

SUPPORT PACK

Employer guide to the CITB training model: everything you need to know



February
2019

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Users can access the Construction Training Directory and Construction Training Register with the most recent versions of these browsers:

- Internet Explorer
- Microsoft Edge
- Firefox
- Chrome
- Safari

To find the latest release for these web browsers, please visit the software manufacturer's website.

PART 1: WHAT IS THE CITB TRAINING MODEL?

1. Introduction

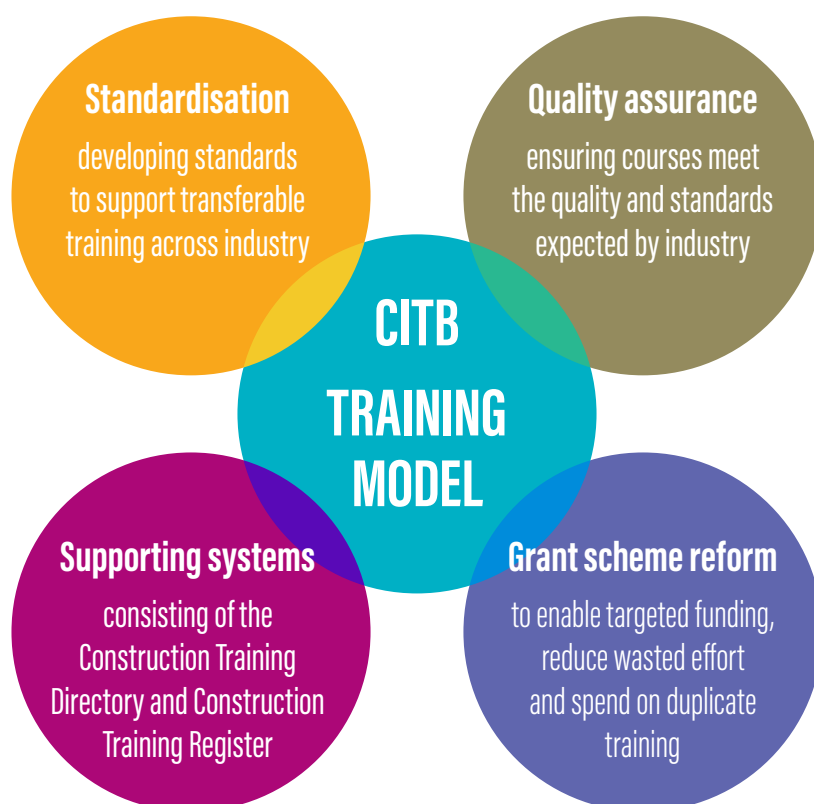
The CITB Training Model makes access to training simpler for employers and employees. Employers are able to find courses provided by approved training organisations (ATO); access automated grant payments and view training standards and achievement records.

Employees gain transferable career skills and an upto date record of their construction training achievements.

CITB award approved status to training organisations that provide construction training and qualifications to defined and industry-agreed standards.

We want to build a stronger workforce and a more resilient construction industry and improve the way training is developed and implemented throughout UK construction.

Approved status is a central part of our new training model to support the industry through the provision of high-quality, consistent training that employers can rely on.



Our comprehensive quality assurance covers:

- approval of training organisations
- approval of ATO training products
- ongoing monitoring and management of ATOs

Watch our short video to find out how it all works: [An introduction to the CITB Training Model.](#)

2. How the training model responds to challenges

The training model is a strategic response to a number of challenges with significant benefits for employers, employees and industry.

| Challenges | Responses and benefits |
|--|--|
| ▪ grant-funded training is not linked to a recognised standard | ▪ all grant-funded industry training is approved and quality assured |
| ▪ grant-funded training is not targeting industry priorities | ▪ funding can be managed to respond to output from the expanding evidence base |
| ▪ grant-funded short duration training is not always transferable between employers | ▪ all grant-funded industry training is transferable between employers |
| ▪ wasted time for employees attending duplicated training | ▪ no duplicated training for employees |
| ▪ wasteful grant spending on duplicated training | ▪ no wasteful grant spend on unnecessary training |
| ▪ claiming grant payments is a manual activity for employers and CITB | ▪ employers receive grant funding through an automated payment system |
| ▪ lack of visibility of available grant-eligible training | ▪ open access searchable database of all grant-eligible training |
| ▪ difficulty for employers in checking the skills and training levels of their workforce | ▪ searchable database of learners' training and achievement records |

3. What are the business benefits?

The new training model ensures:

- **Simplicity** – a central training directory and register to ensure training isn't duplicated
- **Consistency** – standardised training from approved training organisations (ATOs) accredited by our rigorous processes
- **Confidence** – that training is delivered to approved industry standards by experts
- **Efficiency** – no duplication of training or loss of work days, and you can easily check compliance and transferrable skills of new employees
- **Saves time and money** – automated grant payments targeted to address priority areas
- **Employee satisfaction** – transferrable skills and records for career development.

4. CITB Approved Training Organisations (ATO)

An ATO is an organisation that provides construction training courses and qualifications to a defined and industry-agreed training standard.

An ATO could be, for example, a commercial training provider, a construction employer's in-house training department or an educational establishment.

A CITB ATO is:

- recognised by CITB, as well as the British construction industry, as a training provider who can deliver good quality training that meets the industry approved standards
- part of CITB's automated grant payments system, making it easier for employers to find courses for their workers and be reimbursed for it.

An ATO is required to upload the learners' achievements onto the CTR within 10 days of the learner achieving the desired outcome on the course.

Read more about [becoming an ATO](#).

5. Construction Training Directory (CTD)

The CTD is an online searchable database where ATOs can advertise their training products.

Anyone can search the CTD for courses and qualifications. You do not need a login to access it. The courses listed on it are approved by us, meaning that:

- they are eligible for CITB grants for employers
- they will be delivered to defined standards that have been developed with the industry
- when learners complete the achievement their achievement will be recorded in the Construction Training Register.

Initially, only short duration training – lasting from 3 hours to 29 days – will be listed in the CTD.

