:quality.assurance@citb.co.uk) including the course notification number and centre name in the subject bar of the email. This is to enable the senior quality consultant to drop in on training and carry out quality assurance activity. Failure to give access to the course via a useable video link will result in the centre being suspended.
46. The trainer must at the commencement of the course explain to the delegates that CITB may join by video link to observe the course for quality assurance purposes. The video will not be recorded or used for any other purpose other than creating a link for CITB to observe. The trainer must also make it clear to delegates when CITB have joined by video link.
47. CITB quality staff will continue to make physical visits to training organisations and training courses as well as making best use of modern methods of communication.
48. If the notified course will not take place, you are required to cancel the notification with CITB [sitecourses@citb.co.uk](mailto:sitecourses@citb.co.uk) as well as [quality.assurance@citb.co.uk](mailto:quality.assurance@citb.co.uk) before the planned commencement of the course. This includes out of hours and weekend courses. Failure to cancel the course will incur charges if the Senior Quality Consultant has an unsuccessful visit or intervention.
49. 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.
50. Old versions of examination papers must be destroyed and not used as mock papers in any event.

51. The current exam papers **must not** be used as a mock test in any event.
52. Certificates will not be issued for any course that is not registered and does not have a valid course notification number.
53. You must complete a Delegate Information Form (Section A) and Course results form in full for **each** delegate on the course. The delegate Information form must be signed (**wet ink signature**) by the delegate and the course results form must be signed (**wet ink signature**) by the trainer. Copy and paste signatures will not be accepted. Failure to complete the forms correctly will result in the paperwork being returned and the course certification being delayed and possible quality assurance intervention where this is persistent.
54. **All delegates results must be reported, including any delegate that fails the course.**
55. Where CITB identify errors on submitted course paperwork, you have 10 working days to correct the errors and return the paperwork to CITB. Failure to return the paperwork within these timescales will result in the centre being suspended.
56. 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. This must include tokens for E copies of the publications, where used and they must be able to retain this on completion of the course.
57. 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. You must request a signature from the delegate confirming receipt of their publication.

*(To order publications email [publications@citb.co.uk](mailto:publications@citb.co.uk). Please be aware that publications are printed to order and require 10 working days for printing and dispatch.)*

## Course registration and documentation (Remote delivery)

58. 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](mailto:sitecourses@citb.co.uk) at least five working days prior to the first day of the course. (Refer to course appendices for different notification timescales.) Courses that are not notified within five working days of commencement will not be recognised by CITB.
59. There must be an ability for CITB's quality team to join the course by video link, this could be set up by submitting your trainer user names to CITB prior to the trainers first delivery (e.g. Skype username/contact details). CITB will then use the course notification details to identify the trainers. This approach will lessen your administrative burden. Alternatively see paragraph 60.
60. Your approval to deliver any Site Safety Plus course remotely requires CITB Quality Assurance Team to be invited via video link (Skype, MS Teams) to every course. This is to enable the Senior Quality Consultant to drop in on training and carry out quality assurance activity. Failure to give access to the course via a useable video link will result in the centre being suspended.
61. If the notified course will not take place, you are required to cancel the notification with CITB [sitecourses@citb.co.uk](mailto:sitecourses@citb.co.uk) as well as [quality.assurance@citb.co.uk](mailto:quality.assurance@citb.co.uk) before the planned commencement of the course. Failure to cancel the course will incur charges if the Senior Quality Consultant has an unsuccessful intervention.
62. 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** be used **only** for the examination of the course.
63. The exam paper **must not** be used as a mock test in any event.
64. Certificates will not be issued for any course that is not registered and does not have a valid course notification number.
65. You must complete a Delegate Information Form (Section A) and Course results form in full for **each** delegate on the course.
66. The delegate information form must have a valid individual email address that is unique to the delegate. Group email addresses are not acceptable.
67. The course results form must be signed by the trainer. Failure to complete the forms correctly will result in the paperwork being returned and the course certification being delayed and possible quality assurance intervention where this is persistent.
68. Where CITB identifies errors on submitted course paperwork, you have 10 working days to correct the errors and return the paperwork to CITB. Failure to return the paperwork within these timescales will result in the centre being suspended.
69. **All delegates results must be reported, including any delegate that fails the course.**
70. 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. This must include tokens for E copies of the publications, where used and they must be able to retain this on completion of the course.
71. 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. You must request an email in lieu of a signature from the delegate confirming receipt of their publication.

