



CITB Testing Services

Internet Test Centre
(ITC)

Information Pack

**A copy of this Information Pack must be kept on file
by the chief administrator for reference**

Issued by
CITB
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1 Introduction

This document has been produced to ensure ITCs, chief administrators and test administrators have all the necessary information, knowledge and requirements to conduct CITB tests. This information pack includes some of the forms that your test centre will need to complete and retain on file, along with mandatory requirements for ITCs.

By becoming an ITC with your own test administrators, you have the flexibility to test when it is most convenient both for yourself and the candidate.

The chief administrator has the responsibility to ensure that the agreed terms and conditions are adhered to and that overall standards of the test centre are maintained.

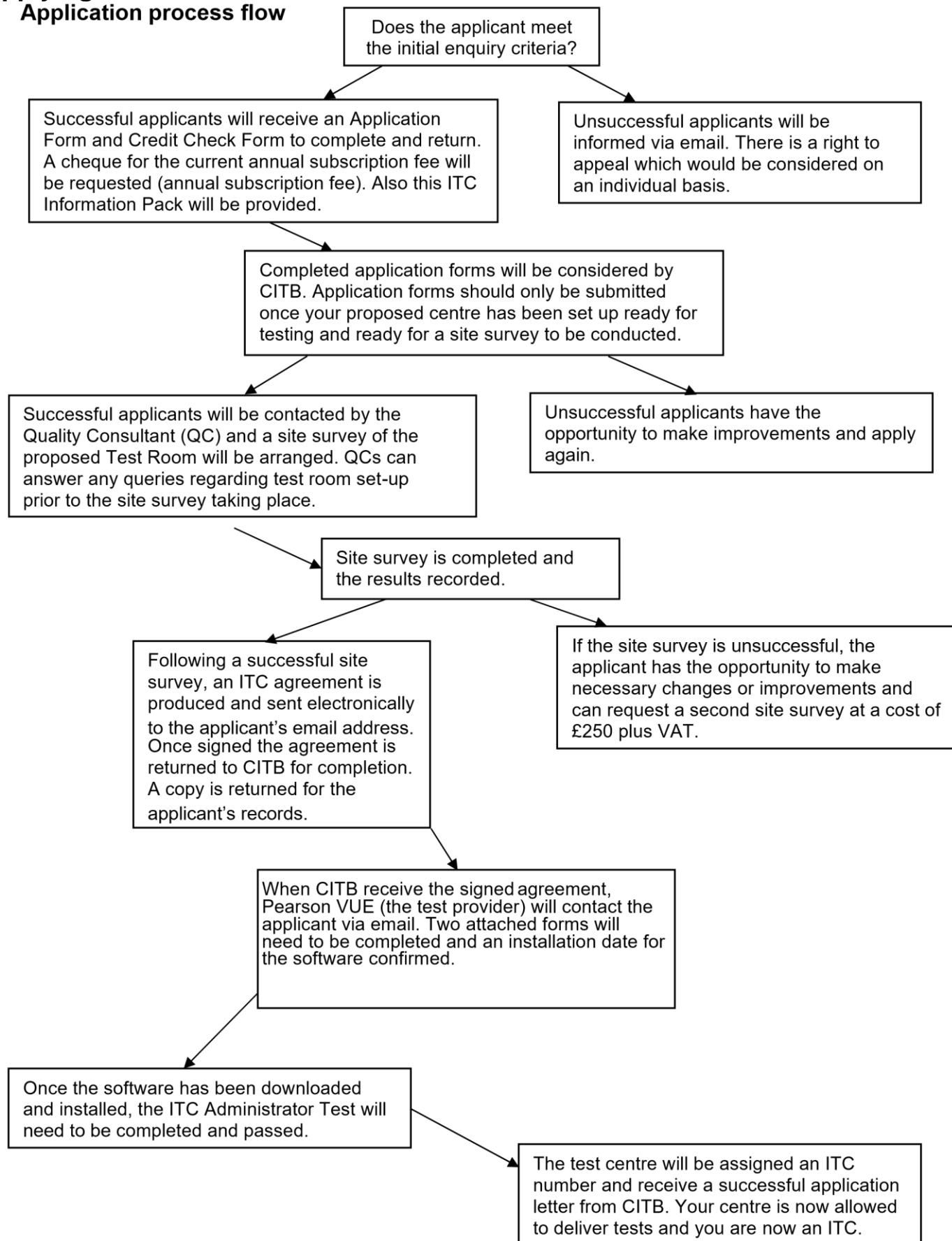
Test administrators have the responsibility of ensuring that tests are invigilated correctly from the moment a candidate enters the ITC, to the point where they have completed the test and are handed their score report.

As an ITC you are able to offer all current types of CITB test (HS&E Test).

This information pack will provide you with all the knowledge and information required to successfully test candidates.

2 Applying to become an ITC

2.1 Application process flow



2.2 The steps to becoming an ITC

The steps to becoming an ITC to deliver CITB tests are:

- a. Complete initial enquiry criteria. *Please note, only fully and completed initial enquiry criteria will be accepted.*
- b. Undergo credit checks and complete an application form. *Please note, only fully and correctly completed application forms will be accepted.*
- c. Site Survey
The proposed test room must be maintained as a permanent testing location with all equipment set up in its permanent position prior to the survey. All criteria detailed in the Application Form will be checked and must be fully to pass a site survey. If a site survey does not prove satisfactory, a second survey will be offered at a cost of £250 plus VAT.
- d. Sign the Agreement
- e. Download and install Pearson VUE Software
The ITC must download and install all necessary software for the HS&E test.
- f. Pass the ITC Administrator Test
At least one staff member must pass the ITC administrator test in order to be allowed to invigilate tests.
- g. Successful application
A unique number for all future correspondence will be allocated and your ITC will become active for testing.

Please note, you will not be allowed to commence delivering tests until you receive formal confirmation that you are an ITC and are allowed to do so from CITB

3 The Tests

3.1 The Health, safety and environment (HS&E) test

All HS&E tests comprise of 50 multiple choice questions.

There are 50 core knowledge based questions to check knowledge of health, safety and environment issues. There is also an environmental section with questions on sustainability and environmentally safe working practices.

For specialist tests, the 50 multiple choice knowledge questions consist of 44 core questions and six questions on the specific specialism (such as supervisory, tunnelling etc.). The MAP test consists of 50 core questions including CDM regulations, demolition, plumbing or gas and highway works. The time allowance for each test is 45 minutes.

The cost of each HS&E test is £21.00

3.2 Available tests and modules

3.4.1 The following HS&E tests are available at ITCs

- HS&E test for Operatives
- HS&E test for Managers and professionals
- HS&E Specialist supervisors test
- HS&E Specialist demolition test
- HS&E Specialist plumbing or gas test
- HS&E Specialist highway works test
- HS&E Specialist working at height test
- HS&E Specialist lifts and escalators test
- HS&E Specialist tunnelling test
- HS&E Specialist HVACR heating and plumbing services test
- HS&E Specialist HVACR pipefitting / welding test
- HS&E Specialist HVACR ductwork test
- HS&E Specialist HVACR refrigeration and air conditioning test □ HS&E Specialist HVACR services and facilities maintenance test.