6. Construction Training Register (CTR)

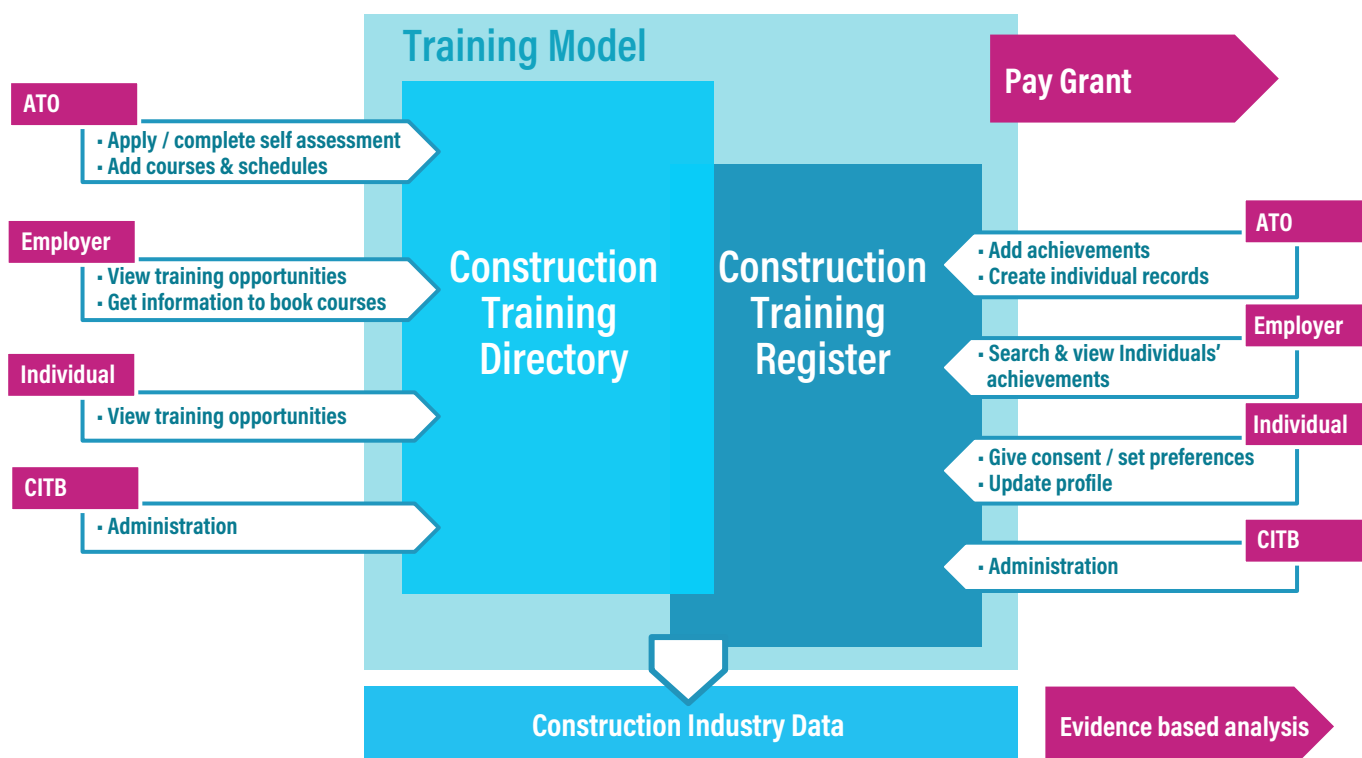
The CTR (or Register) is an online database of individuals' construction training qualifications and achievements.

ATOs must upload learner achievements to the register within 10 days of completion of a CTD-listed course.

It takes 48 hours to process the record, after which learners and employers with a login can search the relevant achievements. This enables learners to prove their skills and qualifications, and employers to ensure their workforce has the skills they need.

Over time the records will give us a picture of the skills base across the UK and provide insight into the training needs and enable us to target improvements such as specialist skills shortages and investment to support employers and industry needs.

How different groups use the CTD and CTR



7. Accessing the CTD and CTR

Searching for [courses in the CTD](#) is open to everyone; you do not need a login to access it.

The CTR requires a password to view a worker or learner's training record.

▪ For Levy-registered employers

- If you have **already signed up** to use CITB online services, you can request access to the CTR

Note: if you currently have access to Grant online, you will automatically get access to the CTR

- If you **haven't yet signed up** to use CITB online services, you will need to [Sign up to use CITB online services](#).

▪ For non-Levy registered employers

- If you are **not registered** with CITB for Levy, you will need to complete a different online form to [request access to the CTR](#).

▪ For individual workers or learners

- Construction workers or learners can have 'view only' access to the CTR
- To set-up 'view only' access, go to the [CITB online services portal](#)
- Click on the 'Sign in' button at the top of the portal
- When you get the pop-up window, click on the 'Register now' link, complete the required fields and then click on 'Submit'
- You will get an automated email asking you to verify your account
- Follow the instructions in the automated email to complete your registration
- Once you've completed your registration and logged into the portal, you can search for your training record.

PART 2: GRANTS

We provide grants to help eligible employers in the construction industry train their workers.

The Grants Scheme helps to maintain health and safety standards on construction sites and to ensure the right skills are available for the industry to grow.

Among the grants we pay are those for [approved short duration courses and qualifications](#), which you can consult by following the link.

These training programmes have been selected because they:

- focus on the core construction skills that are needed across the industry
- are priority areas for grant funding
- align with our priorities and objectives.

In addition to construction-specific training, they include health and safety courses and construction-related training, such as management and supervisory courses which have been tailored for the construction industry.

For more information, see [Grants](#).

1. Registration

If you registered for the first time between 1 April 2017 and 31 March 2018 you can claim grants:

- for new entrant trainees and apprentices who started since 1 August 2016
- all other grants from 1 April 2018.

If you registered for the first time between 1 April 2018 and 31 March 2019 you can:

- backdate claims for apprenticeships and higher apprenticeships for one year from the registration date, or to the start of the apprenticeship, whichever is shorter
- claim for all other grants from the registration date until we issue the 2019 levy return for completion, when normal rules apply.

Explore approved courses on the Standards section of our [website](#).

In addition to construction-specific training, they include health and safety courses, and non-trade construction-related training, such as management and supervisory courses which have been tailored for the construction industry.

These training programmes have been selected because they:

- focus on the core construction skills that are needed across the industry
- are priority areas for grant funding
- align with our priorities and objectives