## Delegate numbers

72. You must not deliver a course with fewer 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.
73. If a delegate pulls out during the course and the numbers fall below the published minimum the course must not continue until the minimum numbers are restored.
74. For courses that are notified as remote delivery the minimum and maximum numbers are shown below in brackets. Where there are no bracketed numbers the course is not approved for remote delivery. (Remote and face-to-face course cannot be blended).

Course code	Site Safety Plus course	Minimum no. of delegates	Maximum no. of delegates
HSA	Health and Safety Awareness	3 (1)	20 (12)
SSSTS	Site Supervision Safety Training Scheme	4 (2)	20 (12)
SSSTS-R	Site Supervision Safety Training Scheme – Refresher	4 (2)	20 (12)
SMSTS	Site Management Safety Training Scheme	4 (2)	20 (12)
SMSTS-R	Site Management Safety Training Scheme – Refresher	4 (2)	20 (12)
DRHS	Director's Role for Health and Safety	3 (2)	12 (12)
ABC	Achieving Behavioural Change	4	20
SEATS	Site Environmental Awareness Training Scheme	4 (4)	20 (12)
TWGATC	Temporary Works General Awareness Training Course	4 (4)	20 (12)
TWSTC	Temporary Works Supervisor Training Course	4 (4)	20 (12)
TWCTC	Temporary Works Co-ordinator Training Course	4 (4)	20 (12)
TSTS	Tunnelling Safety Training Scheme	4	20

## Course attendance

75. Delegates are required to show original photographic identification (refer to photo ID guidance for SSP courses on the training provider portal) 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.
76. 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.
77. 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 training organisation is 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 training organisation cannot be met, advice should be sought from CITB before proceeding [quality.assurance@citb.co.uk](mailto:quality.assurance@citb.co.uk)

## Refresher course attendance

78. You must ensure that any delegate attending a refresher course has a certificate that is current and valid prior to them attending.
79. Failure to attend a refresher course prior to the certification end date will require the delegate to complete the full course.
80. If a delegate does not meet the entry requirements for the refresher course, they will not be certificated. It is the responsibility of the training organisation to confirm delegates meet the requirements to sit on a refresher course.

## Delivery methodology

81. You must ensure that your trainers have an in-depth knowledge of the scheme rules and will report any issues to you as soon as they arise regarding the delivery of courses for your centre. You must be able to demonstrate that you have confirmed this requirement with each trainer and hold a record of the confirmation in a signed declaration.
82. The training organisation must own the schemes of work and lesson plans for each course and issue them to all centre registered trainers for the delivery of the course(s).
83. The training organisation is accountable and must be able to demonstrate how lesson plans map to CITB schemes of work for each course. This will be reviewed as part of the audit process.
84. All trainers must work to the centre's lesson plans and agreed schemes of work to ensure consistency. Trainers must always deliver the training organisation's approved content.
85. CITB's quality team will review all lesson plans and schemes of work during the approval and follow up during course delivery.
86. Both the trainer and training organisation are responsible for checking a delegate's suitability to attend the course and their ability to achieve the course through an initial assessment. CITB recommends the 'what you should know' test at the very start of the course.
87. You must ask the delegate if they have any special assessment requirements and make necessary arrangements to meet their needs prior to the course commencing.
88. 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.
89. 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.
90. You must maintain records of delegate course attendance using a signature sheet or signed register for each day of the course. The sheet must include start and finish times for each day.
91. 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 register
  - evidence to support course exercises
  - evidence to support the trainer review decision.

92. You must deliver the number of days and required minimum hours appropriate to the course, as defined by CITB. For the avoidance of doubt, trainers and training organisations cannot reduce the time requirements for a course based on the delegates knowledge or the trainer's opinion.