3.3 Additional options and support for Candidates

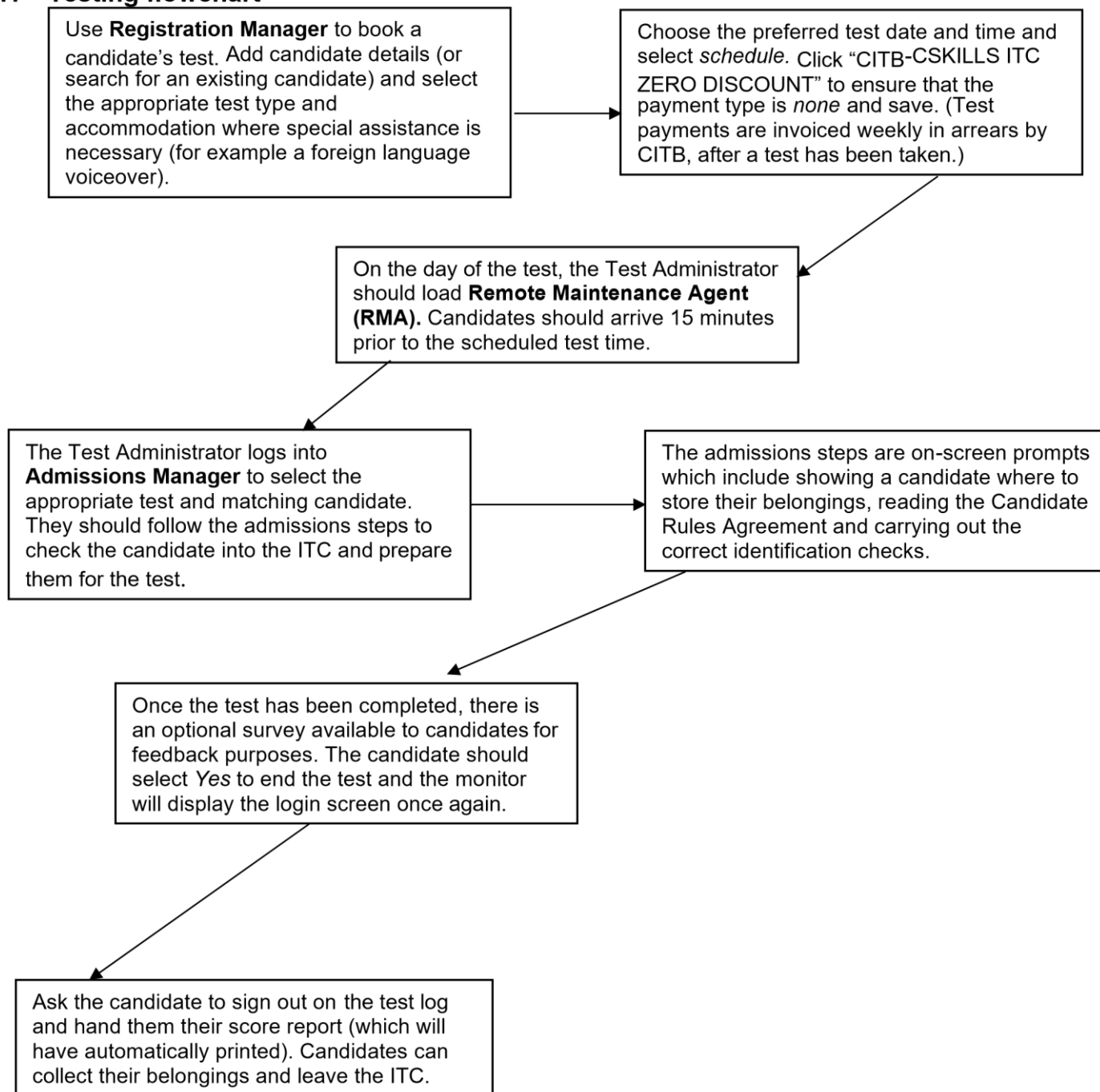
Tests are available with the following options:

- All categories of the Health, safety and environment (HS&E) test
 - English voiceovers
 - Welsh voiceovers
- The HS&E Operatives test also has the following options:
 - Onscreen British sign language assistance
 - Bulgarian voiceovers
 - Czech voiceovers
 - French voiceovers
 - German voiceovers
 - Hungarian voiceovers
 - Lithuanian voiceovers
 - Polish voiceovers
 - Portuguese voiceovers
 - Punjabi voiceovers
 - Romanian voiceovers
 - Russian voiceovers
 - Spanish voiceovers.

NOTE: Candidates who require additional support such as a reader/recorder, an interpreter or sign language, need to take their test at a standard test centre by calling the Special Assistance booking line on 0344 994 4491

4 Delivering tests

4.1 Testing flowchart



5 Requirements for ITC

5.1 General requirements

5.1.1 The ITC requirements shall apply to the *Test Centre* and *Test Room* specified the Application Form and the Agreement and shall not be transferable to any other test centre or test room operated by the ITC. For the avoidance of doubt, the ITC shall not be permitted to carry out *Tests* from any room other than the *Test Room*. **5.1.2** The *Test Centre* shall comply with all requirements set out in its *Application Form*, the *ITC Technical Requirements* and the *ITC Policies and Procedures*;

5.1.3 The ITC shall operate the *Tests* only through equipment complying with the minimum *ITC Technical Requirements* and the *ITC Policies and Procedures*, which are published on the CITB website.

5.1.4 The ITC shall have up to 3 months from the date on which the Agreement has been executed by both parties to install all the necessary systems and *software* required to ensure the proper delivery of the *Tests*. Furthermore, all requisite training and testing shall have been completed so that the centre has at least one authorised *Test Administrator* and Chief Administrator at the *Test Centre*.

5.2 Notifications to CITB

5.2.1 The *Test Centre* must notify CITB no less than 30 days prior to any change in the location of the *Test Centre* or the *Test Room* and shall not be permitted to conduct the *Tests* until such time as CITB has granted approval for the new *Test Room*. The *Test Centre* will require a chargeable site survey visit from a CITB representative. Failure to follow this requirement will result in Suspension of the *Test Centre* until such time as approval is granted or, if the change results in, among other things, the *Test Centre* no longer being accessible to or suitable for disabled *Candidates*, revocation of status with immediate effect.

5.2.2 If the *Test Centre* requires additional *Test Stations* than stated on the *Application form*, the centre must notify CITB no less than 30 days prior to any additional stations being implemented. The *Test Centre* must provide evidence to CITB that the *Test Stations* adhere to the specification of the required dividers. Failure to follow this requirement will result in suspension of the *Test Centre*, until such approval is granted.

5.3 CCTV

5.3.1 Centres must have CCTV installed and operated in accordance with the CCTV Specification set out in Appendix 1 of this document. For the avoidance of doubt the ITC must ensure it meets the requirements of the CCTV Specification

5.3.2 Centres should have, comply with, and make available a CCTV Policy

5.3.3 CCTV Must be installed and operated in line with ICO (Information Commissioner's Office) registration, guidance and the Centre's own policy, which should be fully enforced and monitored.

5.3.4 The Centre should advise *Candidates* of its operation and have prominent signs throughout the premises warning that CCTV surveillance is in operation

5.3.5 Images should be stored for 30 days and made available to CITB upon request. An ITC must register with the Information Commissioners Office (ICO) at <https://ico.org.uk/> for the purpose of data protection

5.3.6 For the avoidance of doubt the purpose of CCTV is to ensure that testing on behalf of CITB is delivered in a robust and fully invigilated manor; centres must ensure that any CCTV provision must cover the entirety of the testing suite of computers with a clear and unobstructed view.

