

Internet Test Centre Quality Assurance Requirements September 2023



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VERSION CONTROL

ANY TEXT IN THIS DOCUMENT DISPLAYING IN RED ARE THE MOST RECENT UPDATES TO THIS VERSION

Version	Date	Change
March 2022	March 2022	Launch document
September 2023	September 2023	Addition of termination and test revocation process Amendments to QMS Update to App 3 - Notifications to CITB of material changes Addition of due diligence process – new App 5 Addition of – ITC self-Assessment documents – new App 6. Addition of -Fair Processing Notice New App 7 All text in RED has been updated.

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Context

1. The Construction Industry Training Board (CITB) is responsible for the awarding of Health, Safety and Environment Tests through its network of Internet Test Centres (ITC).
2. To ensure the test delivery is robust and meets the requirements set out in the Internet Test Centres Scheme Rules, CITB will conduct face-to-face and remote quality assurance interventions associated with, but not limited to, the following:
 - New Centre approval **and due diligence**
 - Site Surveys (new location of test facilities)
 - Monitoring audits **(announced and unannounced)**
 - Observation of test delivery **(announced and unannounced)**, including CCTV and test logs.
3. This document has been designed to support the delivery and maintain the quality of Internet Test Centre test delivery and should be used in conjunction with the forms of agreement for CITB Internet Test Centres and the CITB standard terms **"The Contract"** for Internet Test Centres.

Scope

4. The publications that form the scope of this document are:
 - **The CITB Provider Agreement** (standard terms) **"The Contract"**
 - **The CITB** Form of agreement
 - **The CITB** Internet Test Centre Scheme Rules
 - **The CITB** Internet Test Centre **Quality Assurance Requirements**
 - **Pearson Vue Technical Requirements**.

How to become a CITB approved Internet Test Centre

5. To become a CITB approved Internet Test Centre you must meet the approval criteria listed in this document, demonstrate compliance with the standard terms and conditions and the forms of agreement **and successfully complete the CITB due diligence process. Full details of the CITB Due Diligence process can be found at Appendix 5.**
6. You will need to provide evidence of your compliance, against this document, to the Quality Consultant during your approval audit. This will also form the basis of future audit audits and interventions in demonstrating your continued compliance. **To support this, CITB has created a mandatory self-assessment checklist, that must be completed prior to any approval visit. A copy of the self-assessment document and supporting guidance notes can be found at Appendix 6 of this document.**
7. The approval criteria (Appendix 1) detail the documents, processes, and staff you will need to deliver Health Safety and Environment testing. **This must be used as the focus for your Quality Management System (QMS).**

CITB Internet Test Centre approval

8. You must be approved by CITB prior to delivering any Health, Safety and Environment Test specific to your approval. CITB will not recognise any test that is delivered prior to your approval. Your approval is subject to your ongoing compliance with the scheme documentation and contractual agreements.

9. The **CITB** Health, Safety and Environment Test **must only be delivered in the test room** at your **approved CITB** premises.
10. You are accountable for all elements relating to the delivery and quality assurance of the Health, Safety and Environment Test that you have been approved to deliver. Therefore, any element required of the delivery of the test(s) conducted through peripatetic staff is the sole responsibility of the Internet Test Centre registering and delivering the test(s). You are reminded not to subcontract as per clause 11 of the centre agreement.

Test Room Requirements

11. Test rooms must meet the requirements detailed in the Scheme Rules **and Quality Assurance Requirements documents**, prior to and during any tests being administered.

Internet Test Centre approval documentation

12. During the approval audit, CITB will require **policy and procedure** documentation on the following to be made available:
 - **Quality management system (QMS) detailing how you monitor your ITC provision against the scheme requirements listed in Appendix 1. (Guidance on what should be contained in a Quality Management System is attached at Appendix 4).**
 - **Health, safety, and welfare**
 - **Internal audits and quality assurance**
 - **Organisational chart (showing delivery and management of the ITC provision)**
 - **Staff training including CPD, certificates etc.**
 - **Booking process**
 - **Reasonable adjustments and special considerations**
 - **Equal opportunities and diversity (EO&D)**
 - **Conflict of interest**
 - **General data protection Regulation (GDPR)**
 - **Invigilation of testing**
 - **Appeals and complaints.**
 - **Malpractice, maladministration, and counter fraud**
 - **Whistleblowing**
 - **CCTV Policy**
 - **Safeguarding (where appropriate)**
 - **Modern slavery**
 - **ICO Registration**
 - **Process for notification of material changes (Appendix 3).**
13. You will also need to make the following information available:
 - **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 **verifiable** management experience **in the electronic /educational testing environment** to support the delivery of the Health Safety and Environment Test.**
14. Your approval will allow you to deliver in England, Wales, and Scotland. For Northern Ireland approval is detailed in Clause 2.3 of the CITB centre agreement. For clarity, testing conducted outside of Great Britain must be for the Great British construction industry and evidence of this is required for each test undertaken. Great Britain is defined as England, Wales, and Scotland.
15. CITB will provide support to assist you in meeting the approval requirements. Further support is available through the quality team who are based throughout Great Britain. You can arrange an advisory audit (subject to fee) to help you with the approval process by contacting CITB.

16. Your Internet Test Centre will need to ensure it adheres to the requirements of the requested Policies and Procedures together with such policies and guidance as Pearson VUE may from time to time publish within the VUE Support Service area of the Pearson VUE website (accessible once you have become an Internet Test Centre): <http://vss.pearsonvue.com>
17. Approval is given when all the requirements have been met, and your agreement has been signed by CITB and your organisation. Once this is in place **Pearson VUE will be notified to allow installation of the required testing software.** You can then start notifying and delivering the tests for which you have been approved.
18. Approval may still be issued where there are only minor updates required which, 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 Internet Test Centre'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 a realistic timescale for the actions to be completed. You will **remain unapproved** until you have completed your action plan in full, and approval has been recommended.

ITC Staff roles and responsibilities

20. The roles and responsibilities of the Chief Administrator and Test Administrator(s) are detailed in the appropriate section of the Internet Test Centre Schemes Rules document.

Internal Auditing

All Approved Internet Test Centres are required to carry out internal quality assurance. It is not acceptable to rely upon CITB to provide you an assurance. Moreover, you should be providing an assurance, through your own arrangements of the robust delivery of testing at your organisation, to CITB.

For clarity, this Internal Auditor must not audit their own work. Persons responsible for this activity, must have sufficient authority to carry out this role. They must also be able to demonstrate a thorough and detailed knowledge of the ITC product requirements and all centre processes that relate to the delivery of the Health, Safety and Environment test.

CITB recommends using the BS/EN/ISO 9001 principles for managing your arrangements and can provide guidance on how to set up your system (Appendix 4). The Requirements for Approved Internet Test Centres is set up to support this approach.

CITB will review your quality assurance arrangements and report on your quality management systems including, specifically.