## **Examination requirements**

93. The examination invigilator is responsible for setting up the room, as detailed below (see paragraph 94) and within your quality management system. The invigilator may ask the delegates to leave the room whilst this is completed.
94. 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.
95. Remote delivery of examinations must meet the following requirements:
- The trainer must ensure the delegate has the correct exam and knows the format for the examination, open/closed book, what to do if they have a question and how to submit the exam paper prior to the end of the session
  - The area around the workstation must be clear from study material and course notes
  - The video and sound must always be kept on throughout the examination
  - The trainer must be present on video link throughout the examination
  - The trainer must announce time remaining 10 Minutes and 2 minutes prior to the end of the examination.
  - The maximum number of delegates a tutor may invigilate is 6.
96. For details of the open book element of the exam, refer to the scheme rules appendices relating to each programme for the detail.
97. 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. For remotely delivered courses see paragraph 98.
98. You must have a documented process for the delivery of remote courses that details how trainers invigilate the examinations. The process must be significantly robust to prevent delegates using electronic media and other publications during the closed book proportion of the exam. Information technology is allowed for connection purposes and the open book element of the exam. See scheme rule appendices for open book details.
99. You must be able to demonstrate how you are preventing malpractice and maladministration to CITB through your policies, procedures and staff training.
100. If a delegate leaves the examination (classroom or remote) 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. except in extenuating circumstances that affect the whole group. In all other cases refer to paragraph 112-115.

## Invigilation requirements

101. All course examinations must be invigilated to manage the examination process and to prevent cheating and/or collusion between the delegates.
102. 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 or any individual suspended or terminated from any CITB provision.
103. 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.
104. If a delegate leaves the examination (classroom or remote) 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, except in extenuating circumstances that affect the whole group. In all other cases refer to paragraph 112-115.

## Examination resits

105. 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.
106. A training organisation 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.
107. It is therefore a requirement that the trainer has an alternative examination paper available in the event of this occurrence.
108. Resit results must be recorded, and details of the resit noted on the course results form.

## Record retention

109. 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.
110. Your senior quality consultant will review your documents during their interventions and advise you of the fitness for purpose of your document retention systems.
111. 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
  - Initial assessment documentation
  - delegate information forms
  - course results form
  - examination papers and any resits
  - course evaluation
  - course attendance records and documented evidence of delegate ID checks
  - quality assurance documentation.

## **Emergencies**

112. 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 115.
113. In the event of an emergency during the examination the emergency action plan will be activated, as detailed in your quality management system.
114. You must evacuate the examination room in accordance with the instructions of the appropriate authority.
115. You must inform CITB as soon as possible. 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**

116. Where the 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.
117. Certification must not be withheld for any reason by the 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.
118. The only exception to the above is that if malpractice is identified in the intervening period. In this case CITB must be notified immediately.
119. Where the training organisation fails to certificate a successful delegate correctly and this failure results in additional costs, neither the delegate nor CITB shall be liable. Any additional costs are the responsibility of the training organisation.

## **Special considerations and reasonable adjustments**

120. 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.
121. Prior to course commencement, 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 and equality legislation.
122. In circumstances where assistance is required the training organisation should know that under the Equality Act 2010, the training organisation is specifically required to make 'reasonable adjustments' or give 'special consideration' to enable everyone to have an equal opportunity to complete the course.
123. You must also be mindful not to make the course easier or for any individual to gain an advantage through any special considerations or reasonable adjustments that you apply. The integrity of the examination must not be compromised.
124. You must discuss with the delegate 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