5.4 Security and confidentiality

The ITC shall:

5.4.1 maintain and institute such new security and operational procedures as Pearson VUE or CITB may from time to time instruct within 30 days of such instruction;

5.4.2 immediately notify Pearson VUE and CITB of any breach of security, any attempted cheating by or on behalf of any *Candidate*, any flaw in the physical or *software* security systems or any other security breach of which it becomes aware;

5.4.3 at all times keep secure and prevent disclosure (other than in the conduct of a *Test*) of the questions or answers relating to the HS&E test;

5.5 Premises and facilities

- 5.5.1 ITC premises must:
 - 5.5.1.1 be situated in a fixed commercial premises, i.e. premises for which non-domestic rates are applicable
 - 5.5.1.2 present a professional, business-like assessment environment throughout in all respects including, but not limited to it being clean and neutrally furnished and decorated
 - 5.5.1.3 allow equal access throughout for every Candidate, regardless of ability
 - 5.5.1.4 have adequate parking (whether on site or public parking nearby). At least one space per Test Station must be available. In addition, there must be adequate signage from the place of parking to the ITC Premises
 - 5.5.1.5 have available washroom facilities with hot and cold running water which are accessible to all, regardless of ability
 - 5.5.1.6 have adequate waiting facilities for Candidates which shall be separate and not visible from the *Test Room*. A minimum of one seat should be available for each Test Station at the ITC.
 - 5.5.1.7 have a desk and chair available for the purposes of checking-in *Candidates* to assist with the administrative paperwork;
- 5.5.2 All means of exit and entrance shall be adequate and well signed and the *Test Centre* shall at all times and in all aspects comply with all applicable laws, regulations or codes of practice relating to health and safety and fire safety and with the Equality Act 2010, as amended or re-enacted from time to time;
- 5.5.3 A trained fire marshal must be present on the ITC premises during all times when *Candidates* are on the premises;
- 5.5.4 Individual secure lockers must be provided for each *Candidate's* belongings which shall be separate from the *Test Room*. At least one locker per Test Station must be available. Lockers should be used by Candidates to store personal belongings (e.g. mobile phone, wallets, handbags etc. A full list of personal belongings that are required to be stored can be found within the ITC Policies and Procedures <http://www.citb.co.uk/about-us/how-we-work/policies-guidelines/>) prior to testing and retain the key until the test has been completed.
- 5.5.5 There must be access to a landline telephone available outside the *Test Room* for emergency purposes;

5.6 ITC staff

- 5.6.1 The ITC shall appoint a *Chief Administrator* who shall:
 - 5.6.1.1 give such assistance as may be necessary to any CITB representative carrying out Quality Assurance monitoring at the ITC;
 - 5.6.1.2 monitor and maintain the security, both physical and on-line, of the *Test Room* and equipment;
 - 5.6.1.3 monitor conditions in the *Test Room* and ensure compliance with this Agreement;
 - 5.6.1.4 book and confirm times of *Tests* with *Candidates*, as per *ITC Policies and Procedures* and communicate any re-schedules or cancellations to the *Candidates*;
 - 5.6.1.5 ensure that every *Candidate* sits the type of *Test* which they booked;
- 5.6.2 The ITC shall:
 - 5.6.2.1 notify CITB of the identity of its *Chief Administrator* at the Commencement Date and shall notify CITB as soon as reasonably practicable of the identity of any new *Chief Administrator* appointed.
 - 5.6.2.2 ensure that any individual which it intends to act as a *Test Administrator* shall have successfully completed the Test Administrator Training and passed the ITC Administrator Test and is retaken every 12 months.
 - 5.6.2.3 ensure that, at all times during a *Test*, *Test Administrators* are present, within the Test Room in a ratio of at least one to every eight *Candidates* present.
 - 5.6.2.4 procure that the *Test Administrator* complies at all times and in all respects with Pearson VUE's rules and procedures as issued to *Test Administrators* or published within the VUE Support Service from time to time.
- 5.6.3 The *Test Administrator*, the ITC, the Chief Administrator and other *Test Centre* representatives must demonstrate sufficient English language competency to be able to act as scribe or reader for (a) *Candidate(s)*, as and when needed, and to make intelligible announcements during the *Test*.

5.7 Administrative requirements

Test Logs in respect of each *Test* taken at the *Test Centre* to be completed fully and accurately and securely kept on file at the *Test Centre* premises for 2 years from the date of the *Test* to which they relate. After 2 years, test logs will be disposed of using a cross shredder.

5.8 The Test Room

- 5.8.1 The Test Room must be maintained as a permanent testing room with all equipment set up in its permanent position prior to the survey.
- 5.8.2 It is a requirement that while the test room may be used for purposes other than conducting tests, the room layout must be maintained as for testing at all times.
- 5.8.3 An ideal Test Room Layout which details requirements which must be in place for Test Rooms and ITC Premises can be found in Appendix 2 to this document.
- 5.8.4 The *Test Room* must be free of any materials that could assist a *Candidate* in taking their test, not limited to test-related materials and paperwork. All educational material displayed on the walls must be removed prior to *Tests* being taken;
- 5.8.5 workstations must be set out so that all *Candidates* can be clearly seen by the *Test Administrator* from a designated stationary position, within the Test Room, at all times. The *Test Administrator* should be positioned at least 2 (two) metres away from all Candidate Test Stations within the *Test Room*;
- 5.8.6 Each workstation must have a suitable dedicated power supply (no extension cables);
- 5.8.7 Workstations must be located a minimum distance of 1.25m away from each other with dividers (at least 60cm in height and ensuring that the length of the dividers is to the end of the candidates chair to prevent any opportunity for Candidates to make eye contact with those in the Test Station next to them for Candidates to make eye contact with those in the Test Station next to them) in place between each workstation;
- 5.8.8 Workstations must be located such that *Candidates* do not face each other, are not able to maintain eye-to-eye contact and are unable to view another *Candidate's* screen;
- 5.8.9 The *Test Room* must be well lit throughout and well ventilated;
- 5.8.10 The *Test Room* must be free of noise (including without limitation, conversation, fax, printer, telephone) during testing;
- 5.8.11 The *Test Room* must be maintained at a reasonable temperature during the conduct of *Tests*;
- 5.8.12 During *Tests*, the *Test Room* must not be used for any additional purpose;

5.9 Technical requirements

- 5.9.1 The ITC must comply at all times with the minimum technical requirements supplied to them, which can be found in Appendix 3 to this document.
- 5.9.2 The ITC, in particular, must adhere to the details in Appendix 3d which outline prohibited equipment and software
- 5.9.3 The ITC acknowledges and agrees that rights set out in the *Software Licence* (see Appendix 4 to this document) shall be exercisable as against the ITC by either CITB or Pearson VUE.
- 5.9.4 Measures must be in place to prevent glare on VDUs;

5.10 Policies, procedures and provisions

- 5.10.1 The ITC must have, and make available, suitable policies and procedures in place for the following at all times:
 - 5.10.1.1 Health and safety procedures
 - 5.10.1.2 Security provisions
 - 5.10.1.3 Testing procedures and infrastructure provisions
- 5.10.2 The ITC shall:
 - 5.10.2.1 not store the content of any *Test* or any *Candidate* responses permanently on any workstation, and accordingly shall permanently erase all such content from each workstation memory at the end of each *Test*;
 - 5.10.2.2 not transmit or transfer to any workstation within the *Test Room* any answer keys or scoring procedures;

6 Relevant documents

- 6.1 The *ITC* will ensure it adheres to the requirements of *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 ITC): <http://vss.pearsonvue.com>;
- 6.2 Updates and changes to relevant documents, not limited to the ITC Information Pack, ITC Technical Requirements and ITC Policies and Procedures will be undertaken in accordance with the agreement.