- **Intent**
This includes how you intend to implement and manage your quality management system and how the management support the quality system.
- **Implementation**
How you are delivering on your documented intent, e.g., are you doing what you said at the approval?
- **Effectiveness**
Looks at the quality management system and asks simply 'is it working effectively'.

Test registration, **booking** and documentation

21. Test Registration, booking and documentation must be completed as detailed in the appropriate section of the Internet Test Centre Scheme Rules document.
22. If a candidate wishes to postpone, the test can be rearranged without the requirement for a further 48-hour notification period. This only applies if the test is rearranged at the same centre and location.
23. The following information must be collected in respect of every Candidate (this information will be required when booking the test).
 - Candidates full name
 - Candidates full home postal address including postcode.
 - Candidates' nationality
 - Candidates personal contact numbers (home and/or mobile)
 - Candidates CITB registration number
 - Type of Test booked.
 - Any additional Candidate support required such as a voiceover. Candidate's test booking confirmation must be kept on record for 2 years.
24. In respect of the collection of candidates personal details on the test booking process, ITCs are reminded that the details required are the personal details of the individual, i.e., home address, personal email, and personal phone contacts, **NOT** the ITC centre or employer details. Where these details cannot be provided, a record must be kept detailing the extenuating circumstances for non-compliance with this requirement. These records must be available for audit. CITB requires these contact details to ensure that candidates can be contacted in the event of audit and quality assurance processes.
25. The centre must ensure that the Candidate is given a copy of the Candidate Rules Agreement to read prior to signing the electronic e-pad and sitting the test.
26. You must inspect and take a copy of the Candidates current valid passport, photographic driving licence or other appropriate form of identity and retain them securely for 2 years. You can find other acceptable forms of identification in Appendix 6 of the Scheme Rules.
27. Images of the Candidate must be taken to the required standard which can be found in Appendix 4 of the Scheme Rules.
28. You are required to ensure that Candidates have signed the Test Log for the test taken. This will confirm the time of the test and demonstrates consent to having their image taken.

Suspected Proxy / Impersonation

28. You will need to record if a candidate fails a check that leads the test administrator to believe that they are not the genuine candidate **and have been turned away from testing**. The record must show any details that you have already gained from the candidate are kept for reporting and investigation purposes. This could include photographs taken of the candidate, personal details such as address and any copies of ID.

Self-Proctor

29. Test administrators are not permitted to administer and undertake a test at their own Centre. Pearson Vue will make all Self-Proctors known to CITB. We will ensure that any test undertaken by the test administrator is revoked and a level of action taken that could result in the suspension of your centre.

CITB Quality Assurance audits and **monitoring**

30. All Internet Test Centres receive monitoring interventions from CITB to ensure consistency, quality of delivery and accuracy of data submission. We will carry out one or more of the following monitoring activities **per annum**.
- Face-to-face or **remote** desk-based audits.
 - Face-to-face or **remote** desk-based site surveys.
 - Face-to-face or **remote** desk-based CCTV and paperwork reviews.
31. Centre audits will form part of the CITB quality assurance arrangements. These will be carried out to review **the centre's QMS activity and to gain assurance this is sufficient to ensure compliance with all published Internet Test Centres policies and** procedures. The audits will be carried out by a member of the CITB quality assurance staff.
32. **For announced audits, a** member of the quality assurance team will make contact with you **no less than 10** working days before the proposed audit date. This will be to confirm the arrangements for the audit.
33. Once agreed, formal notification of the audit will be sent to the named contact at the centre. If, in the interim you wish to cancel this prearrange audit, you must be able to demonstrate a satisfactory reason for the cancellation request. Any cancellations made within five working days of the planned audit will be charged at our standard daily rate, as detailed in the CITB fees list. Your Internet Test Centre approval status may also be suspended until the audit has been carried out.
34. There are Three Outcomes from an audit, Compliant, Corrective Action Required (CAR) or Immediate Action Required (IAR). An IAR will result in the centre being suspended immediately.

Compliant – indicates that through the Centre QMS and/or by related internal procedures, a satisfactory level of assurance has been attained based on the audit sample and has met the published standard. No further action by the ITC is required.

Corrective Action Required (CAR) – this will not affect the Internet Test Centre's ability to continue to deliver tests. An action plan (**CAR**) will be issued by the CITB Quality Assurance department or the CITB quality representative detailing the required action to be undertaken and timescales to enable the ITC to become compliant. The ITC will have up to 30 days to implement the action plan. Once the action plan has been implemented an additional monitoring audit at a cost of £250 plus VAT may be required to check that the ITC is compliant.

Immediate Action Required (IAR) – Due to the severity of the non-compliance identified, the Internet Test Centre will be immediately suspended and will not be able to register and test any candidates. Where possible time bound actions will be provided by the CITB Quality Assurance department or CITB quality representative, which must be completed before testing will be reinstated, returning the ITC to full compliance. The ITC will have up to 30 days to implement the required corrective actions. Once the corrective actions have been implemented an additional monitoring audit at a cost of £250 plus VAT will be required to check that the ITC is compliant. If the ITC is compliant the suspension will be lifted. If the ITC is still found to be non-compliant, further actions including potential termination may be taken in accordance with the scheme rules and Standard Centre Agreement.

35. **The Principle/ Managing Director and/or the nominated centre contact (if different), will each** receive a formal notification of the outcome of the audit, not more than 48 hours after the audit. This will be sufficiently detailed to rectify any concerns identified. CITB may carry out further audits to determine the completion of any identified action plan. In extenuating circumstances this 48hr period may be extended, which will be communicated to the ITC.

36. CITB may, from time to time, undertake unannounced or short notice audits to minimise the risk of breaches in the provision of testing requirements and/ or unsubstantiated achievements for testing. If access is not provided to premises, people, and records, CITB will immediately suspend your Internet test centre.
37. CITB may, from time to time, moderate reports completed by members of the quality assurance team and reduce or escalate their findings as part of our own quality assurance arrangements.

Delivery methodology

38. You must ensure that your ITC staff 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 testing at your centre. You must be able to demonstrate that you have confirmed this requirement with each staff member and hold a record of the confirmation in a signed declaration.
39. The Chief Administrator and / or Administrator are responsible for checking a Candidates suitability to take the Health Safety and Environment test.
40. You must ask the Candidate if they have any special requirements and make necessary arrangements to meet their needs prior to the test commencing.
41. You must manage and maintain suitably qualified Administrators, as defined by **the Internet Test Centre Scheme Rules, to effectively deliver the Health, Safety and Environment test, including ensuring that the correct annual PV ITC administrators test has been completed.** There must be resources in place to support the delivery of the tests, including documentation, the testing facilities and welfare. The support materials for testing must be up-to-date and of a good quality.
42. You must maintain accurate test logs and make them available for auditing upon request.
43. **All CCTV footage, including booking in and the test room, must** be compliant with CITB requirements for audit and be available for the previous 30 days of testing before the audit or on the day of the audit.
44. Test logs must be accurately completed with the test start date recorded as the actual start time of the test. The test administrator must record the actual finish time of the test.
45. The candidates test result must be handed to them as soon as is practicable after the test is completed and after they have left the test room.