125. 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

126. Malpractice is a deliberate, reckless (intended or unintended) 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.
127. 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.
128. As a training organisation you are required to report all cases of alleged and proven malpractice, that you identify in your training organisation, by email to CITB at [report.it@citb.co.uk](mailto:report.it@citb.co.uk)
129. All staff, including contracted trainers, must have detailed knowledge of your training organisation's malpractice, maladministration and whistle-blowing policy.
130. Upon receipt of any alleged malpractice complaints, CITB will reserve the right to suspend a training organisation and/ or trainer to protect any future investigation and prevent delegates from being disadvantaged. In the case of trainers other training organisations will be notified of the suspension and the suspension will be applied to those approvals. The suspension is a neutral act to protect the training organisation and site safety plus scheme.
131. CITB will appoint an independent member of staff to carry out the compliance investigation. This may include training organisation visits, staff interviews, delegate interviews and a review of all relevant paperwork.
132. A letter of the investigation will be sent to the training organisation manager and CITB's approval and compliance manager. This will include any actions required by the training organisation.
133. In the event of any withdrawal of approval (voluntary or not) you must ensure delegates are not disadvantaged.
134. You must make provision for all paperwork to be stored and accessible for a period of three years. CITB can help you with this.
135. 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 training organisation, prior to the withdrawal.
136. If you fail to co-operate with CITB at any stage of the investigation process, this will result in any suspension being extended or termination of the training organisation.
137. If anyone is implicated in a case of malpractice that is upheld by CITB, their CITB approval will be removed for all training organisations approved by CITB.
138. In the event that CITB must carry out re-training as a result of malpractice the centre shall be liable for the cost of the re-training.
139. If, in the reasonable opinion of CITB that widespread malpractice, maladministration and/or fraud has occurred at an address/premises, that address/premises will no longer receive course approval for the delivery of CITB courses. This could include, but is not limited to, an address of a training organisation who has previously been terminated for malpractice, maladministration and/or fraud.

## **Conflicts of interest**

140. 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.
141. 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.
142. Trainers who work for more than one training organisation must declare this information to any new or existing training organisation they work for.
143. Details of any conflict of interest must be recorded on the training organisation's conflict of interest log and be made available to the senior quality consultant for audit on the annual visit.

## **Code of conduct**

144. CITB expects its staff to conduct themselves with integrity, impartiality and honesty. Dealings with customers are expected to be completed sympathetically, efficiently, promptly (within stated timescales, where applicable) and without bias.
145. This behaviour is also expected to be reflected by the training organisation's staff and associated personnel in their dealings with CITB staff. As a result, CITB will take appropriate action if this is found to fall below our expectations.

## **Modern slavery**

146. Section 54 of the Modern Slavery Act 2015 sets requirements for large, commercial organisations to produce an annual slavery and human trafficking statement. CITB's statement is published on the CITB website at [www.citb.co.uk](http://www.citb.co.uk).
147. Any training organisation that meets the requirements set out in Section 54 of the Modern Slavery Act 2015 would be required to have in place their own statement covering the areas listed within the Act.
148. For smaller organisations, it is expected that you are aware of the steps being taken by CITB in this area and will be familiar with the contents of the Act, taking reasonable actions to comply.

## **Use of languages**

149. All courses must be delivered in English. Delegates must, therefore, be competent in English at the level required to do their job before their course commences.
150. Interpreters and translators must not be used for any part of the course qualification or examination.
151. Trainers are responsible for reporting to the training organisation anyone who does not meet this requirement and ceasing the course delivery for those individuals who do not speak English.

## **Cancellation of courses**

152. 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 to [sitecourses@citb.co.uk](mailto:sitecourses@citb.co.uk) and [quality.assurance@citb.co.uk](mailto:quality.assurance@citb.co.uk) 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)**

153. If you wish to withdraw from course delivery or 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 training organisation is closing.
154. If the 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**

155. You must have a publicly available, documented complaints and appeals policy and procedure in place and be able to demonstrate how delegates are informed of the process.
156. The procedure must have a formal process, with documented timescales and an opportunity for escalation if the appeal is not resolved.
157. All appeals must be formally acknowledged upon receipt, and conclusions formally communicated to all those involved at the close of the appeal.
158. Delegates must exhaust the 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.
159. If the complaint or appeal cannot be resolved by the training organisation, the dispute should be put in writing to:
- Approval and Compliance Manager  
CITB Quality Assurance Team  
Sand Martin House  
Peterborough  
PE2 8TY
160. 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.
161. You must record and make available for audit, during your senior quality consultant's visit, any complaints or appeals made at your training organisation since your last quality audit.
162. 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](mailto:sitecourses@citb.co.uk)