- 6.3** Updates of refreshes of tests will be communicated to all ITC as and when they are undertaken within a reasonable timescale to allow the ITC to complete and undertake all steps required to continue delivering tests in accordance with requirements.

7 Fees

All ITCs are subject to an annual subscription fee. This subscription will begin once the agreement has been signed and CITB has confirmed you are approved as an ITC.

8 Insurance and Indemnity

8.1 Insurances held by the ITC should be in accordance with the requirements set out in the Agreement. **8.2** In addition to the requirements set out in the Agreement, the ITC shall indemnify and keep Pearson VUE indemnified from and against all cost, damage, loss, proceedings or expense howsoever arising out of or in connection with the conduct of *Tests* or its operation as a *Test Centre*.

9 Contracts (Rights of Third Parties) Act 1999

Notwithstanding the Agreement, Pearson VUE shall have the right to enforce the provisions of the Pearson VUE Software Licence at any time throughout the duration of this Agreement.

10 Data protection

Notwithstanding the Agreement and for the avoidance of doubt, the ITC shall retain *Candidate Data* in a secure and locked place for two years from the date of its collection, and ensure that all *Candidate Data* is disposed of in a secure manner fully in accordance with the DPA;

11 Administration of bookings

The chief administrator is responsible for all test bookings made by the ITC.

11.1 Registering and booking Candidates for tests

- 11.1.1 It is the responsibility of the chief administrator to ensure that candidates are made aware of the date and time of their test booking. Candidates must be informed of the types of identification that are acceptable. A list of acceptable documents is shown in Appendix 5 to this document. Candidates must be warned that they will not be able to test if they do not present appropriate identification on arrival at the ITC.
- 11.1.2 If a candidate does not have appropriate identification, a waiver form, together with a letter giving guidance for completion, (Appendix 6 and Appendix 7 to this document) can be offered to the candidate for completion **prior** to the test date. The form must be fully and correctly completed, with all required documents attached, when offered as identification for a test. If the form has not been completed correctly the candidate must be refused a test. These must also be kept on site for audit purposes for two years.
- 11.1.3 Waiver forms are available on the download section on the Pearson VUE VSS website or at www.citb.co.uk/testing-services. These should only be used in exceptional circumstances when a candidate has no other form of identification from the requested ID list, Appendix 5. For clarity, no ITC is allowed to confirm identification of a candidate who is testing at the same ITC.
- 11.1.4 It is recommended that all candidates taking the HS&E test view the *Setting out* film, which is available for download free on the website www.citb.co.uk/settingout. It is also recommended that candidates thoroughly revise and prepare before taking their HS&E test. The best way of doing this is to use the official revision material which is available to purchase from www.citb.co.uk/hsanderevision, (see section 23 of this document).

11.2 Registering and booking Candidates under the age of 16

- 11.2.1 In order to book an under-16 candidate for a test, please contact the Pearson VUE helpline on 0161 855 7459.
- 11.2.2 CITB must have proof of parental permission to register and hold a record for persons under the age of 16.
- 11.2.3 Parental consent must be obtained to register a person under the age of 16. The parent (or guardian) must be given a parental consent form to complete see Appendix 8 to this document. No candidate under 16 is allowed to test under the CITB ITC agreement without first having obtained parental permission to do so. A parent or guardian must also accompany an under 16 candidate to their test.
- 11.2.4 It is the ITC's responsibility to ensure that all required documents detailing parental / guardian authorisation are both requested and received by the ITC prior to any candidate under the age of 16 commencing a test.
- 11.2.5 In exceptional circumstances, where the candidate is under the age of 16 and does not have any form of photographic identification (for example a passport), they can present the Under 16 confirmation of ID form see Appendix 9 to this document. This form must be signed by the college or school at which the candidate attends.
The test administrator(s) invigilating the test cannot sign this form on behalf of a candidate.
- 11.2.6 Both forms are available from the download section of the VSS website, or at www.citb.co.uk/testing-services.
- 11.2.7 The ITC must securely store the signed parental consent form and under 16 confirmation of identification form on site for audit purposes, for two years.

11.3 General requirements and procedures for booking tests

11.3.1 To verify a candidate's username contact the CITB test provider on 0800 145 6084, (UK office hours only).

11.3.2 The ITC shall put in place and maintain a system enabling prospective *Candidates* to book and pay for a *Test* to be taken at the *Test Centre*, which system shall comply with the following:

11.3.2.1 where payment by debit or credit card is accepted, the ITC's system shall be PCI compliant at all times and in all respects;

11.3.3 The following information will be collected in respect of every *Candidate* (this information will be required when booking the *Test* with Pearson VUE):

- Candidate's full name
- Candidate's full address including full postcode;
- Candidate's nationality;
- Candidate's contact numbers;
- Candidate's email address (if available);
- Candidate's CITB registration number (if available);
- Candidate's National Insurance number;
- type of *Test* booked;
- any Additional Candidate Support required such as a voiceover or BSL; and
- such other information as CITB may from time to time require the ITC to collect on arranging a booking for a *Test*.

11.3.4 The ITC shall enter into a contract with all *Candidates* which includes as a minimum the provisions set out in Appendix 10 of this document, with candidate test booking confirmation kept on record for 2 years

11.3.5 When booking *Tests* on behalf of a *Candidate*, the ITC shall follow the booking procedure set out. All bookings made by the ITC on behalf of any *Candidate* shall be subject to the CITB Terms and Conditions as set out on the Pearson VUE booking system, including, for the avoidance of doubt, the terms and conditions relating to rescheduling and cancellation.

11.3.6 The candidate **must** be given a copy of the Candidate Rules Agreement to read prior to signing the electronic e- pad and to sitting the test, see Appendix 11 to this document

11.4 Approved ITCs are granted the right to book and deliver *Tests* to *Candidates* at the *Test Centre*, including taking booking requests from prospective *Candidates* and booking *Tests* through the Pearson VUE booking systems, subject always to the terms and conditions set out in the Agreement, fulfilment of application criteria, related policies and *Technical Requirements*.

11.5 For the avoidance of doubt, in arranging bookings for *Tests* or other activities undertaken by the ITC, including but not limited to, supplying CITB products, the ITC shall operate at all times as an independent contractor, and shall not act, and shall not represent itself to *Candidates* as acting, as an agent for or otherwise on behalf of CITB.

11.6 Any waiver forms or parental consent forms must be retained, electronic signatures taken and checked against the identification provided. (How to book a candidate in for their test can be found within the ITC Policies and Procedures which you should retain a copy of and can be found at <http://www.citb.co.uk/about-us/how-we-work/policiesguidelines/> **11.7** If the signature does not match the identification provided, the candidate has another chance to electronically sign. If this is again incorrect, the candidate must be refused a test.

11.8 Images of the candidates must be taken to the correct standard (which can be found in Appendix 13 to this document), however this should be of the candidates head and shoulders, clear, with the candidate looking at the camera, eyes open, against a neutral background, with no obstructions in the background. If the initial photograph is not of the required standard, this will need to be re-taken again).