Testing room requirements

46. The testing Administrator is responsible for ensuring the room is set up as per CITB requirements. (See **Internet Test Centre Scheme Rules**)
47. **In addition to the Internet Test Centre Scheme Rules,** test rooms must meet the following requirements, prior to any testing being administered:
 - It must be quiet, with adequate space, lighting, and ventilation
 - There must be a minimum of 1.25m between Candidates (so they cannot see each other's screens)
 - Posters or display materials, which may assist the Candidates, must not be visible (except for emergency signage)
 - Each dividing barrier between workstations should be of sufficient height and depth. This should be at least 60cm in height from the top of the desk and you must ensure the dividers are long enough to reach the end of the candidates chair to prevent any opportunity to make eye contact or to view the adjacent screen.

48. You must ensure through your procedures for testing that no personal belongings, hats, scarfs, overcoats, phones or electronic media devices and beverages are permitted in the test room.
49. You must be able to demonstrate how you are preventing malpractice and maladministration to CITB through your **QMS**, policies, procedures, and staff training.
50. If a candidate leaves the test prior to its conclusion, they will not be permitted to re-enter the testing room.

Invigilation requirements

51. All testing must be invigilated by a registered and certificated invigilator to manage the testing process and to prevent cheating and/or collusion between the Candidates. **For the avoidance of doubt, the role of the invigilator is solely to ensure the test is conducted correctly. Only administration activities linked to the actual recording of tests times is allowed. No other centre or general administration should take place during testing.**
52. Invigilators can be the Chief Administrator or Administrator. This person cannot be any individual suspended or terminated from any CITB provision or implicated in malpractice and/or fraudulent practice with any other regulated scheme or Awarding Organisation.
53. You must ensure that candidates are aware of their responsibilities, as follows:
 - They must not communicate with anyone other than the invigilator during the test.
 - To communicate with the invigilator, they must first raise their hand
 - There must not be any eating, drinking, or smoking during testing.
54. The invigilator must always be physically present in the test room and **be in full view of the CCTV cameras** during the entire testing process. The use of viewing windows or CCTV test monitoring is not permitted. Without exception the invigilator must not use or have any personal electronic device on their person during the testing process.
55. Any irregularities during the testing process must be documented and reported to CITB, immediately.
56. Invigilators should be at least 2m in distance from the Candidates undertaking their test **and be fully covered by the CCTV in the test room.**

CCTV Requirements

57. Your Internet Test Centre must have CCTV installed and operated in accordance with the CCTV specification set out in Appendix 3 of the Scheme Rules document.
58. CCTV must be installed and operated in line with ICO (Information Commissioner's Office) registration, guidance, and the centre's own policy both of which must be fully enforced and monitored.
59. You should advise Candidates of its operation and have prominent signs throughout the premises warning that CCTV surveillance **and audio** is in operation.
60. We require that **all CCTV** recordings are stored for 30 days and made available to CITB upon request and within the given timeframe as set out in the CCTV specification in the Scheme rules.
61. Your Centre must ensure that **CCTV with audio recording provision** must cover the entirety of the testing suite of computers with a clear and unobstructed view of the invigilator and each test station, **including use of the keyboard and mouse.**

62. You must have CCTV provision in the booking in area, this does not require audio capability.
63. You must respond to requests for CCTV footage within 2 working days. Details of how the footage will be provided will be included in the CITB request. Failure to comply within the timescales will result immediate suspension from delivering tests.

Record retention

64. You must have and maintain a reliable, auditable system of testing delivered, as well as quality assurance documentation, for a minimum period of two years.
65. Your quality consultant will review your documents during their quality assurance activity and advise of any document retention systems improvements.
66. This information could be used to substantiate any claims and/or resolve any appeals during the two-year period. The records will form part of the quality assurance checks and be used to audit test delivery. This shall include:
- Candidate information forms
 - Test logs
 - Candidate evaluation
 - Documented evidence of candidate ID checks
 - Quality assurance documentation.
 - CCTV with audio capability of (30 days)
 - Records of tests booked with less than 48 hours' notice.
 - **Record of why personal details are not available on test booking process.**

Emergencies

67. Prior to the start of any test, you must inform all Candidates that if an emergency arises, the test will be stopped and will be deemed invalid. A new test date will be issued.
68. In the event of an emergency during the test your emergency action plan will be activated, as detailed in your quality management system.
69. You must evacuate the testing room in accordance with the instructions of the appropriate authority, e.g., police or fire service.
70. You must inform CITB and Pearson Vue as soon as possible of the emergency. If the test cannot be resumed, it must be rescheduled.

Special considerations and reasonable adjustments

71. Candidates with special testing arrangement requirements can request permissible assistance. discussions to accommodate special consideration or reasonable adjustment should be arranged prior to the test and separate arrangements must be put in place. This request should be made at the time of the booking where practicable.
72. Please note that some special requirements e.g., British Sign Language (BSL) signing or readers, can only be delivered via a Pearson Vue test centre (PPC).
73. Prior to test commencement, Internet Test Centres should identify any special consideration or reasonable adjustment that Candidates 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 candidate has been offered voluntarily and it should be respected as confidential and in accordance with data protection and equality legislation.

- 74. In circumstances where assistance is required the Internet Test Centre should know that under the Equality Act 2010, the Internet Test Centre is specifically required to make 'reasonable adjustments' or give 'special consideration' to enable everyone to have an equal opportunity to complete the test.
- 75. Any reasonable adjustment that you apply must not make the test easier or for any individual to gain an advantage. The integrity of the test must not be compromised.
- 76. You must discuss with the candidate what support they need and be prepared to arrange for adaptations (permitted voiceovers for example).

Data protection

- 77. 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

- 78. Malpractice is a deliberate, reckless (intended or unintended) act of an individual or business to dishonestly assist Candidates to pass a Health, Safety and Environment test, 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 the CITB test into question.
- 79. You must have in place, and review at least annually a policy for preventing and investigating malpractice and maladministration. This will include how you will deal with and report all occurrences.
- 80. As an Internet Test Centre, you are required to report all cases of alleged and proven malpractice, that you identify in your Centre, by email to CITB at report.it@citb.co.uk. You are also required to notify CITB of any approach by a person or third-party offering money or other inducements or incentives for you to assist candidates at your test centre.
- 81. All staff, including Administrators/invigilators, must have detailed knowledge of your Internet Test Centres malpractice, maladministration, and whistle-blowing policies. CITB may also prescribe or require completion of training or e-learning in respect of the delivery of the HS&E test.
- 82. Upon receipt of any alleged malpractice complaints, CITB will reserve the right to suspend an ITC and/ or Administrator to protect any future investigation and prevent Candidates from being disadvantaged. In the case of Administrators operating in other Internet Test Centres, these centres will be notified of the suspension and the Administrator's suspension will be applied to all centres. The suspension is a neutral act to protect the Internet Test Centre testing requirements.
- 83. CITB will appoint an independent member of staff to carry out the compliance investigation. This may include ITC audits, staff interviews, Candidate interviews, a review of all relevant CCTV footage and paperwork.