2. Automated grant payments

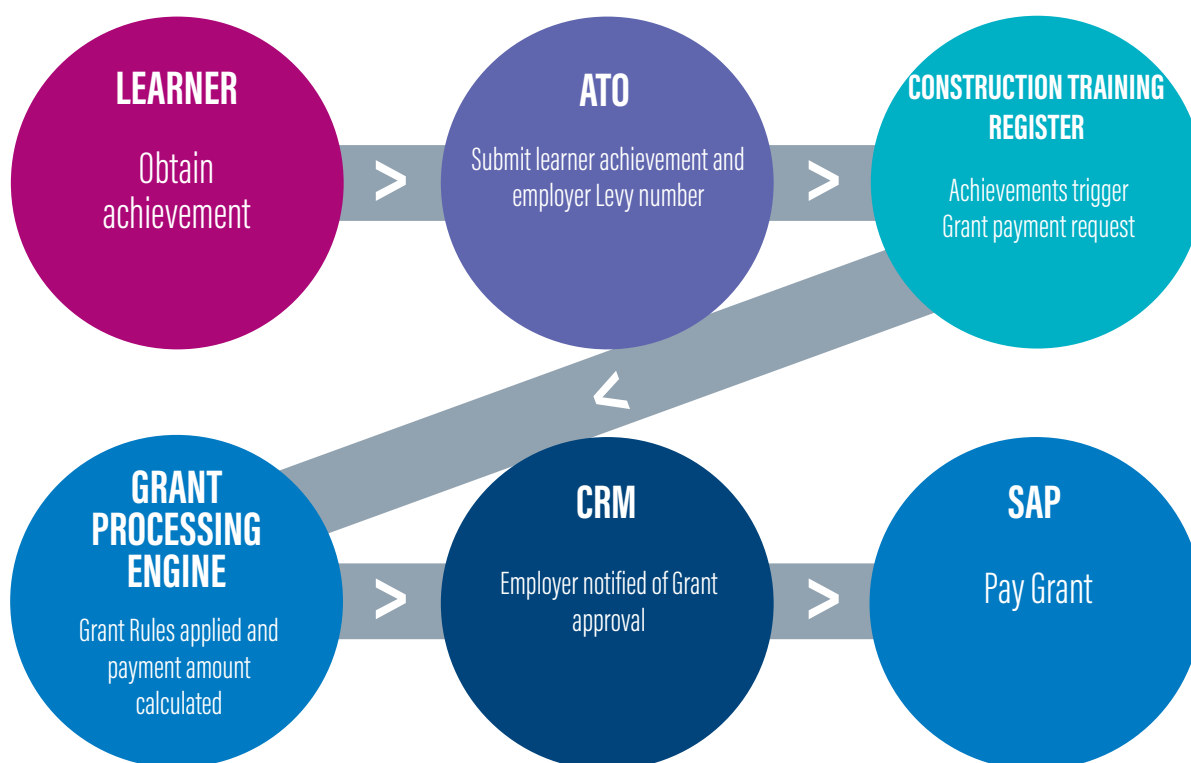
We are making the grants system easier, faster and more efficient by introducing automated grant payments for short duration courses.

When ATOs upload a learner's achievement, it triggers an automated grant payment to the employer.

3. Automated payments for training

Short duration grant can be claimed and automated via an ATO for training that is either:

- Associated to a full standard
- Associated to a standard in development



Grant tiers and values for short duration courses

There are three grant tiers. The tier is determined by the duration and content of a course.

There is a cap on how many claims an employer can make for short duration courses in a grants scheme year, based on the PAYE employees and sub-contractor wage bills that employers declare on their Levy Returns. For more information, see [Short duration course grants](#) and watch our short [Train and claim](#) video.

| | Grant |
|--------|-------|
| Tier 1 | £30 |
| Tier 2 | £70 |
| Tier 3 | £120 |

Grants for refresher courses

Refresher courses update knowledge and understanding in a shorter duration training course than the original, full training course. Refreshers will only be grant supported once a full training standard has been developed and is in place.

The grant available for refresher training is 50% of the Tier 1, 2 or 3 rates given for the original full-length course.

| | Grant |
|--------|-------|
| Tier 1 | £15 |
| Tier 2 | £35 |
| Tier 3 | £60 |

4. How we pay grants

Grants are only paid by bank transfer. If we do not hold your current bank details, please complete and submit the secure online Bacs direct credit authorisation form to receive grant payments.

Levy returns and payments

To receive your grant payments, your levy returns must be up to date.

- If you have submitted a correctly completed 2017 levy return you will be eligible for grant payments from 1 April 2018 to 30 June 2019
- If you haven't submitted your levy return, your 2018/2019 grant payments will be temporarily blocked until a 2017 or 2018 levy return is correctly completed and submitted
- You will need to submit a correctly completed 2018 levy return to us by 30 June 2018 to receive your grant payments after this date
- If your 2018 levy return isn't correctly completed and submitted by 30 November 2018, your payments will be permanently blocked for the 2018/2019 grants scheme year.

You will receive the grant once the CTR has been updated by the ATO and grant eligibility rules have been met.

5. Transition arrangements

During the transition period to the automated system, all grant eligible training can be claimed regardless of whether:

- **a full standard has been published**, and
- training was provided by a CITB ATO or their existing training providers.

If your grant is not automatically paid there is an online claim form. As an employer, you can use this form to claim for any eligible training you or your staff have completed that hasn't been automatically claimed via your Grant Online portal.

This is a transitional rule and will depend on the progress of on-boarding providers as ATOs. We will continue to allow employers to claim in this way until we reach an acceptable number of ATOs, at which point this rule will be withdrawn.

6. Claim cap

There is a **cap on how many claims** you can make for short duration achievements in one grant scheme year. The number is calculated from your 2017 or 2018 levy return, based on how many PAYE employees you have and payments to your sub-contractors.

We add the:

- number of PAYE employees
- number of **Construction Industry Scheme (CIS) sub-contractors** who you deduct CIS tax from (net CIS sub-contractors), which we calculate by dividing your total net CIS wage figure by £36,000 (the average sub-contractor wage based on earnings of £750 per week over 48 weeks).

If your net CIS wage figure is less than £3 million, we will use your total CIS (gross and net) wage figure instead, up to a maximum of £3 million.

We then take the sum of the two figures and multiply it by three to get the total cap figure for your entire workforce for the year.

Note: if your grant claim cap works out to be less than 21 achievements in a grant year, it will be adjusted up to 21.

7. Suggest a grant eligible course

Please contact us if you cannot find a construction course in our list of standards. If the course is not being evaluated against the grant-eligibility criteria, we will evaluate it and let you know the outcome.

If the course meets the criteria, we will work with industry to produce a training standard for it. Eventually, all courses delivered by an ATO to an industry training standard will be grant supported.

Complete our **suggest a course form**.

For more information on short duration grants or other ways CITB grant fund the industry, visit **CITB grant**.

PART 3: TRAINING STANDARDS

CITB is responsible for helping to develop and maintain standards and qualifications in the construction industry. CITB wants to ensure the training you or your employees receive is delivered and assessed to a recognised industry standard.

This is part of a wider reform CITB is undertaking to increase the standardisation and transferability of training in the UK construction industry. The changes will help us to target fund on areas that have the most positive impact on the construction industry and reduce effort and spend on duplication of training.

We are consulting with industry stakeholders to provide standards for many categories of training carried out in the construction industry. When these are confirmed, training providers can match their courses to the standard on the Construction Training Directory. You can be certain your employees have received comprehensive training, and people can transfer their course training between employers.

You can search the list of [short duration training standards](#) which have been approved as grant eligible (see [Short duration course achievement grants for details of grant tier and rates](#)). 'Short duration' is training lasting between 3 hours to 29 days.

Important: course titles

You will not find training standards listed under commonly used course or product titles (such as SMSTS).

This is because training standards are intended to be independent of any single provider and capable of being matched against different providers and courses.

Instead, training standard titles should describe the subject area and the target audience for the training, for example, Health and safety in construction site management.

For further information on training standards watch the short video: [training standards explained](#).