11.9 Prior to admitting any *Candidate* to the *Test Room*, the ITC shall ensure that the following is completed by either the Chief Administrator or the Test Administrator:

- 11.9.1** inspect and take a copy of the *Candidate*'s current valid passport, photo driving licence or other appropriate form of identity as set out in Appendix 5 and retain them securely for two years;
- 11.9.2** take a photograph of the *Candidate* using the methods set out in the *Application Form*;
- 11.9.3** require the *Candidate* to sign the *Test Log* to confirm the time of the *Test* and consent to having their image taken;
- 11.9.4** require the *Candidate* to sign the electronic signature pad to confirm that they have read the following, in hard copy format at booking in stage as per ITC Policies and Procedures:
 - 11.9.4.1** the Candidate Rules Agreement attached to this document in Appendix 11; and
 - 11.9.4.2** a Fire Safety Briefing giving details of evacuation procedures and meeting points in the event of emergency;
- 11.9.5** check that the signature on the electronic signature pad matches the signature on the ID presented by the *Candidate*; **11.9.6** and any *Candidate* who is unable or unwilling to provide the above shall not be admitted to the *Test Room*.

12 Pricing of tests

- 12.1** The price charged by the ITC to *Candidates* for each *Test* shall not exceed the relevant *Test Fee* set on the CITB website (as varied by CITB from time to time). The ITC shall be responsible for collecting the relevant *Test Fee(s)* from *Candidates*.
- 12.2** In the event that the ITC provides *Tests* as part of a wider service offered to *Candidates*, it shall ensure that the *Test Fee* is clearly stated separately from all other fees or charges applied.

13 Chief Administrator requirements

- 13.1** The chief administrator must ensure that a copy of the ITC test log (see Appendix 12 to this document), (also available on the download section of the VSS website) is made available to the test administrator before the test session begins and **must be retained on file for two years from the date of the session**. ITC Test Logs **will be** requested for inspection at the time of audit by CITB.

14 Test Administrator requirements

- 14.1** The Test Administrator will ensure that each candidate test start is recorded as per the actual candidate test time on the test logs.
- 14.2** Once a candidate leaves the Test Room after completing the Test, the ITC shall ensure the leaving time of Candidate from the test room is logged by the Test Administrator
- 14.3** The *Test Administrator* shall be present at all times to ensure correct invigilation of a *Test* in progress.

15 Testing conduct

- 15.1** Test sessions at all types of centre must be conducted to the same high standard, with the same processes being followed.
- 15.2** A test administrator must be present during the entire test session. You should advise the candidate that they are to arrive for their test at least 15 minutes early. This allows time to check their details and identification and to ensure that the correct candidate booked for the test has arrived.
- 15.3** The ITC must make every effort to seat *Candidates* known to each other as far apart as possible during the *Test*.
- 15.4** Test administrators must maintain the testing protocol at all times (from the moment a candidate enters the test room until the point at which they leave).

16 Irregularities during testing

- 16.1** The *Test Administrator* shall record, where appropriate investigate, and report any and all instances of apparent *Test* irregularity to CITB including but not limited to late arrivals and/or early leavers as well as any other unusual *Test* behaviours such as (a) *Candidate(s)* who appear to complete the *Test* in considerably or improbably less than the allocated time.
- 16.2** If a technical problem occurs with the computer equipment, or there is a power failure, once the test has started the test during UK office hours.

17 Candidate misconduct

This section details the processes to be followed by an ITC if a candidate is suspected of breaching CITB testing rules or if they direct threatening behaviour towards a member of staff. Further information relating to this section can be found (once you have become an approved ITC) on the Virtual Support Service (VSS) website: <http://vss.pearsonvue.com>

17.1 Definition of Candidate misconduct

Misconduct is defined as any act by a candidate that compromises the security of a test. This includes but is not limited to:

- 17.1.1 Suspected impersonation / proxy testing** – applies to any instance where it is believed that the candidate has engaged another individual to take the test on their behalf.
- 17.1.2 Breach of testing rules** – applies primarily to prohibited items being taken into the test room, regardless of whether it can be proven that the item was used to cheat during the test or used to steal test content.
- 17.1.3 Verbally abusive behaviour** – applies to any instance where a candidate has used language that would reasonably cause any individual present in the ITC to fear for their personal safety. This includes, but is not limited to:

- 17.1.3.1** Making threats of violence, harassment or intimidation towards another;
- 17.1.3.2** Making threats of violence towards Pearson VUE, ITC or client premises or the property of staff, e.g. bomb threats;
- 17.1.3.3** Implying that acts of violence, harassment or intimidation may occur to staff or other candidates outside of the ITC e.g. that someone will be waiting or that someone may be followed home;
- 17.1.3.4** Directing hateful, insulting or threatening language at others in the ITC based on skin colour, ethnicity, nationality, religion or sexual orientation.

17.1.4 Physically abusive behaviour – applies to any instance where a candidate has demonstrated behaviour that would reasonably cause any individual present in the ITC to fear for their personal safety. This includes, but is not limited to:

- 17.1.4.1** Intentionally making or attempting to make physical contact with another in order to cause injury e.g. punching, striking, slapping, kicking, biting etc.;
- 17.1.4.2** Intentionally using or attempting to use any kind of weapon or inanimate object/piece of equipment in a way that threatens the safety of others. This includes throwing objects or using them to strike someone;
- 17.1.4.3** Deliberately damaging the test centre premises and property or the belongings of another individual in the ITC.

17.2 Responsibilities

- 17.2.1 ITC Chief Administrators** – responsible for reporting all instances of candidate misconduct involving CITB candidates and making an immediate notification to the VUE CITB Helpdesk.
- 17.2.2 Pearson VUE Customer Service Centre (VUE CITB Helpdesk)** – responsible for notifying CITB of any reported incidents of candidate misconduct involving CITB candidates within one hour of the time of the incident or by 10am the next day if the incident occurred after 5pm.
- 17.2.3 Pearson VUE Compliance Team** – is responsible for monitoring the number and types of misconduct incidents involving CITB candidates and assisting CITB in further action.
- 17.2.4 CITB** – is responsible for reviewing the incidents and notifying the VUE Compliance team should any further action be necessary.

17.3 Process

17.3.1 Suspected impersonation / proxy testing

Test administrators follow the check-in processes as detailed in the ITC Policies & Procedures Guide and the CITB Client Chapter.

If at any point in the check-in process, the candidate fails a check that leads the test administrator to believe that they are not the genuine candidate, the candidate is turned away and an incident report is raised. Please ensure that any details that you have already gained from the candidate are kept for reporting and investigation purposes. To include and not limited to photograph taken of the candidate, personal details such as address and any copies of ID.

17.3.2 Breach of testing rules

All candidates are informed of the testing rules prior to being admitted for their test.

If at any point during the test, the candidate is witnessed breaching the testing rules, the test administrator discreetly stops the test and quietly asks the candidate to step into the waiting area. The candidate is not permitted to re-enter the test room and an incident report is raised.

17.3.3 Verbally abusive behaviour

If at any point during the test, a candidate is witnessed behaving in a verbally abusive way, the incident is reported to the Police. An incident report is also raised.

17.3.4 Physically abusive behaviour

If at any point during the test, a candidate is witnessed behaving in a physically abusive way, the incident is reported to the Police. An incident report is also raised.

17.3.5 Raising an incident report for CITB candidate misconduct

- When a misconduct incident occurs an incident report must be raised on **VSS IMMEDIATELY** using the CITB Candidate Misconduct Incident category.