84. A letter detailing the outcome of the investigation will be sent to the Internet Test Centre manager by CITB's Approval and Compliance Manager. This will include any actions required by the Internet Test Centre. Centres will not be provided with or entitled to a copies CITB's investigation reports or supporting documents. CITB will endeavour to deal with all investigations as quickly as possible and normally the investigators will, where practical, carry out the investigation remotely and the process will be concluded within 28 days. However, if further enquiries are required, then arrangements will be made for the centre to be audited and interviews conducted with the people involved. Wherever possible, we will aim to complete the investigation in 40 days. However, on occasions the investigation may take longer. CITB reserves the right to extend the amount of time to conclude an investigation to ensure thorough and appropriate action can be taken.
85. In the event of any withdrawal of approval (voluntary or not) you must ensure Candidates are not disadvantaged.
86. You must make provision for all paperwork to be stored and accessible for a period of two years.
87. 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 Internet Test Centre.
88. If anyone is implicated in a case of malpractice that is upheld, their CITB approval will be removed for all Internet Test Centre's approved by CITB.
89. If CITB must carry out **re-testing** because of malpractice the Internet Test Centre shall be liable for the cost of the re-testing.
90. If, in the reasonable opinion of CITB, widespread malpractice, maladministration and/or fraud has occurred at an address/premises, that address/premises will no longer receive Internet Test Centre approval for the delivery of the Health Safety and Environment Test. This could include, but is not limited to, an address of an Internet Test Centre who has previously been terminated for malpractice, maladministration and/or fraud and may impact on other CITB products.
91. CITB will seek to recover the costs of any investigation where in the reasonable opinion of CITB malpractice/maladministration or fraud are proven.

Centre Termination and test Revocation Process

92. In the event of termination of the ITC Centre Agreement for malpractice, maladministration, or fraud, CITB reserves the right to withdraw or revoke any test results where it has a cause to believe that the candidate has been assisted in achieving any result or there is cause to believe that any test result cannot be relied upon due to actions by the Centre, Centre Personnel or Candidates.
93. In respect of Health, Safety and Environment tests achieved at CITB ITC centres, where CITB has a cause to believe that the centre has not conformed with the requirements of the contract or scheme rules but there is no evidence of wrongdoing by individual candidates, CITB will revoke the Health, Safety and Environment test result and provide the candidate with a free of charge voucher to re-sit the Health, Safety and Environment test at a Pearson Vue centre.
94. In instances where CITB has evidence of individual candidate not complying with the requirements of the scheme rules for the delivery of the Health, Safety and Environment test, for example captured cheating on CCTV or using technological assisted cheats such a Bluetooth device, then the Health, Safety and Environment test will be revoked, and the candidate will have to pay the cost of a standard retest at a Pearson Vue test centre. Candidates will also be warned that if they are caught cheating on a subsequent Health, Safety and Environment test, from the date of the initial test, then they would be liable to be blocked from retesting with CITB for a period of two years (the lifetime of a HS&E test).

95. In instances where CITB has evidence to support the fact that, the candidate has not complied with the requirements of the scheme rules for the delivery of the Health, Safety and Environment test, on two or more separate HS&E tests, in these cases the candidate will be sent a letter revoking the test pass immediately. The candidate will then be advised that their test has been revoked and they will be blocked from retesting with CITB for a period of two years from the date of the second recorded HS&E test (the lifetime of a HS&E test). The 'two strikes' rule will help protect the integrity of the HS&E test.
96. Affected candidates will be informed of the right to appeal against such a blocking decision as per para 113-120 of this document.
97. Instead of waiting 2 years to retest, blocked candidates may alternatively apply to CITB to sit an enhanced exam for any banned CITB Operatives test at a PV test centre. This option will only be offered to candidates who have been banned because of assistive cheating. It will not be used for those banned for violent conduct or abusive behaviour.
98. The enhanced exam would require a separate room and invigilator / Test Administrator to solely monitor the candidate throughout their exam. Candidates would have to pay for this enhanced test and the fee would be available on contact with CITB.
99. As part of this process, following revocation of a CITB Health, Safety and Environment test, CITB reserves the right to notify CSCS Ltd, other competence card scheme providers and Awarding Organisations (AOs) (as appropriate), that the CITB test has been revoked. CSCS, the other card scheme providers or AOs may then revoke their cards or qualifications at their discretion. The Construction Training Record will be updated to record any such revocations.
100. In the event of termination of the ITC Centre Agreement under this section, CITB reserves the right to publicise the outcome of any CITB investigation that leads to an ITC centre, being terminated for malpractice, maladministration, or fraud.

This action would only be undertaken when any appeal procedure has been fully completed or the time period for lodging any appeal against a termination decision had expired.

Conflicts of interest

101. 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.
102. 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, an administrator's family member or a company employee.
103. Administrators who work for more than one Internet Test Centre must declare this information to any new or existing ITC.
104. Details of any conflict of interest must be recorded on the Internet Test Centre's conflict of interest log and be made available to the quality consultant for audit on the annual audit.

Code of conduct

105. CITB expects its staff to conduct themselves with integrity, impartiality, and honesty. Dealings with customers are expected to be completed **empathetically**, efficiently, promptly (within stated timescales, where applicable) and without bias.

106. This behaviour is also expected to be reflected by the Internet Test Centre'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

107. 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.
108. Any Internet Test Centre that meets the requirements set out in Section 54 of the Modern Slavery Act 2015 would be required to have in place a statement covering the areas listed in the Act.
109. 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

110. Internet Test Centre staff must be **competent in English at the level required to do their job and be able to make and understand intelligible announcements in English during the test if required and to liaise with CITB staff.**
111. Interpreters and translators must **not** be used for any part of the test; however, a number of foreign language voiceovers are available to candidates and can be requested at the time of booking the test.

Withdrawal of approval

112. If you wish to withdraw from 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 testing prior to closure
 - Made provision to store all records for a period of one year after termination.
 - Allow access to CITB if the ITC is closing.