1. Standard categories

Assured

These are standards developed and quality assured by CITB with input from the construction industry.

Individual ATOs can apply to deliver against any of these standards. They will be required to complete a self-assessment form showing how their course meets the standard.

Once approved, ATOs can upload the courses in the Construction Training Directory and enter learners' achievements. This will allow you, as the employer, to search for courses and view employees' achievements.

Our Quality Assurance team works with providers to ensure quality of delivery.

Recognised

These are existing products that meet standards widely accepted by industry.

ATOs can apply to offer recognised products and need to upload evidence of authority from a third party, or governing body such as City & Guilds, PASMA or CISRS.

Good examples of Recognised standards are the various CISRS scaffolding courses, which the construction industry accepts as the standard scaffolding courses must reach.

For Recognised standards, the ATO will need to be an approved centre for the relevant body (for and the ATO would not be required to go through the CITB self-assessment process.

2. CITB products

These are products which are developed and administered by CITB, such as Site Safety Plus. Training Providers offering these should not submit achievements on the CTD, as this is done through CITB existing processes.

- This category relates to Site Safety Plus.
- ATOs can apply to be an approved centre to deliver these products.

See more information on [standards and a full list of courses with grants available](#).

3. Standards still in development

You can search grant eligible courses on the Construction Training Directory while the standards are in development. During the standard development phase, ATOs will not need to map their course against the standard, but once the full standard has been developed and released, we will contact ATOs and they will need to provide evidence on how their course meets the full standard.

4. When will new standards be released?

Due to the current volume of training standards in development and the time variations it is difficult to put an timescale on when a given standard will be released. However, we prioritise development of standards which are most widely used. During the ATO transition period the grants scheme will support training, provided it aligns to at least the title of a standard in development.

PART 4: QUALITY ASSURANCE, ENSURING QUALITY OF TRAINING

CITB's quality assurance model covers approval of training providers and their training products as well as on-going compliance monitoring.

All short duration training offered by an ATO will be aligned to a standard which will set:

- industry approved quality requirements for the course
- on-boarding requirements
- Quality assurance category (such as Assured, Recognised or CITB products).

Courses will be reviewed by either submitting evidence to CITB, or a physical visit during on-boarding and ongoing Quality Assurance, depending on the category the course belongs to.

- Assured Products will be quality assured by CITB by assessing training records and centre visits
- Products within the Recognised category will be accepted as already meeting the industry standard through third party scheme rules or qualifications
- CITB products, such as SSP will continue to follow specific scheme rules for the individual product.

1. ATOs offering CITB products

ATOs offering CITB products such as SSP are already required to meet the scheme requirements. Offering CITB courses means the ATO will not need to submit achievements, as this is already done through the current systems.

[Find out more about CITB products.](#)

2. ATOs offering Assured products

ATOs wishing to deliver their own training courses will be required to submit a self-assessment, detailing how their course meets the published standard, along with supporting evidence, such as:

- lesson plans
- schemes of work
- presentations and notes.

If the ATO training course is listed as a grant funded option but has no industry approved standard developed at the time of application, the self-assessment process is not required. The opportunity will exist for course details to be added onto the CTD. Once an industry-agreed standard is published, the ATO will be notified and must complete the course self-assessment with 12 weeks of notification.

3. ATOs offering Recognised products

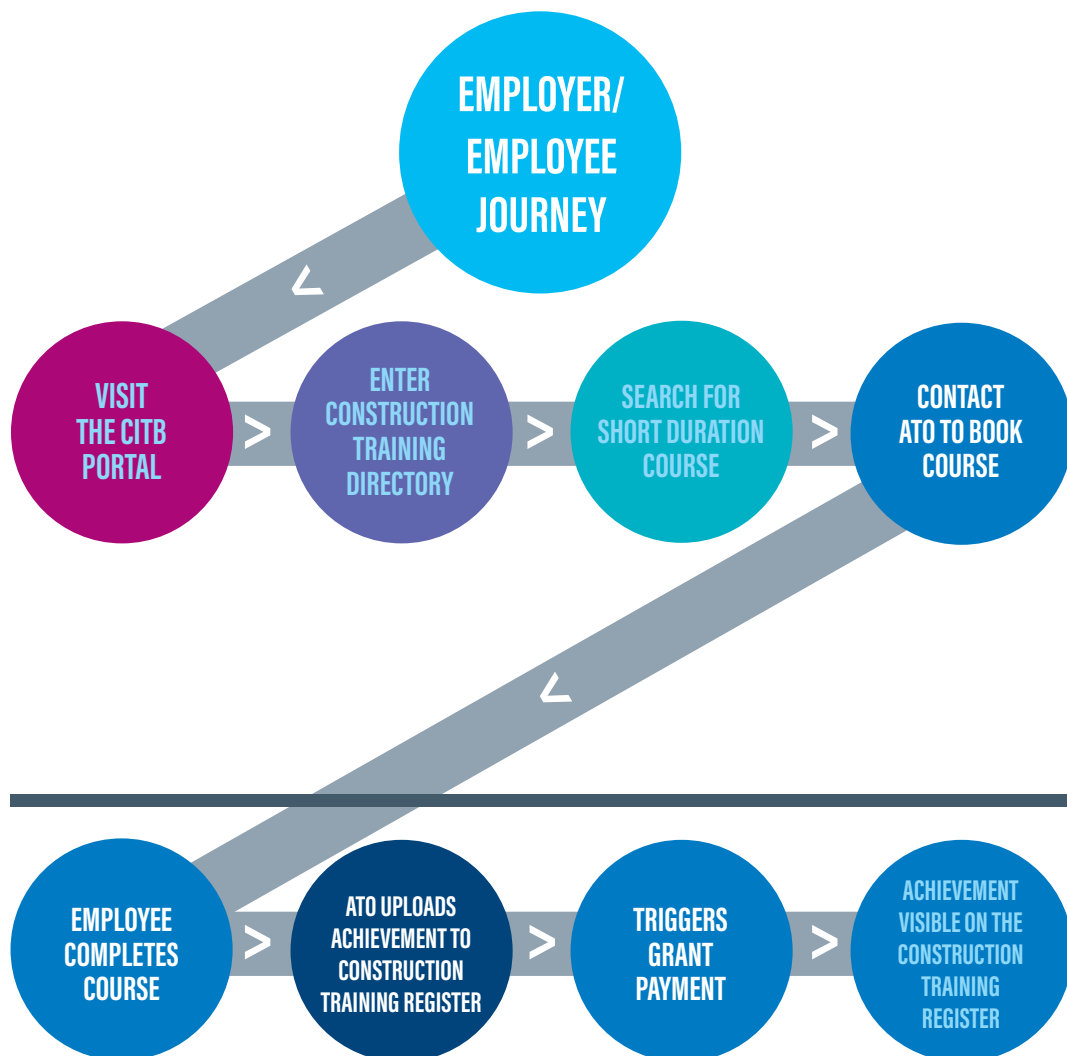
This product category requires the ATO to supply confirmation of approval from the third party awarding organisation. In most cases this will be an approval certificate listing the routes, qualifications and categories they are approved to deliver.