- The Candidate Misconduct Template must be completed with as much detail as possible and attached to the VSS incident report.
- You must then call the CITB Helpdesk on: 0800 145 6084 to report the incident and provide the VSS Incident Number.
- It is critical that this is completed as soon as possible after the incident has occurred and certainly within fifteen minutes, as the CITB Helpdesk is required to report the incident directly to CITB within one hour of the incident occurring.
- In line with the Candidate Warning Marker Process, a blocked candidate will be sent a letter notifying them that a block has been placed to prevent future bookings and providing CITB contact details should they wish to appeal.
- Once a block has been placed on a candidate due to violent behaviour, this may only be lifted if authorisation is received from CITB to do so. This will be sent to the Compliance Team who will arrange for the block to be lifted and the evidence of approval retained.
- If a blocked candidate attempts to book a further test, they may be prevented from doing so.
- If a blocked candidate attends an ITC and exhibits further violent or abusive behaviour, the Police should be contacted as appropriate and an incident raised on VSS.

17.4 Completion of testing

17.5 Once a candidate has finished their test and left the test room, the score report will be automatically printed.

17.6 The test administrator or Chief Administrator, if the test administrator is still conducting tests for other candidates should collect the score report from the external printer and hand over the folded piece of paper (so as not to see the result), to the candidate and not communicate the result of the candidates test.

17.7 The *Test Administrator* must decline to deliver the *Test* if he/she knows the *Test Candidate(s)*, in the interests of upholding the integrity of CITB and the *Test Centre*, by eradicating any suspicion of conflict of interest, collusion, wrongdoing or malpractice. The *Test Administrator* may suggest that the Candidate(s) apply(ies) to take the *Test* at an alternative *Test Centre* and, in any event, shall inform CITB of the conflict.

17.8 The ITC will ensure that Candidates are given their Test Results upon leaving the Test Room and given folded in half, with no communication of the result of the Test, to protect the Candidates personal information

18 Quality assurance and monitoring

The annual subscription covers the auditing process to ensure that high standards of testing and CITB requirements continue to be met and maintained.

18.1 What to expect from a monitoring visit

Monitoring will be undertaken by a CITB representative and visits will often be unannounced. Access will be required to relevant records and premises. Any instances where access is denied may result in action against the ITC in accordance with the agreement.

18.2 Following a monitoring visit

Following a monitoring visit, your chief administrator will receive formal, written communication on behalf of the centre, detailing the result.

There are four possible monitoring visit results:

High Standard (Blue)

This indicates the ITC has successfully passed the audit and is meeting all of the required CITB testing standards. No further action is required.

Acceptable (Green)

This indicates the ITC has successfully passed the audit, but there are some recommendations for further improvement to meet all the ITC requirements. Details of areas where improvement is required will be provided in the written communication. The areas for improvement will be checked for compliance at the following audit.

Improvement Needed (Amber)

This indicates the ITC has failed to comply with ITC requirements and may be in breach of the agreement. Details of the failings will be provided in the written communication. The ITC will have 12 weeks to rectify the failings. Once the failings have been rectified, an additional monitoring visit at a cost of £250 plus VAT will be required to check the ITC is compliant.

Not Acceptable (Red)

This indicates that the ITC has failed to comply with ITC requirements and may have seriously breached the agreement. The ITC will be placed under an immediate suspension and details of the failings will be provided in the written communication along with actions required to rectify them. The ITC will have 12 weeks to rectify the failings and undertake the required actions. Once the failings have been rectified, an additional monitoring visit at a cost of £250 plus VAT will be required to check the ITC is compliant. If the ITC is confirmed as compliant, the suspension will be lifted. If the ITC is found to still be in breach, further actions may be taken in accordance with the agreement.

19 Suspension

19.1 Without prejudice to any other right or remedy it may have, the CITB reserves the right to suspend the ITC if it receives notification from Pearson VUE of a breach, or of reasonable suspicion by Pearson VUE of a breach, of the *Software Licence*.

19.2 During any period of suspension, no *Tests* shall be conducted by or on behalf of the ITC, whether at the *Test Centre* or otherwise.

20 Termination

20.1 Without prejudice to any other right or remedy it may have, the CITB reserves the right to terminate the ITC if:

21.1.1 the ITC misuses CITB's intellectual property rights and brings CITB into disrepute including but not limited to unauthorised third party re-sale of CITB products

21.1.2 the agreement between Pearson VUE and CITB expires or is terminated;

21.1.3 the result of any audit carried out by CITB pursuant to the CITB Standard Provider Terms is categorised as red;

21.1.4 Pearson VUE terminates the *Software Licence* in accordance with its terms;

21 Appeals

Following a decision made about your application to become an ITC or about your approved ITC, you have the right to appeal.

If you wish to take this action, please send the reasons for your appeal, in writing, to the ITC Product Manager at the following address:

CITB,
Sand Martin House,
Bittern Way,
Fletton Quays,
Peterborough, PE2
8TY.

Appeal letters will be acknowledged within five working days of receipt. After further investigation, a detailed response will be sent to your ITC within fifteen working days.

If your appeal relates to a suspension, and you are still unhappy with an initial appeal decision made by CITB, you have the right to appeal the decision a second time. If you wish to do this, you should detail the reasons for your appeal against the decision of CITB, in writing and sending to the Delivery Manager. As before, your letter of appeal will be acknowledged in five working days and your concerns will be followed up by the Delivery Manager, whose response will be the full and final decision.

22 ITC contacts

Any queries an ITC may have should be directed to one of the following contact numbers:

For any issue regarding test terms and conditions including new applications, site surveys or audit queries please contact:

- ITC Testing Services Department Tel: 0344 994 4066
E-mail: ITC@citb.co.uk

For any issue regarding the installation of software from Pearson VUE please contact: □
pvukcustomerserviceadmin@pearson.com

For security kit queries (regarding purchases of the web cam or e-pad) please contact: □
emeaespsshipping@pearson.com

For any issue regarding technical requirements or candidate registration please contact:

- Candidate registration and booking Tel: 0800 145 6084
E-mail: citb.testingcustomerservices@pearson.com
- Technical and operational queries Tel: 0800 145 6084 E-mail: pvemeavss@pearson.com

For guidance on quality and security procedures, such as candidate misconduct please contact: □ Tel: 0800 145 6084

To purchase HS&E test revision material, please contact:

- CITB Health, safety and environment test publications
Tel: 0344 994 4488

23 Revision material

HS&E revision material available includes:

Revision book for the Operatives and Specialist tests
Revision book for the Managers and Professionals test
Revision DVD for the Operatives and Specialist tests
Revision DVD for the Managers and Professionals test
Revision Download for the Operatives and Specialist tests
Revision Download for the Managers and Professionals test

HS&E revision books cost £12.00, the DVDs cost £13.75 (Inc. VAT) and the Download costs £12.25 (Inc. VAT) with free delivery for any publications purchased.

Apps are also available to purchase from the Apple or Android app store for the operatives and specialists and managers and professionals tests.

24 Frequently asked questions and definitions

24.1 Definitions

Candidate	any individual who books a <i>Test</i> or <i>Tests</i> at the <i>Test Centre</i> , or on whose behalf a <i>Test</i> or <i>Tests</i> at the <i>Test Centre</i> is booked
Candidate Data	all data supplied by any <i>Candidate</i> or created in relation to any <i>Candidate</i> and, for the avoidance of doubt, including but not limited to that generated in connection with any <i>Test</i> or any enquiry request relating to the booking of a <i>Test</i>
Chief Administrator	an individual who books tests, completes confirmation to candidates, assists candidates with the booking-in processes for the Test, ensures that all nominated Test Administrators have undertaken the correct training and invigilate the test as per the Policy and Procedures
ITC Policies and Procedures	means the policies and procedures of Pearson VUE and CITB as varied from time to time, available on the CITB website
PCI	The Payment Card Industry Data Security Standard (PCI DSS) is a set of

requirements designed to ensure that ALL companies that process, store or transmit credit card information maintain a secure environment. Essentially any merchant that has a Merchant ID (MID).