Appeals, complaints, and enquiries

113. You must have a publicly available, documented complaints and appeals policy and procedure in place and be able to demonstrate how Candidates are informed of the process.
114. The procedure must have a formal process, with documented timescales and an opportunity for escalation if the appeal is not resolved.
115. All appeals must be formally acknowledged upon receipt, and conclusions formally communicated to all those involved at the close of the appeal.
116. Candidates must exhaust your 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.
117. If the complaint or appeal cannot be resolved by the Internet Test Centre, the dispute should be put in writing to:

Approval and Compliance Manager
CITB Quality Assurance Team
Sand Martin House
Peterborough
PE2 8TY

118. 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.
119. You must record and make available for audit, during your quality consultant's audit, any complaints or appeals made at your Internet Test Centre since your last quality audit.
120. If you have any enquires regarding CITB Internet Test Centre tests, 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 itc@citb.co.uk

Appendix 1 –Internet Test Centre approval criteria

Management systems

Reference	Approval Criteria	Examples	Risk
1.1	Annually reviewed policies are in place that detail how the Internet Test Centre will operate effectively and meet the agreed requirements for the Internet Test Centre scheme. (All changes are communicated to the relevant parties - Candidates, staff and CITB)	• Quality management system detailing how you monitor your ITC provision. • Booking process • Safeguarding (where appropriate) • Appeals and complaints. • Organisational chart (showing delivery and management of scheme) • Reasonable adjustments and special considerations • Invigilation of testing • Health, safety, and welfare • Malpractice, maladministration, and counter fraud • Whistleblowing • Equal opportunities and diversity (EO&D) • General data protection Regulation (GDPR) • Modern slavery • ICO Registration Booking process • Safeguarding • CCTV Policy • Conflicts of interest • 48hrs Extenuating circumstances • Candidate's personal details • Internal quality assurance documentation	CAR
1.2	Insurances are in place to the values not less than those set out in the Form of Agreement.	Evidence of valid: • employer liability • public liability • professional indemnity	IAR
1.3	The Internet Test Centre carries out and records due diligence checks for delivery staff to ensure suitability and that they meet the requirements of the Scheme Rules Evidence of these checks and staff details and qualifications are available for audit	• Records of checks made. • Administrator's Certificates (Annual PV ITC test) • Declarations from staff confirming their understanding of scheme rules. • Conflict of Interest	CAR

1.4	The Internet Test Centre keeps CITB up to date with any changes that could affect delivery or status of the Internet Test Centre.	- Records of updates provided. - Scheme rules - Notifications to CITB of material changes to centre status - See Appendix 3 for further detail	CAR
1.5	The Internet Test Centre must maintain auditable, accurate records and provide access to CITB on request (including Internet Test Centre premises, training delivery locations and staff)	For all testing you must have: - Test logs - Candidate information - Quality assurance - CCTV - Logs of any tests booked with less than 48 hours' notice.	IAR
1.6	The Internet Test Centre has clearly written operating procedures, covering all aspects of test 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	- Operating procedures related to Internet Test Centre delivery - Conflict of interest's policy - Organisational chart - Appeals & Complaints	CAR
1.7	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	Evidence of closure of actions - Meeting minutes - Changed processes - Improved records	CAR

Appendix 1 –Internet Test Centre approval criteria

Resources

Reference	Approval Criteria	Examples	Risk
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: • Testing numbers • Scheme Rules	IAR
2.2	Internet Test Centre 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 Internet Test Centre staff	• Role descriptions • Organisational chart • CPD Records • Meeting minutes and/or records of internal communication • Administrators Certificates (Annual PV ITC test)	CAR
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 best practice	• Physical resources, as directed by the Scheme Rules • Testing facilities	CAR
2.4	Health, safety, and welfare systems are in place to protect Internet Test Centres staff, Candidates, and others. These are reviewed and maintained	Risk assessments • Method statements • Health and safety policy • Health and safety audits and records of updates • Maintenance records	IAR

Appendix 1 –Internet Test Centre approval criteria

Candidates

Reference	Approval Criteria	Examples	Risk
3.1	Candidates are directed to the correct test for their needs. Where any special requirements or reasonable adjustments are required to facilitate this, records are kept. Any identified needs are recorded. The CITB equal opportunities and reasonable adjustments policy and Scheme Rules are to be followed, to provide fair access to testing	Records of any adjustments made.	CAR
3.2	Candidates are given accurate information relating to the test being completed Accurate records are kept (including Candidate ID)	Records of Candidate information	CAR
3.3	All staff involved in the delivery and administration of the test must be confident in the English language at the level required to undertake their role.	Internal QA monitoring records of delivery	IAR
3.4	Candidates are made aware of the organisation's appeals and complaints procedure. Access is given without the need for request	- Complaints and appeals procedures - Candidate pre-test information records - Feedback from employers and Candidates - Records of appeals and complaints	CAR

Appendix 1 –Internet Test Centre approval criteria

Quality management systems

Reference	Approval Criteria	Examples	Risk
4.1	Quality management systems and processes are clearly documented and cover all aspects of the organisation's processes. See Appendix 4 for QMS content.	QMS systems that monitor. • staff requirements • candidate induction • test delivery • internal quality assurance • candidate and employer experience • ITC Scheme Rules • PVTC Technical Requirements	CAR
4.2	The Internet Test Centre has in place a trained and competent person to carry out internal quality monitoring activities.	• Staff requirements, as stated in the Scheme Rules	IAR
4.3	Records of quality monitoring are maintained in line with agreed QMS requirements and auditing, and are available for review	Quality monitoring records. • quality policy • audit plans and schedules • audit reports and actions • observations of delivery • candidate interviews	CAR
4.4	Quality monitoring activity ensures that Scheme Rules are consistently followed by the delivery team.	• Records of testing delivery • Quality monitoring records • CCTV recordings	CAR up to IAR
4.5	Quality monitoring systems and processes are regularly reviewed, with improvements made, where needed. Actions from CITB quality interventions are actioned and used to update internal processes to avoid repetition or reoccurrence	• Evidence of review and updates of quality systems • Evidence of closure of agreed CITB quality interventions	CAR

Appendix 1 – Internet Test Centre approval criteria

Records

Reference	Approval Criteria	Examples	Risk
5.1	The Internet Test Centre reviews test related statistical data, making changes, if required, to overcome any identified barriers or possible discrimination	Evidence of data collection, review, and relevant changes, for example: • data review • meeting minutes • procedure changes • Under 48hr tests	CAR
5.2	The Internet Test Centre collects and records candidate feedback. This is regularly reviewed and used to improve the quality of delivery	Evidence of: • candidate feedback • record of changes made • action taken because of feedback	CAR
5.3	The Internet Test Centre will have a process that ensures Candidates are made aware of the requirement to provide photographic identification.	Evidence of: • process and procedure • staff training records	CAR
5.4	The Centre will capture evidence of Candidate photographic and I.D 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. • Photographic Identification Log • Test log completion	CAR

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 (CAR)– Action Plan

This will not affect the Internet Test Centre's ability to deliver tests. An action plan will be issued by the CITB 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.

Immediate Action Required (IAR) - Suspension of Test Centre status

Due to the severity of the non-compliance, the Internet Test Centre will have, where possible, time-bound actions that will be provided by the CITB Quality Consultant. These actions must be fully implemented before re-instatement.