If an ATO offers products assured through a third party, such as City and Guilds, CITB will gain assurance through the third party's quality arrangements. CITB will check this and require the ATO to notify us if and when they believe they will no longer be compliant, or if they receive notice of a suspension or restrictive action.

PART 5: HOW TO USE THE CTD AND CTR

The chart below outlines the basic journey you will take when using the Construction Training Directory and the Construction Training Register.

Press control and click on the box heading to visit the relevant web page or work instruction relating to each stage.



1. Help on the portal

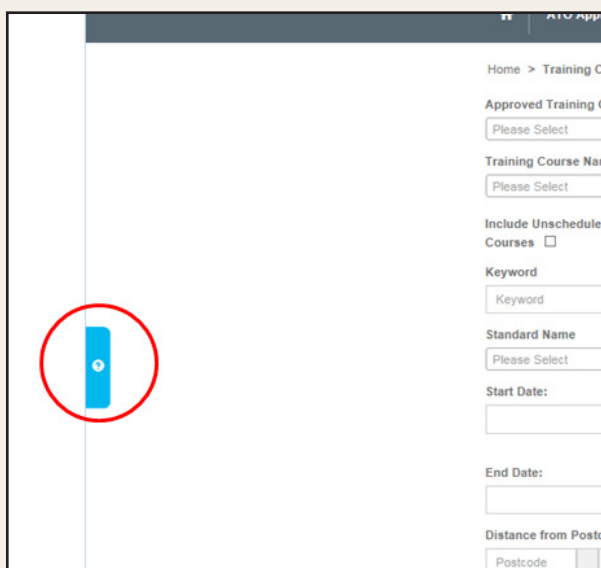
Many pages of the portal have a Help Tab located on the left margin of the screen. They are blue and carry a question mark. Click the **tab** to reveal guidance text relevant to the page. Click the tab again to close the information.

2. Find a Course

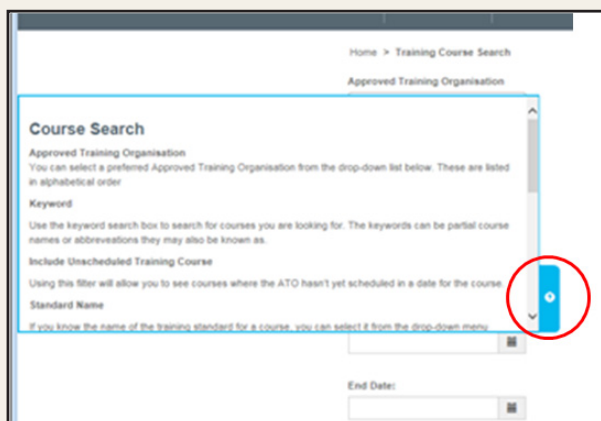
The Course Search page allows you to search for training courses that are currently being offered by ATOs on the Construction Training Directory. You do not need to be a user or be logged to search and view the available course.

Instructions:

1. Visit <https://my.citb.co.uk> and click on the third icon 'Construction Training Directory'

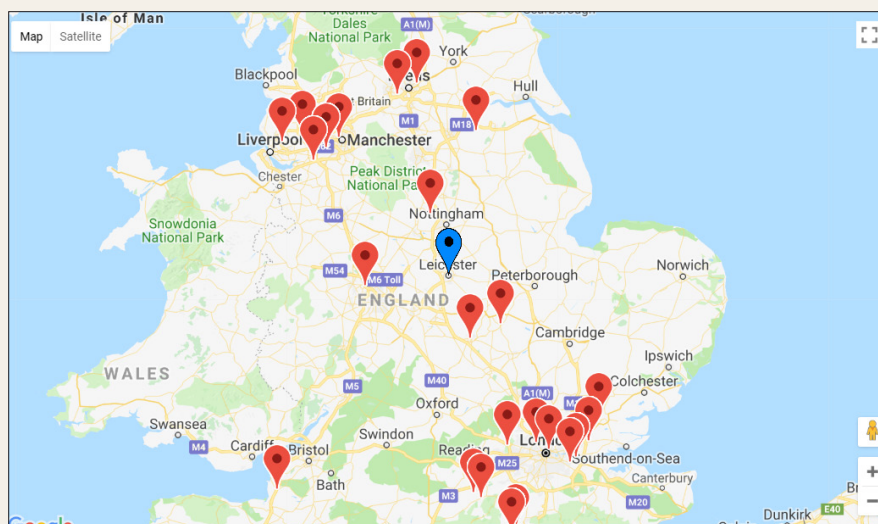


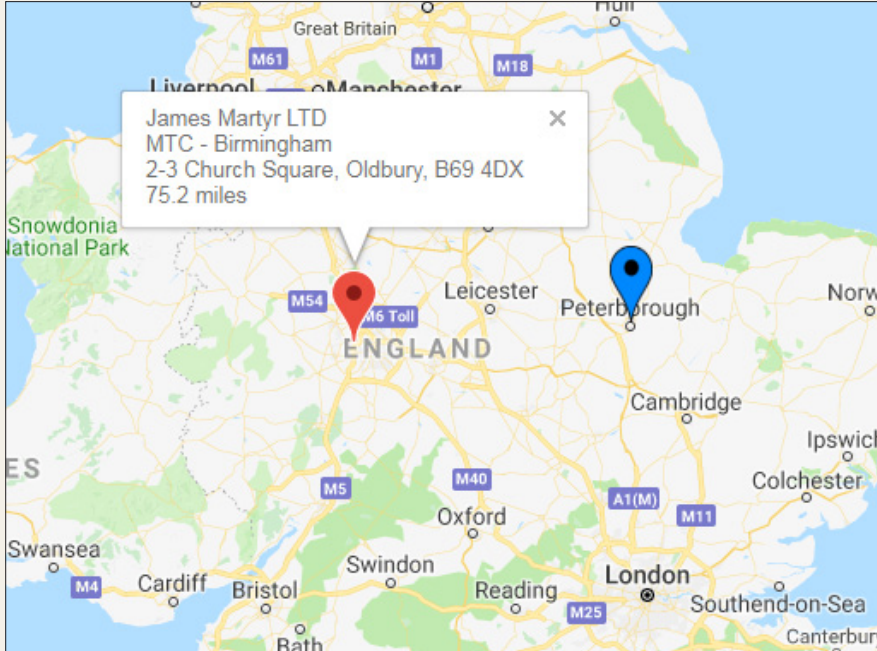
2. Once loaded, on the left hand side of the screen you will see a number of different search options, see below.