Software	means the <i>Test</i> delivery system developed by Pearson VUE;
Software Licence	means the licence of the <i>Software</i> to be granted to the ITC by Pearson VUE in the form attached to this document in Appendix 4;
Technical Requirements	means the technical requirements as varied from time to time and published on the CITB website
Test	means the <i>Tests</i> owned and administered by CITB and operated through the facilities provided by Pearson VUE. These include but are not limited to all types of the Health, Safety and Environment (HS&E) test
Test Administrator	means an individual who has completed and passed Pearson VUE's ITC Administrator test in order to correctly invigilate any <i>Test</i> ;
Test Booking	means the booking of any <i>Test</i> by the ITC using the online facility provided to it by Pearson VUE;
Test Centre	means the Centre Location as described in the <i>Application Form</i> ;
Test Log	means the test log set out in Schedule 2, Part 2;
Test Room	the room approved by CITB for the holding of <i>Tests</i> , as described in the <i>Application Form</i> ;
Testing Services	the services provided by the ITC to <i>Candidates</i> pursuant to this.

24.2 Frequently asked questions

Question	Reply
What should I do if a candidate arrives at the test centre without ID / a fully completed parental consent form?	If a candidate cannot produce the correct / fully completed ID, they must be turned away from the ITC and not allowed to test. A candidate incident should be raised on the VSS website.
What should I do if there is a power-cut in the middle of a test?	You should be able to resume the test once power returns.

What should I do if there is an emergency during the test and the building is evacuated?	Press CTRL+shift+F12 and select stop exam. Leave the test room and check all ID before allowing candidates to re-enter the test room and resume the test. Call VSS and request a MULTI-USER authorisation code, enter the code, click the candidate's name and START to resume the tests.
What should I do if I have tested a candidate under the incorrect name?	The test will need to be re-started using the correct candidate log-in details. If a candidate completes the test under another candidates details, they will need to re-take the test under their own details and the ITC will need to cover the cost of a free re-test for the candidate.
How far in advance do I need to book my test?	Tests can be booked at any time, but it is advised to book early in order to secure the best date and time for the test.

Am I able to test 24 hours a day	Yes, although testing between midnight and 6am is not advisable, even for night shift workers. It may not be beneficial to the candidate, as they might not perform to their best ability and could be disadvantaged.
Following a fail result, what is the length of time before a candidate can re-sit their test?	48 hours. This gives the candidate the opportunity to fully revise and prepare for the re-sit.
Does the candidate's score report print off automatically?	Yes, the score report prints immediately following the completion of a test to the external printer.
Can I re-print the score report if the printer malfunctions?	Yes, there is an on-screen option to reprint the score report if there is an issue with the printer.
Where can I obtain a parental consent form?	A copy is included inside this Information Pack (Figure 1). Also parental consent forms are available on the download area of Pearson VUE's VSS website.
Where can I obtain a waiver form?	A copy is included inside this Information Pack (Figure 4). Also waiver forms are available on the download area of Pearson VUE's VSS website.
May the ITC sponsor a waiver form for a candidate?	No the waiver form must always be completed prior to the test date by a person in position of responsibility who knows the candidate, and who is sure of their identity.
Who should I contact if I experience problems launching a test?	Please contact CITB Helpdesk on: 0800 145 6084
How can a candidate apply for their scheme card after passing their HS&E test?	Candidate can apply for the relevant site card by calling the relevant scheme number on their score report. More information can be found online at www.citb.co.uk/cards-testing .
What do I do if a candidate arrives wearing religious headgear that does not enable a facial photograph (e.g. bhurka, turban)?	Adopt the approach used by the passport service and immigration. If the candidate is female, ask a female test administrator to take the photograph and assign it to the record. Take the photo in private. If a female is not available politely refuse the test and reschedule. The same rules apply for male candidates and male test administrators.

Appendix 1 – CCTV Specification

Areas to be covered

- The booking-in area (where candidates have their photograph taken and the e-pad is signed)
- The test room – one camera to cover the whole test room including the invigilator(s) and additional camera(s) to cover all the candidates when they are taking their tests. The additional camera(s) that cover candidates need to cover all candidates when they are at test stations and undertaking the test.
- The additional cameras situated in the Test Room, does not mean one camera per test station, the additional camera(s) are required to capture every candidate at the testing station whilst they undertake the test – providing every candidate is captured at the testing station whilst undertaking the test, the amount of cameras used and where they are situated is left to the discretion of the ITC. Camera coverage will be checked at surveys and audits.

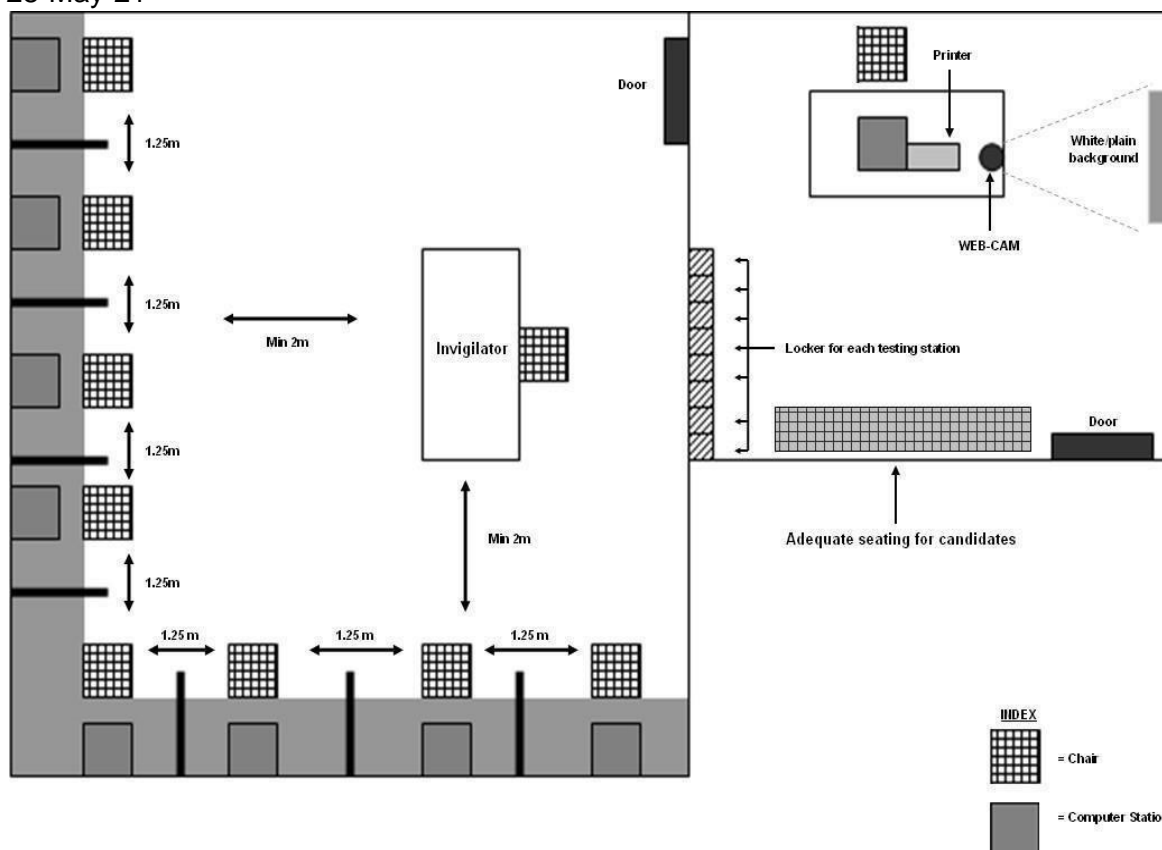
**ALL CCTV REQUIREMENTS WILL BE CHECKED BY CITB TO ENSURE THEY ARE MET:
THESE REQUIREMENTS ARE MANDATORY**