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 – Notifications to CITB of material changes

Example reasons to update CITB

The items listed below are to provide an indication of possible incidents that would require an Internet Test Centre (ITC) to provide an update to CITB. (This list is not exhaustive.)

- A material change in governance structure or legal status.
- A change of control.
- A merger between it and another ITC, company, or organisation.
- Any insolvency or bankruptcy proceedings.
- There has been a loss or theft of, or a breach of confidentiality in, ITC records (for example, test delivery and administration).
- The ITC cannot supply requested information to CITB by a stipulated date.
- There has been a failure in the delivery of testing that threatens industry confidence in testing.
- Loss of key ITC staff that will limit or prevent the delivery of testing.
- The ITC has issued incorrect testing results.
- The ITC believes that there has been an incident of malpractice or maladministration that could invalidate testing.
- A third-party awarding organisation, who the ITC are or were accredited with, has rescinded qualifications and/or certificates.
- You have become aware of cheating in the ITC network. The ITC is named as a party in any criminal or civil proceedings or is subject to a regulatory investigation or sanction by any professional, regulatory or government body.
- A senior officer of the ITC is a party to criminal proceedings (other than minor driving offences), is subject to any action for disqualification as a company director, or is subject to disciplinary proceedings by any professional, regulatory or government body.

ITCs must inform CITB of any notifiable material changes as soon as possible and in any event, by no later than 20 working days since the material change took place.

Failure to provide these updates, if subsequently identified by the ongoing due diligence and/or audit processes used by CITB, may result in termination.

If the stipulated timeframe has not been complied with, CITB reserves the right to terminate the centre in accordance with CITB ATO and/or ITC Agreement – Standard Terms.

Appendix 4 – The nine key areas of a QMS Structure:

1. Quality objectives

- The vision of the Company to implement and deliver HS&E tests to the requirements of CITB and satisfaction of the customer.

2. Quality manual

- Describe the scope of your QMS
- Detail requirements of the testing process
- Reference specific quality procedures used within the organisation
- Provide documentation of critical process via flow charts
- Explain the centres quality policies and objectives

3. Organisational structure and responsibilities

- Personnel
- Equipment
- Information systems
- Tools for test delivery
- Facilities
- Process controls
- Documents and records

4. Data management

- Customer satisfaction
- Supplier performance
- Process monitoring
- Non-conformances identified
- Trends
- Preventative or corrective action

5. Processes

- Centre process
- Process standards
- Methods for measuring success of process
- Gaining a standardised approach for ensuring quality output
- Drive continual improvement

6. Customer satisfaction and product quality

- Satisfaction surveys
- Complaints procedures
- Measuring satisfaction or complaint trends
- Management review of customer satisfaction

7. Continuous improvement

- Quality planning procedures
- Compliance to CITB requirements
- Corrective actions
- Assessment of the QMS

8. Quality of training instruments

- Suitability
- Current requirements
- Maintaining records of training

9. Document control

- QMS
- Testing record retention
- Bookings
- Communications
- Internal quality assurance documentation and activity

Appendix 5 - CITB Due Diligence Process

On receipt of an Internet Test Centre application form, CITB will conduct initial ITC Scheme suitability criteria checks and initial credit agency checks.

Credit Agency Checks

Applicants must be able to demonstrate a stable credit score for at least 3 months before the application date, to give confidence that any issues that had caused a poor credit rating in the past have been addressed. In addition, CITB can also consider any longer-term issues of up to a year, that demonstrates an ongoing, unstable, or high credit risk.

In the event of a failed credit check, the CITB due diligence process will not continue beyond this point and the applicant will be informed of the result in writing. No further applications will be accepted for a period of 6 months from the date of the rejected application.

If successful with the credit checks, the CITB's due diligence checks may then include, but is not limited to the following.

- checks on Directors/Owners of the company (including past companies and/or Strike offs)
- for limited companies the status on companies house must be active. (For the avoidance of doubt any company that is dormant the application will not be progressed)
- employees of the company and/or sub-contractors/peripatetic staff
- checks on other linked individuals or companies or business addresses.

CITB may also consider any other intelligence that links to suspected fraud, malpractice, maladministration, or other criminality that CITB or another Awarding Organisation has previously investigated.

If the application is rejected following the full due diligence process, the applicant will be informed of the result in writing.

Applicants have a right to appeal any approval decision that has been made by CITB, as detailed in the appeals section of this document (Paragraph 113-120).

As part of your approval, you agree to CITB's ongoing background checks in line with the above due diligence process, normally conducted annually or where there has been a material change in the ITC's governance. Any refusal to engage with these annual checks may result in the termination of the centre agreement.

As part of the ongoing background checks, any increased risk identified may result in a change of the ITC's credit limits.

Appendix 6 – ITC Self- Assessment and Guidance

Provider approval self-assessment document

Product Title – **CITB Health, Safety and environment test**. Full Product requirements can be found in the published ITC scheme rules, Quality Assurance requirements and Pearson Vue systems requirements available on the CITB website [Internet Test Centres \(ITC\) support - CITB](#)

To assist in the completion of this document, please see the associated guidance document.

Management systems

Reference	Approval Criteria	Please list the centre processes that are in place which meet the approval criteria requirements. What records and documents are in place to support this?	How will, (or if you have an existing QMS does) your Centre QMS provide an assurance and ensure compliance against the approval criteria? Where will the evidence be found to support this?
1.1	Annually reviewed policies are in place that detail how the Internet Test Centre will operate effectively and meet the agreed requirements for the Internet Test Centre scheme. (All changes are communicated to the relevant parties - Candidates, staff and CITB)		

1.2	Insurances are in place to the values not less than those set out in the Form of Agreement.		
1.3	The Internet Test Centre carries out and records due diligence checks for delivery staff to ensure suitability and that they meet the requirements of the Scheme Rules Evidence of these checks and staff details and qualifications are available for audit		
1.4	The Internet Test Centre keeps CITB up to date with any changes that could affect delivery or status of the Internet Test Centre.		
1.5	The Internet Test Centre must maintain auditable, accurate records and provide access to CITB on request (including Internet Test Centre premises, training delivery locations and staff)		

1.6	The Internet Test Centre has clearly written operating procedures, covering all aspects of test 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		
1.7	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		

Resources

Reference	Approval Criteria	Please list the centre processes that are in place which meet the approval criteria requirements. What records and documents are in place to support this?	How will, (or if you have an existing QMS does) your Centre QMS provide an assurance and ensure compliance against the approval criteria? Where will the evidence be found to support this?
2.1	Sufficient qualified staff are in place to meet the demands of delivery, as specified in the Scheme Rules		
2.2	Internet Test Centre 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 Internet Test Centre staff		

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 best practice		
2.4	Health, safety, and welfare systems are in place to protect Internet Test Centres staff, Candidates, and others. These are reviewed and maintained		

Candidates

Reference	Approval Criteria	Please list the centre processes that are in place which meet the approval criteria requirements. What records and documents are in place to support this?	How will, (or if you have an existing QMS does) your Centre QMS provide an assurance and ensure compliance against the approval criteria? Where will the evidence be found to support
3.1	Candidates are directed to the correct test for their needs. Where any special requirements or reasonable adjustments are required to facilitate this, records are kept. Any identified needs are recorded. The CITB equal opportunities and reasonable adjustments policy and Scheme Rules are to be followed, to provide fair access to testing		
3.2	Candidates are given accurate information relating to the test being completed Accurate records are kept (including Candidate ID)		
3.3	All staff involved in the delivery and administration of the test must be confident in the English language at the level required to undertake their role.		