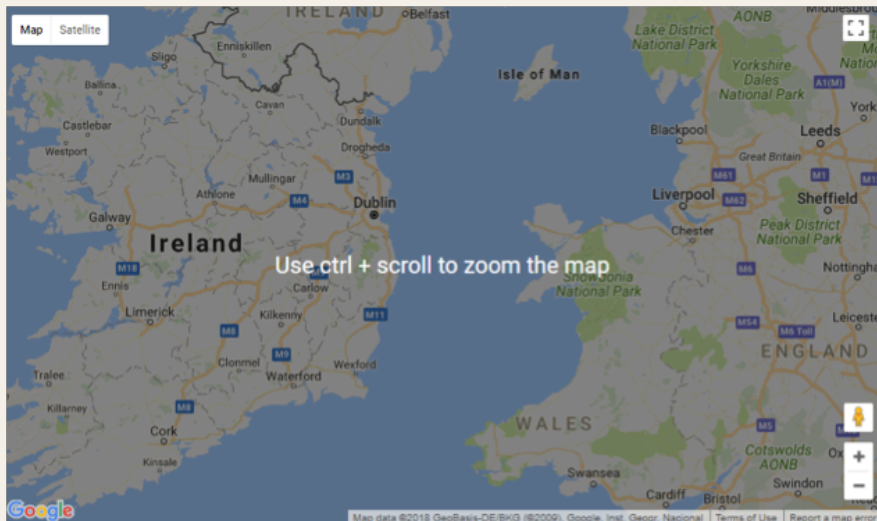
Search options explained:

- **Approved Training Organisation** – Click on the drop down arrow to see a list the Approved Training Organisations. Select your preferred training provider
 - **Keyword** – Use a keyword to search for a course. This could be a partial course name or abbreviated term such as SMSTS.
 - **Include Unscheduled Training Courses** – use this to see what unscheduled courses are being advertised by ATOs. Click the box and it will show courses the ATO provides, but does not have scheduled dates. **Note:** do not put in a start/end date or postcode as they have not been scheduled
 - **Standard Name** – Similar to the Training Course name, but you can search but the industry standard you are looking to achieve. This will show all the courses linked to the standard
 - **Start date / End date** – of the training course you want to find. The full duration of the course must be within the start and end dates
 - **Distance from postcode** – for searching for courses within a specified radius from a postcode. A full postcode must be used to utilise this function
3. If you search using the postcode function, a map will show the closest ATO locations. The blue marker is your location, and the red markers highlight ATO training centre locations. Click one of the markers to read information about the venue.





Map controls work in the same way as Google Maps. Use the CTRL button and mouse scroll wheel to zoom in and out using the + - icons in the bottom right corner of the map.



You can sort the list of courses by each of the headings at the top of the search results. This can be done **alphabetically** by **course name**, **cost** or **grant tier**, see below:

Home > Training Course Search

Approved Training Organisation: ✔ - Standardised Training ✘ - Grant Value Exception

Please Select

Keyword: smsts

Show 10 entries

Search:

| Course Name | ATO | Standard | Location | Price | Start Date | Duration | Grant Value | Distance (Miles) |
|--|--------------------------------|--|-----------------------|---------|------------|----------|-------------|------------------|
| (SMSTS) Site Management Safety Training Scheme - CITB Site Safety Plus | WJB TRAINING & CONSULTANCY LTD | Health and Safety in Construction Site Management ✔ | WJB Training - Bolton | £475.00 | 08/10/2018 | 5 Days | £120.00 | 85 |
| (SMSTS) Site Management Safety Training Scheme - CITB Site Safety Plus | WJB TRAINING & CONSULTANCY LTD | Health and Safety in Construction Site Management ✔ | WJB Training - Bolton | £475.00 | 05/11/2018 | 5 Days | £120.00 | 85 |
| (SMSTS) Site Management Safety Training Scheme - CITB Site Safety Plus | WJB TRAINING & CONSULTANCY LTD | Health and Safety in Construction Site Management ✔ | WJB Training - Bolton | £475.00 | 03/12/2018 | 5 Days | £120.00 | 85 |

Clear All Search

Course Availability Feedback

- Once you have found the relevant course, **click on a course name** in the Course Search page to take you to the Details page, containing information about the course.

Home > Training Course Search

Approved Training Organisation: ✔ - Standardised Training ✘ - Grant Value Exception

Please Select

Keyword: smsts

Show 10 entries

Search:

| Course Name | ATO | Standard | Location | Price | Start Date | Duration | Grant Value | Distance (Miles) |
|--|--------------------------------|--|-----------------------|---------|------------|----------|-------------|------------------|
| (SMSTS) Site Management Safety Training Scheme - CITB Site Safety Plus | WJB TRAINING & CONSULTANCY LTD | Health and Safety in Construction Site Management ✔ | WJB Training - Bolton | £475.00 | 08/10/2018 | 5 Days | £120.00 | 85 |
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Clear All Search

Course Availability Feedback

- Click on standard relating to the course to get further information on the standard such as the Grant tier, Grant Value etc.

Home > Training Course Search > Training Course Details

Health and Safety in Construction Site Management

Description: Site Management Safety Training Scheme (SMSTS) This course is for you if you're considering, or already have, responsibilities for planning, organising, monitoring, controlling and administering groups of staff e.g. site manager. Overview It covers all relevant legislation affecting safe working in the building, construction and civil engineering industries. It highlights the need for risk assessment in the workplace, the implementation of the necessary control measures and adequate communication to sustain a health and safety culture within the workforce. This course is endorsed by Build UK as the standard training for all construction managers. At the end of the course you will be able to: implement all health, safety, welfare and environmental legislation affecting your daily work implement new guidance and industry best practice state your duties and responsibilities with regards to health, safety, welfare and the environment Certification for this course is valid for 5 years. To remain certified in this area, you will need to take a refresher course before the expiry date on your certificate, otherwise the full course will need to be retaken. Find out more about becoming approved to deliver this course

Prerequisites:

Course Code: GET0039

Course Url:

Standard: [Health and Safety in Construction Site Management](#)

Duration of Course: 5

Cost From: £475.00

Approved Training organisation:

Qualification Name:

Qualification Awarding Body:

- Finally, you can click on the ATO name within the list to show you contact details of the ATO. Use these details to contact the ATO and to book your course.