## Appendix 1 –Training organisation approval criteria

### Management systems

Reference	Approval criteria	Examples	Risk (scoring)
1.1	<p>Annually reviewed policies are in place that detail how the training organisation 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"> <li>• Booking process</li> <li>• Organisational Chart</li> <li>• Safeguarding</li> <li>• Appeals and complaints</li> <li>• Reasonable adjustments and special considerations</li> <li>• Invigilation of examinations</li> <li>• Health and safety</li> <li>• Malpractice/ maladministration</li> <li>• Whistleblowing</li> <li>• Conflicts of interest</li> <li>• Internal quality assurance documentation</li> <li>• Equal opportunities and diversity. (E, O and D)</li> <li>• Service level agreements (para 11)</li> </ul>	2
1.2	<p>Insurances are in place to the values not less than those set out in the CITB standard terms (Paragraph 13)</p>	<p>Evidence of valid:</p> <ul style="list-style-type: none"> <li>• employer liability</li> <li>• public liability</li> <li>• professional indemnity</li> </ul>	5 (Automatic suspension)
1.3	<p>The training organisation 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"> <li>• Records of checks made</li> <li>• Trainer qualifications and CV (see para 21-28)</li> <li>• Declarations from trainers confirming their understanding of scheme rules</li> </ul>	2
1.4	<p>The training organisation keeps CITB up to date with any changes that could affect delivery or status of the training organisation. Guidance is sought if any uncertainty exists</p>	<ul style="list-style-type: none"> <li>• Records of updates provided</li> <li>• Scheme rules and lesson plans</li> </ul>	1
1.5	<p>The training organisation submits all required details accurately to the construction training register within the stated timescales</p>	<ul style="list-style-type: none"> <li>• Records of timely, accurate submissions</li> </ul>	1

Reference	Approval criteria	Examples	Risk (RAG)
1.6	The training organisation must maintain auditable, accurate records and provide access to CITB on request (including training organisation premises, training delivery locations and staff)	For all courses you must have: <ul style="list-style-type: none"> <li>• Schemes of work</li> <li>• Lesson plans</li> <li>• Staff</li> <li>• Delegate information</li> <li>• Quality assurance</li> </ul>	2
1.7	The training organisation has clearly written operating procedures, covering all aspects of the training delivery and related administration activities  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	<ul style="list-style-type: none"> <li>• Operating procedures related to training organisation delivery</li> <li>• Conflict of interest's policy</li> <li>• Organisational chart</li> <li>• Appeals &amp; Complaints</li> </ul>	1
1.8	Individual agreement (or opt out) is gained from prospective delegates or delegates to allow the use of personal data for the purpose of the CITB, CTR and ATO, meeting current legislative requirements  Confirmations to be available for audit	<ul style="list-style-type: none"> <li>• Delegate confirmations of agreement are available and kept for a period not less than five and a half years?</li> </ul>	2
1.9	Actions arising from CITB quality interventions are shared with relevant staff and completed within agreed timescales  Contact is made with CITB to advise where action plans cannot be met to gain advice and guidance	<ul style="list-style-type: none"> <li>• Evidence of closure of actions</li> <li>• Meeting minutes</li> <li>• Changed processes</li> <li>• Improved records</li> </ul>	2

## Appendix 1 –Training organisation approval criteria Resources

Reference	Approval criteria	Examples	Risk (RAG)
2.1	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"> <li>• Delegate numbers</li> <li>• Scheme Rules</li> </ul>	2
2.2	Training organisation 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 organisation staff	<ul style="list-style-type: none"> <li>• Role descriptions</li> <li>• Organisational chart</li> <li>• Meeting minutes and/or records of internal communication</li> <li>• CPD records</li> </ul>	2
2.3	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"> <li>• Physical resources, as directed by the standard and Scheme Rules</li> <li>• Tools and equipment</li> <li>• Classroom facilities</li> <li>• Standardised Schemes of work and lesson plans</li> </ul>	2
2.4	Health, safety and welfare systems are in place to protect training organisations staff, delegates and others. These are reviewed and maintained	<ul style="list-style-type: none"> <li>• Risk assessments</li> <li>• Method statements</li> <li>• Health and safety policy</li> <li>• Health and safety audits and records of updates</li> <li>• Maintenance records</li> </ul>	2

