Appendix 6

When to Signpost Employers to the Online Levy Registration Review Form

The online CITB Levy Registration Review Form provides a pathway for Levy registered employers who believe they are incorrectly registered. It enables employers to submit details of their main activity and breakdown of employees' time directly to CITB Levy Appeals Team for review.

CITB and SSCL colleagues who receive such notifications from registered employers (whether in person, by telephone, email, or letter) may signpost employers direct to the form on the CITB website, rather than escalating the query themselves to the Levy Appeals Team. Employers who submit a change of main activity on their Levy Return should not be signposted through this process.

Before signposting, please consider the following to determine whether this process is the appropriate cause of action.

PLEASE DO NOT under any circumstances inform an employer they are out-of-scope or appear to be out-of-scope. Rather, please advise that they should complete the Levy Registration Review Form for the Levy Appeals Team to investigate further.

Parameters for Signposting

1. **Is the main activity on the list of non-construction activities?**

   [Main activity = the activity/ies in which the majority (over 50%) of their total employees (PAYE & sub-contractors) are engaged]

   - **YES** – Signpost to Levy Registration Review Form
   - **NO** – See Q2

2. **Is the main activity on the list of construction industry activities?**

   - **YES** – Confirm that they appear to be correctly registered and liable to annual Levy assessment. If the employer continues to dispute their in-scope status, please signpost to Levy Registration Review Form
   - **NO** – See Q3

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3. **If the activity cannot be found on either construction industry activity list or non-construction activity list:**

    - Signpost to Levy Registration Review Form

4. If unsure, please call / message Levy Appeals Team for further guidance.

Please add text note of any communication e.g. telephone call, web chat message or e-mail on Levy CRM so the Levy Appeals Team will be able to view alongside the Levy Registration Review Form. Notes should be clear and unambiguous.