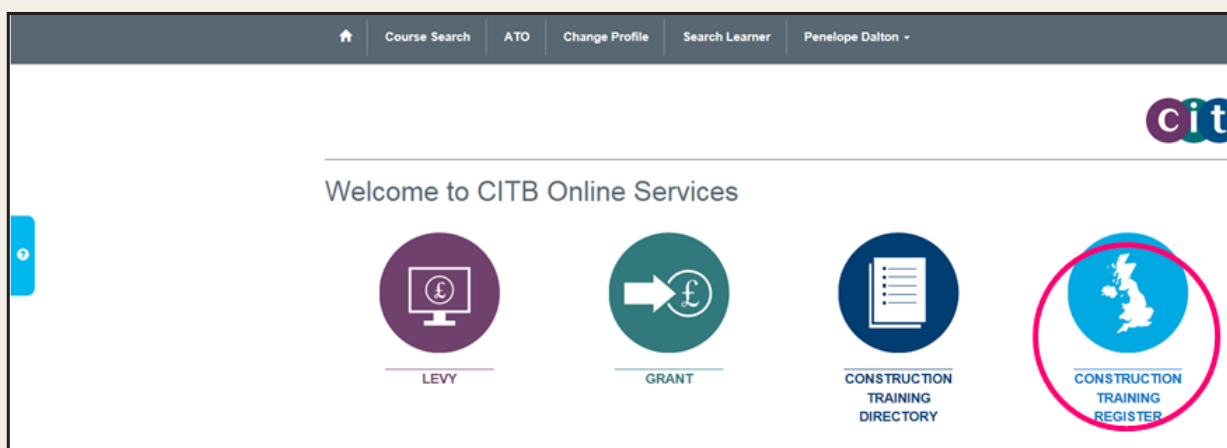
| | | | | | | | | |
|--|-------------------------------|---|--|---------|------------|--------|---------|----|
| Site Management Safety Training Scheme (SMSTS) | National Construction College | Health and Safety in Construction Site Management | National Construction College East | £595.00 | 10/12/2018 | 5 Days | £120.00 | 77 |
| Site Management Safety Training Scheme (SMSTS) | National Construction College | Health and Safety in Construction Site Management | National Construction College Midlands | £595.00 | 12/11/2018 | 5 Days | £120.00 | 36 |
| Site Management Safety Training Scheme (SMSTS) | National Construction College | Health and Safety in Construction Site Management | National Construction College Midlands | £595.00 | 17/12/2018 | 5 Days | £120.00 | 36 |
| Site Management Safety Training Scheme (SMSTS) | National Construction College | Health and Safety in Construction Site Management | National Construction College Waltham Forest | £595.00 | 19/11/2018 | 5 Days | £120.00 | 89 |

3. Find a Learner

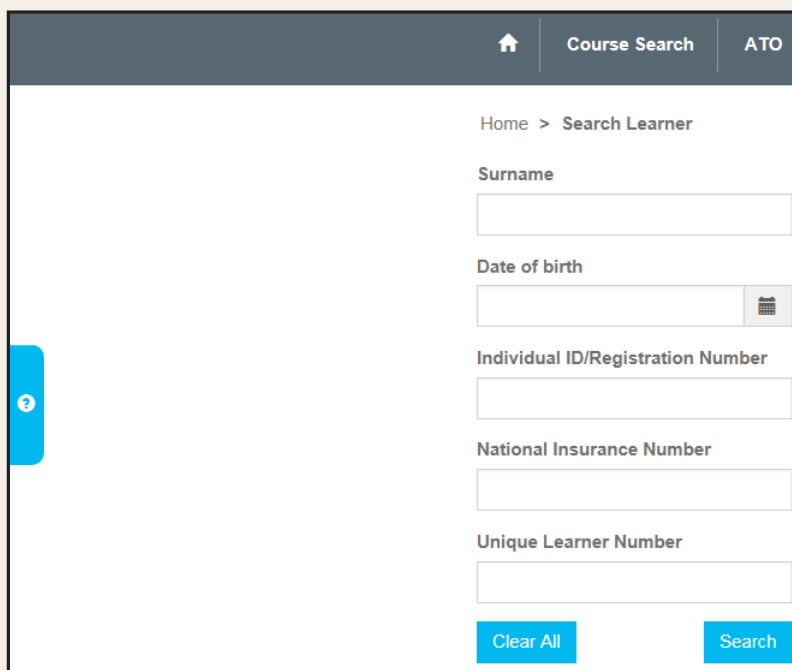
You can use CTR to find learners and see their achievement records.

Instructions:

1. Visit <https://my.citb.co.uk> and click on the fourth bubble 'Construction Training Register'.



2. Once you have logged into the system, click on 'Search Learner' along the top menu bar, see below:



You need two pieces of information to find a learner:

- either their **individual ID/Registration number** or **National Insurance number** and
- **date of birth** or unique **learner number**.

If the criteria does not match someone in the database; no results will appear and you will see a message to refine your search criteria.

Definitions:

Unique Learner Number: is a 10 digit number used to access the Personal Learning Record of anyone over the age of 13, involved in UK education or Training.

National Insurance Number: should be searched for in the format "AB123456A" Do not use temporary numbers (starting with TN).


Individual ID/Registration number: is a seven digit number found on learners CSCS card or on other paperwork issued by CITB such as Site Safety Plus (SSP) certificates.

- Once CTR has identified the person, their **name**, **photo** (if provided) and **list of achievements** will be displayed, sample below.

Learner's Profile

General

Full Name *
Sam Sample



Achievements

Achievements

Active Learner Achievements ▾

| Training Course | Standard Name | Achievement Award Date ↑ | Date of Expiry | Recommended Refresher Date | Standardised Training | Occupation |
|----------------------|----------------------|--------------------------|----------------|----------------------------|-----------------------|------------|
| SICCS - Supervisor | SICCS - Supervisor | 12/05/2013 | 31/12/2018 | | Yes | Card |
| SICCS - Manager | SICCS - Manager | 12/05/2013 | 31/12/2018 | | Yes | Card |
| CPCS Competence Card | CPCS Competence Card | 10/08/2013 | 31/10/2018 | | Yes | Card |
| CPCS Trainer - Full | CPCS Trainer - Full | 10/08/2013 | 31/10/2018 | | Yes | Card |

< **1** 2 3 4 5 6 7 8 ... 31 >

- You can also toggle between the active and expired achievements by clicking on the text ' Active achievements' (shown below)

Home > Search Learner > Learner Profile

Learner's Profile

General

Full Name *
Shea Leonard

Achievements

Achievements
Active Achievements +

| Training Course | Standard Name | Achievement Award Date ↑ | Date of Expiry | Recommended Refresher Date | Standardised Training | Occupation |
|---|---|--------------------------|----------------|----------------------------|-----------------------|-------------------------------|
| 300 Pedestrian Operated Plant, Roles and Responsibilities | 300 Pedestrian Operated Plant, Roles and Responsibilities | 01/03/2018 | | | No | Short Duration Plant Training |
| 12D Registered Traffic Management Operative (RTMO) T6 | 12D Registered Traffic Management Operative (RTMO) T6 | 01/03/2018 | | | No | Road Building and Repair |

PART 6: HELP AND SUPPORT

1. Contact CTD

If you have any queries or are unable to sign into your account please contact:

CTD Services

Tel: **0844 994 4047**

Email: ctdservices@citb.co.uk

Opening hours:

Monday to Thursday 9am to 5pm

Friday 9am to 4pm

Closed: Weekends and Bank holidays.