3.4	Candidates are made aware of the organisation's appeals and complaints procedure. Access is given without the need for request		
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Quality management systems

Reference	Approval Criteria	Please list the centre processes that are in place which meet the approval criteria requirements. What records and documents are in place to support this?	How will, (or if you have an existing QMS does) your Centre QMS provide an assurance and ensure compliance against the approval criteria? Where will the evidence be found to support this?
4.1	Quality management systems and processes are clearly documented and cover all aspects of the organisation's processes. See Appendix 4 for QMS content.		
4.2	The Internet Test Centre has in place a suitable person to carry out quality monitoring activities.		
4.3	Records of quality monitoring are maintained in line with agreed QMS requirements and auditing, and are available for review		

4.4	Quality monitoring activity ensures that Scheme Rules are consistently followed by the delivery team.		
4.5	Quality monitoring systems and processes are regularly reviewed, with improvements made, where needed. Actions from CITB quality interventions are actioned and used to update internal processes to avoid repetition or reoccurrence		

Records

Reference	Approval Criteria	Please list the centre processes that are in place which meet the approval criteria requirements. What records and documents are in place to support this?	How will, (or if you have an existing QMS does) your Centre QMS provide an assurance and ensure compliance against the approval criteria? Where will the evidence be found to support this?
5.1	The Internet Test Centre reviews test related statistical data, making changes, if required, to overcome any identified barriers or possible discrimination		
5.2	The Internet Test Centre collects and records candidate feedback. This is regularly reviewed and used to improve the quality of delivery		
5.3	The Internet Test Centre will have a process that ensures Candidates are made aware of the requirement to provide photographic identification.		

5.4	The ITC will capture evidence of Candidate photographic and I.D 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.		
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Centre self-assessment guidance document.

This document is to assist in the completion of the self-assessment. Please use this information in conjunction with the **published ITC scheme rules, Quality Assurance requirements and Pearson Vue systems requirements available on the CITB website [Internet Test Centres \(ITC\) support - CITB](#)**. Examples of evidence can be found with Appendix 1 of the QA requirements.

Management systems

Reference	Approval Criteria	Guidance
1.1	Annually reviewed policies are in place that detail how the Internet Test Centre will operate effectively and meet the agreed requirements for the Internet Test Centre scheme. (All changes are communicated to the relevant parties - Candidates, staff and CITB)	<i>Several policies are required to satisfy this requirement. These are listed with Appendix 1 & Paragraph 12.</i> <i>It is importance that these policies/procedures reflect the people and process in your Centre. Generic policies or those taken from the internet should be avoided.</i> <i>There must be evidence that relevant Centre staff have been briefed and understand these requirements.</i> <i>Your policies may mention data collection and monitoring. As a minimum, annual checks must be completed by the QMS to ensure these are up to date and have been utilised as detailed in the policy. *</i> <i>Evidence of these checks (audits) must be available for the Quality Assurance Team upon request.</i>
1.2	Insurances are in place to the values not less than those set out in the Form of Agreement.	<i>Insurance policies (Public, Employer, and Indemnity) and amounts must be in place as detailed in paragraph (please insert) of the QA requirements and 'Contract'/Standard terms.</i> <i>Annual checks should occur, corresponding with renewal dates, to ensure the CITB, customers and you as the Provider, remain protected.</i> <i>Evidence of these checks (audits) must be available for the Quality Assurance Team upon request.</i>

1.3	The Internet Test Centre carries out and records due diligence checks for delivery staff to ensure suitability and that they meet the requirements of the Scheme Rules Evidence of these checks and staff details and qualifications are available for audit	<i>As the Centre, you are accountable and responsible for the staff employed. It is therefore necessary for suitability checks to be completed for any individual you appoint to roles which impact or could impact on the delivery of the HS&E test product. These include (but not limited too) background checks, references from past employers and gaining authentic evidence of qualifications (if required for the role).</i> <i>It is expected that as a Centre, a procedure (recruitment) will be in place that documents how this is completed, who carries this out and the evidence/records kept.</i> <i>Your QMS (Quality Management System) must check these processes to ensure they are correctly applied.</i>
1.4	The Internet Test Centre keeps CITB up to date with any changes that could affect delivery or status of the Internet Test Centre.	<i>Appendix 3 of the ITC Quality Assurance Requirements sets out the circumstances for updating CITB.</i> <i>It is important that as a Centre there is a documented process, and it is monitored by the QMS to ensure it is being applied correctly.</i>
1.5	The Internet Test Centre must maintain auditable, accurate records and provide access to CITB on request (including Internet Test Centre premises, training delivery locations and staff)	<i>Examples of records are detailed in Appendix 1 of the QA requirements. It is the effectiveness of the Centre devised QMS's monitoring activity in this area that will ensure compliance, acting if shortfalls or errors are identified.</i>
1.6	The Internet Test Centre has clearly written operating procedures, covering all aspects of test 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	<i>It is expected that the breadth and complexity of the procedures will reflect the individual circumstances of the test centre. Whilst this is recognised, the published requirements within the scheme rules, QA requirements and associated product guidelines must be met in full. The associated QMS will audit, ensuring compliance and a consistent customer experience of the HSE test.</i> <i>For Conflicts of Interest (COI) a policy and procedure must be in place, which is monitored for compliance by the QMS.</i>
1.7	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	<i>The primary focus of a CITB QA intervention, is to gain an assurance that the internal policies, procedures and/or QMS is ensuring that the ITC product is being delivered to the published requirements.</i> <i>Where actions are identified, these must be reviewed and acted upon within the agreed timescales, generating any required evidence to demonstrate closure. Any actions taken should be sustainable and integrated to avoid the possibility of repetition or recurrence (please see persistence & recurrence with the QA Requirements for details). Records of any additional guidance sought, must be kept as evidence for future reference</i>