## Appendix 1 –Training organisation approval criteria Delegates

Reference	Approval criteria	Examples	Risk (RAG)
3.1	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"> <li>Course information held of the CTD that accurately describes the training being offered</li> </ul>	2
3.2	All delegates undergo initial assessment to accurately identify course suitability and, where any special requirements or reasonable adjustments are required, records are kept  Any identified needs are recorded. The CITB equal opportunities and reasonable adjustments policy and Scheme Rules are followed, where possible, to provide fair access	<ul style="list-style-type: none"> <li>Delegate initial assessment results and records of any adjustments made.</li> </ul>	1
3.3	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"> <li>Records of delegate inductions</li> </ul>	1
3.4	Training, assessment and delivery is undertaken in English	<ul style="list-style-type: none"> <li>Initial assessment records</li> <li>Induction records</li> <li>Internal QA monitoring records of delivery</li> </ul>	5 (Automatic suspension)
3.5	Delegates are made aware of the organisation's appeals and complaints procedure. Access is given without the need for request	<ul style="list-style-type: none"> <li>Complaints and appeals procedures</li> <li>Delegate induction records</li> <li>Feedback from employers and delegates</li> <li>Records of appeals and complaints</li> </ul>	1

## Appendix 1 –Training organisation approval criteria

### Quality management systems

Reference	Approval criteria	Examples	Risk (RAG)
4.1	Quality management systems are clearly documented and cover all aspects of the organisation's processes	<p>QMS systems that monitor:</p> <ul style="list-style-type: none"> <li>• administration (CTR and CTD use)</li> <li>• staff requirements</li> <li>• induction and initial assessment</li> <li>• training delivery</li> <li>• certification</li> <li>• delegate and employer experience</li> </ul>	1
4.2	The training organisation has in place suitably qualified staff to carry out quality monitoring activities	<ul style="list-style-type: none"> <li>• Staff requirements, as stated in the Scheme Rules</li> </ul>	5 (Automatic suspension)
4.3	Records of quality monitoring are maintained in line with agreed QMS requirements and auditing, and are available for review	<p>Quality monitoring records;</p> <ul style="list-style-type: none"> <li>• quality policy</li> <li>• audit plans and schedules</li> <li>• audit reports and actions</li> <li>• observations of delivery</li> <li>• delegate interviews</li> </ul>	2
4.4	<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"> <li>• Records of training delivery</li> <li>• Quality monitoring records</li> </ul>	2
4.5	<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"> <li>• Evidence of review and updates of quality systems</li> <li>• Evidence of closure of agreed CITB quality interventions</li> </ul>	1



## Appendix 1 –Training organisation approval criteria Records

Reference	Approval criteria	Examples	Risk (RAG)
5.1	The training organisation 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"> <li>• data review</li> <li>• meeting minutes</li> <li>• procedure changes</li> </ul>	1
5.2	The training organisation 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"> <li>• delegate feedback</li> <li>• record of changes made</li> <li>• action taken as a result of feedback</li> </ul>	1
5.3	The training organisation 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"> <li>• process and procedure</li> <li>• pre-course information and joining instructions</li> <li>• staff training records</li> </ul>	1
5.4	The trainer shall capture evidence of the photographic identification and must include as a minimum;  ID Description;  Last 4 numbers of the identification or photocopy of identification should there be no identification numbers.	Evidence of; <ul style="list-style-type: none"> <li>• Photographic Identification Log</li> </ul>	2

## **Appendix 2 – Corrective actions**

Upon the conclusion of a CITB quality intervention, where it has been found that the centre is not compliant with Appendix 1, CITB will issue a corrective action. The corrective action will be based on an aggregate of each of the non-conformances identified during the intervention.

### **Corrective actions required**

This will not affect the training organisation's ability to deliver the 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.

### **Suspension of training organisation status**

Due to the severity of the areas identified as requiring attention, the training organisation 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 organisation 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 reserves the right to escalate the level of action applied to the organisation status.

For the avoidance of doubt, this also includes repeated instances of the same non-compliance.

## 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.