Links to 'How to' videos:

[CITB CTD and CTR - An overview](#)

[How to claim grant using CITB online services: Train and claim](#)

2. Privacy and data protection

In order to view an individual's training record you will need to be logged into the Construction Training Register and will be required to input key pieces of learner information. Depending on whether we already have the learner on the database, the maximum data fields we will require are:

- Training Organisation used for training
- Course Code achieved
- Employer CITB Levy Registration number (if grant is to be paid)
- Achievement date
- Unique Learner Number, Phoenix ID and/or National Insurance number
- First name
- Surname
- Date of Birth
- Home address, including postcode

We have considered the impact of General Data Protection Regulation (GDPR) to ensure the system and processes will be compliant with current data protection legislation.

CITB has also written a Fair Processing Notice that will be shared with prospective learners when attending a course. This is for your information only and outlines how their details will be used.

Fair Processing Notice

The information you provide to {name of approved training organisation} ("ATO") ("Your Information") will be used to administer the course(s) on which you enrol and undertake ("the Course(s)"). Your Information will be provided to the Construction Industry Training Board ("CITB") by the ATO to enable the functions (and purposes incidental to those functions) as set out in the Industrial Training Act 1982. CITB's statutory functions include but are not limited to the maintenance of a record of your achievements on the CITB Construction Training Register ("CTR") (or such other recording system as CITB operate from time to time) following the successful completion of the Course(s).*

A significant advantage to you of the CTR is the ability to:

- demonstrate to an employer or contractor that you hold required qualifications/ achievements/training for a particular role
- enable employers to transfer your training achievements between each other more easily, reducing the chance of you repeating training you have already undertaken
- get you into a job faster as employers can easily see the training you have completed.

Your Information will be held securely and treated confidentially and will not be disclosed to third parties other than as described above. To access Your Information on the CTR you will give a third party, e.g. a prospective employer, information that uniquely identifies you. This will restrict access to Your Information to only those people with a legitimate reason to access the CTR.

* For further information explaining your legal rights and how your information may be used by CITB and {the ATO}, please view the [CITB Privacy policy](#) and {the ATO's} [terms and conditions](#) before you apply.

In line with the launch of the new Training Model: CITB has updated its privacy policy

3. Further information

Useful contacts

- Grant related queries:
Email: levy.grant@citb.co.uk
- Quality assurance queries:
Email: quality.assurance@citb.co.uk

Weblinks

- www.citb.co.uk/onboarding/
- www.citb.co.uk/grant/
- <https://www.citb.co.uk/qualifications-standards/training-standards/short-courses-standards/>

Videos from the experts

- [CITB Training Model: Braden Connolly, Director of Products and Services](#)
- [Grants scheme reform: Geeta Nathan, Head of Economic Analysis](#)
- [Training Standards: Dawn Hillier, Head of Standards and Qualifications](#)
- [Quality Assurance: Chris Simpson, Quality and Verification Manager](#)

Webinar link

- <https://attendee.gotowebinar.com/register/639089323741159938>

4. FAQs

Where can I find information about the Training Model?

Online levy and grant information is available on our [website](#).

Information on becoming an Approved Training Organisation (ATO) is available on our [website](#).

How do I access my account?

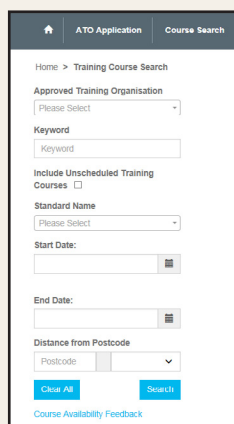
You can log into your account through the [CITB portal](#).

How do I search for learner achievements?

You can search for learners' achievements through the Construction Training Register (CTR) at <https://my.citb.co.uk/> and clicking on the CTR icon. You must request access to use the CTR. If you do not already have an account you can request access on the [CITB website](#).

Further information and instructions on how to use the CTR can be found on [page 21](#) of this document.

How do I find a course on the directory?



To search for a course on the Construction Training Directory (CTD) go to <https://my.citb.co.uk/>, click on the CTD button and complete the form.

Following feedback we have enhanced the search function to enable you to search by keyword against the standard. This can be done by using a partial course name or abbreviated term, such

as SMSTS. Words commonly used in industry in relation to courses are also being linked through the keyword search.

The work instruction for [finding a course](#) is detailed on [page 16](#) of this document.

How do I make a manual grant claim?

There are instructions and a 'how to' video on our [website](#), there are also links to the [Grant Online](#) services.

How do I check if my grant has been paid?

You can access the [Grant Online](#) services to check grant payments. You will have needed to register for online services via the [CITB website](#) before you can check your grant payments.

Who is responsible for uploading achievements and processing grants if the Approved Training Organisation (ATO) has carried out the training?

The ATO is contractually obligated to submit all achievements in relation to the training they have carried out. Please make sure the ATO providing the training has your company's levy registration number (LRN). Giving the LRN to the ATO will ensure that your grant is automatically processed when the learner's achievement is submitted. If your ATO has not used your LRN, please email levy.grant@citb.co.uk

Do manual grant claims add achievements to the Construction Training Register (CTR)?

If training has not been carried out by an Approved Training Organisation (ATO), employers can process a manual grant claim through the Grant button, but this is a grant claim only and will not upload learner achievements onto the CTR.

4. Glossary

Assured

Assured standards have been developed by CITB with input from the construction industry and quality assured by CITB. ATOs can apply to offer Assured products.

ATO

A CITB ATO is an organisation which provides construction training courses and qualifications to a defined and industry-agreed training standard.

CITB Products

Products developed by CITB – Site safety plus (SSP) and the HS&E tests (Operatives, Specialist and Managers and Professionals).

Construction Training Directory (CTD)

An online Construction Training Directory where you will be able to find the construction training that is delivered by CITB Approved Training Organisations (ATO), and has grants aligned to them.

Construction Training Register (CTR)

The Construction Training Register is an online database of construction workers' training achievements and qualifications available to employers in the construction industry to use.

Forms of Agreement

Forms signed by an ATO agreeing the terms and conditions with evidence of their ability to provide the relevant courses. These are different depending on whether an ATO is providing Assured, Recognised or CITB products.

GDPR

General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union (EU) and the European Economic Area (EEA).

Grant

Grant is the money paid to employers within the Construction Industry to support training and development.

Recognised

Training products provided by third-party awarding bodies that meet the standard and are widely accepted by industry. ATOs can offer recognised products once they have supplied evidence of authority from the awarding body.

Short Duration Course

A short duration course is training lasting between 3 hours to 29 days.

Training Standard

The standards against which training courses are assessed. Training standards are developed by industry to ensure that the training being provided by an ATO is of appropriate quality.

SUPPORT PACK EMPLOYER GUIDE TO THE CITB TRAINING MODEL