Resources

Reference	Approval Criteria	Requirements & Guidance
2.1	Sufficient qualified staff are in place to meet the demands of delivery, as specified in the Scheme Rules	<i>Please refer to the Scheme Rules. Staff requirements are listed along with the associated responsibilities. The QMS activity must monitor and ensure any requirements e.g., completion of the CITB Administrators test, are met as prescribed.</i>
2.2	Internet Test Centre 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 Internet Test Centre staff	<i>For examples of evidence, please refer to Appendix 1 of the QA Requirements.</i>
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 best practice	<i>Please refer to Appendix 1 of the QA Requirements for physical requirements.</i> <i>Current legislation would include but not limited to (dependent on the workplace):</i> <i>Health, Safety and Welfare Regulations 1992</i> <i>The Construction (Design and Management) Regulations 2015</i>
2.4	Health, safety, and welfare systems are in place to protect Internet Test Centres staff, Candidates, and others. These are reviewed and maintained	<i>Please read in conjunction with 2.3, suitable, sufficient risk assessments and safe systems of operation must be place and monitored accordingly.</i> <i>Examples of evidence are available in Appendix 1 of the ITC Quality Assurance Requirements</i>

Candidates

Reference	Approval Criteria	Requirements & Guidance
3.1	Candidates are directed to the correct test for their needs. Where any special requirements or reasonable adjustments are required to facilitate this, records are kept. Any identified needs are recorded. The CITB equal opportunities and reasonable adjustments policy and Scheme Rules are to be followed, to provide fair access to testing	<i>Please refer to the appropriate section of the scheme rules. The process of test booking (& 48 hours booking) can be linked to criteria 1.1, these could also detail the steps to be taken where any special requirements are identified.</i> <i>It is important that QMS monitors these procedures to ensure the agreed Centre procedures are applied and the required records are maintained.</i>
3.2	Candidates are given accurate information relating to the test being completed. Accurate records are kept (including Candidate ID)	<i>Please see guidance given in 3.1.</i>
3.3	All staff involved in the delivery and administration of the test must be confident in the English language at the level required to undertake their role.	<i>Please see guidance listed in 1.3, 2.1 & 2.2. There are common links.</i>
3.4	Candidates are made aware of the organisation's appeals and complaints procedure. Access is given without the need for request.	<i>Please see guidance comments listed with 3.1, 3.2, 1.1 & 1.6. There are common links.</i>

Quality management systems

Reference	Approval Criteria	Requirements & Guidance
4.1	Quality management systems and processes are clearly documented and cover all aspects of the organisation's processes.	<i>Please refer to the details contained with the Self-Assessment documentation. The information added by you into Columns 1 & 2 provide the building blocks for a:</i> <i>Quality Policy – what are the intentions and expected outcome of the actions that will be taken.</i> <i>Strategy – how will these internal audit actions take place, who will undertake them, what records will be kept and where will be located?</i> <i>Audit Plan – when will these interventions occur?</i>
4.2	The Internet Test Centre has in place a suitable person to carry out quality monitoring activities.	<i>Please refer to the information listed within the ITC QA Requirements document (suitability/experience etc). *It is possible that more than one person is involved, as it is necessary that the audits are undertaken by those not directly involved in the processes being monitored.</i> <i>There is no requirement for this to be a singular person, although they must be competent to undertake the role.</i>
4.3	Records of quality monitoring are maintained in line with agreed QMS requirements and auditing, and are available for review	<i>It is vital that where any auditing is completed, records are kept (what was audited, when, who was involved, findings etc). Where any improvements or actions are identified (non-compliance) these must show follow through and closure.</i>
4.4	Quality monitoring activity ensures that Scheme Rules are consistently followed by the delivery team	<i>Please refer to the documented scheme rules, Quality Assurance Requirements, and any relevant PV (system requirements). These set out the product requirements (ITC in this case) which must be met.</i> <i>The purpose of the QMS is to carry out suitable and sufficient actions to ensure these are being met in full and a consistent high-quality experience is delivered to individual customers and the wider construction industry. CITB External audits will use this key piece of information when determining the level of assurance in place for you, as an ITC.</i>

4.5	Quality monitoring systems and processes are regularly reviewed, with improvements made, where needed. Actions from CITB quality interventions are actioned and used to update internal processes to avoid repetition or reoccurrence	<i>An important function of the QMS is to contribute to the continual improvement cycle (plan, do, check act). This includes the functions and processes of the QMS, which may on occasions warrant review and updating based on findings.</i> <i>Where actions are identified from external audits, these must demonstrate evidence of action and closure, along with steps to avoid the possibility of recurrence and persistence.</i> <i>Importantly, in all cases, it is expected records will be kept (appropriate to the change & steps taken) to demonstrate this has occurred, giving assurance to CITB.</i>
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Records

Reference	Approval Criteria	Requirements & Guidance
5.1	The Internet Test Centre reviews test related statistical data, making changes, if required, to overcome any identified barriers or possible discrimination	<i>It is likely, that as part of the Equality and Diversity policy and/or special adjustments there will be mention of the collecting data. Good practice would denote that in order to for these policies to be effective and operating to the stated intentions, it will be necessary to collect data and review, asking questions around any trends and the reasons for any anomalies.</i> <i>This information could be contained with staff meetings or other Management information.</i>
5.2	The Internet Test Centre collects and records candidate feedback. This is regularly reviewed and used to improve the quality of delivery	<i>As with all product and services an important tool to measure the effectiveness of procedures is to gain feedback from customers to identify opportunities for development/improvement, and to address any issues.</i> <i>This collected information may also link to criteria 5.1.</i> <i>As with all other criteria, it is necessary for the QMS to monitor.</i>
5.3	The Internet Test Centre will have a process that ensures Candidates are made aware of the requirement to provide photographic identification.	<i>This requirement can (& will be suitably integrated) be linked to the booking process and the systems/processes listed in section 3 – Candidates. The QMS monitoring for this area will then have the ability to monitor, to ensure compliance.</i>

5.4	The ITC will capture evidence of Candidate photographic and I.D 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.	<i>As with other areas, evidence for this criterion will be naturally generated where it has been integrated into processes already developed to ensure the correct administration and delivery of the HS & E test.</i> <i>Other linked areas include 1.6, 1.7 & 3.2.</i> <i>The QMS audits planned for this area, will then have the opportunity to monitor for compliance.</i>
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Appendix 7– Fair Processing Notice

The information you provide to the Internet Test Centre (ITC), {insert name}, will be used for administering Training Courses and for purposes connected with the Construction Industry Training Board's ("CITB") role as an Industrial Training Board in accordance with the Industrial Training Act 1982.

Your data will be held securely and treated confidentially and will not be disclosed to external parties other than as required for the purposes described above. This may include sharing your information on the CITB Construction Training Register as well as with employers, awarding organisations, competency card schemes or training providers.

Further information, including your legal rights and how your information may be used, can be found by:

- viewing the CITB Privacy Notice online at <https://www.citb.co.uk/utility-links/privacy-policy-cookies/>
- asking the Internet Test Centre for information about how they "manage your personal data."