Additional Specification

- The Test Centre will need to be registered with the Information Commissions Office (ICO) and a policy in place for the use of CCTV at the Test Centre - information can be found at the following website <https://ico.org.uk/>
- The Test Centre will also need to ensure that CCTV signage is in place so that individuals that enter the test centre are fully aware that this is in operation.
- The CCTV currently is only required to record visual and not audio.
- The Test Centre must ensure that the footage from the CCTV that they install gives clear and crisp images.
- The CCTV footage is to be kept for 30 days, which is in line with industry standards.
- The footage will need to be stored for the above time period, by the any of the following methods: DVR, hard drive, cloud storage which enables the downloading of the footage onto an external drive if footage is requested.
- CITB can and may ask for CCTV footage as part of their quality assurance, audit and/or investigations that may arise at any point.

Appendix 2 – Test Room and ITC Premises layout

Below is an example of the ideal test room layout. It is a requirement that each dividing barrier between work stations is a sufficient height and depth (minimum 60cm in height from the top of the desk and ensuring that the length of the dividers is to the end of the candidates chair to prevent any opportunity for Candidates making eye contact with those in the Test Station next to them.



Appendix 3 – Technical Requirements

For up to date ITC Technical Requirements please refer to Test Centre Requirements for Standard Test Centres at https://home.pearsonvue.com/Documents/Test-center/pearsonvue_technical_reqs.aspx

Appendix 4 – Pearson VUE software license

Software Licence

Pearson Driving Assessments Limited trading as Pearson VUE grants [insert name of ITC of address], “(the Internet Test Centre)” who hereby acknowledges and accepts, a personal, non-transferable, non-assignable and nonexclusive limited term licence or sub-licence (“Licence”) to use up to twenty (20) copies of the software provided by Pearson VUE to the Internet Test Centre (“Software”), on a single or multiple processor(s) within its premises and to store in, transmit through or display the Software on peripheral units associated with the Internet Test Centre’s delivery of CITB Test to registered candidates (“Candidates”). The Software can be uninstalled and reinstalled on multiple processors within the Internet Test Centre so long as the copies of Software in use does not exceed the maximum allowable number as set forth above. The Licence herein described is subject to and further defined by the click through licence embedded in, or otherwise attached to, the Software. In the event of a conflict between the terms of this Software Licence and the click through licence, this Software Licence will govern.

TERM OF SOFTWARE LICENCE

The Software Licence term will be automatically renewed every 12 months unless terminated earlier under the terms and conditions of this Software Licence. Notwithstanding any other term of this Software Licence, the Software Licence will automatically come to an end when Pearson VUE receives notification from CITB that the Internet Test Centre no longer is permitted to offer the CITB Test.

TITLE

Software title and ownership, including any modifications, will remain at all times with Pearson VUE or Pearson VUE’s licensor.

PROVIDING SOFTWARE

Pearson VUE shall provide to the Internet Test Centre a copy of the Software in machine-readable object code and user documentation. Revisions deemed appropriate by Pearson VUE will be provided by Pearson VUE to the Internet Test Centre at no additional cost.

USE

The Internet Test Centre agrees to the following restrictions on its use of the licenced or sublicensed Software:

- a. To use the Software exclusively to administer Tests provided by Pearson VUE on behalf of CITB

- b. To maintain its status as an Internet Test Centre with CITB at all times
- c. To limit the use of all Software copies and versions thereof to the use provided for herein and to make copies solely for emergency backup purposes for such use.
- d. To include appropriate copyright notices on all copies of the Software and documentation, and to explicitly follow Pearson VUE's additional instructions, if any, relating to copyright protection of the Software, documentation and related materials.
- e. To maintain strict security, but in no case less care than the Internet Test Centre uses to protect its confidential information of a like kind, in the storage and distribution of the Software and any copies to protect the copyright and/or trade secret rights therein, and not provide, permit access to or otherwise make available, the Software, documentation or related materials (or copies, summaries, notes or modified versions thereof), to any other party (outside of the Internet Test Centre, or the Internet Test Centre's authorised employees/affiliates) or for any other use.
- f. Not to reverse engineer, decompile, disassemble, create derivative works from, alter, modify or otherwise vary the Software without the express, written consent of Pearson VUE (such authorised alteration or modification not to limit or alter the copyright or trade secret rights).

LIABILITY

The Internet Test Centre, having possession of and control over the Software, shall be responsible for the Internet Test Centre's use, operation, storage, management and safety of the Software. Consequently, except to the extent that damage or injury is caused by Pearson VUE's negligence or the intentional misconduct of Pearson VUE's employees, the Internet Test Centre assumes the risk and sole responsibility for damage or injury to equipment, Software, personal property or to third parties caused by the Internet Test Centre's use or possession of the Software, and the Internet Test Centre shall be obligated to protect itself and Pearson VUE against any such occurrences, including claims by the Internet Test Centre's employees or any other persons or organisations with which the Internet Test Centre does business, all at the Internet Test Centre's sole cost and expense.

PEARSON VUE REMEDIES

- (a) Pearson VUE can terminate this Software Licence immediately if the Internet Test Centre violates any intellectual property provisions contained in this Software Licence. In the event of any such breach by the Internet Test Centre or reasonable belief thereof, Pearson VUE shall have the right to take immediate possession of the Software and all materials associated therewith, including copies of Software, notes, and documentation produced by the Internet Test Centre, wherever located, without demand or notice.
- (b) It will be a default and breach of this Software Licence, if the Internet Test Centre fails to perform any of its obligations under this Software Licence (after Pearson VUE either directly or through CITB has given the Internet Test Centre

notice and provided for an opportunity to cure at least thirty [30] days following receipt of notice), or

- (c) If the Internet Test Centre becomes insolvent or makes any assignment for the benefit of its creditors, or if any proceeding under the bankruptcy laws or comparable statute is commenced by or against the Internet Test Centre. On the Internet Test Centre's default, Pearson VUE at its sole option may require the Internet Test Centre to return any or all copies of the Software and documentation (in any medium and including summaries, notes and the like). Any taking of possession of the Software shall not release the Internet Test Centre from any of its obligations hereunder unless Pearson VUE, or its assignee, notifies the Internet Test Centre in writing. If it is necessary for Pearson VUE to enforce this Software Licence or any of its terms, the Internet Test Centre shall indemnify Pearson VUE for all costs related to such enforcement, including reasonable legal costs if those costs are granted.

GENERAL

Without Pearson VUE's prior written consent, the Internet Test Centre will not sell, assign, sublet, pledge, otherwise encumber or permit a lien to exist against any interest in this Software Licence.

This Licence and any obligations arising from it shall be governed by the laws of England, and subject to the jurisdiction of the English courts.

Appendix 5 – Candidate ID requirements

A CITB candidate must provide one form of Primary ID containing a photograph and signature.

If they do not have the required form of Primary ID they may present two forms of Secondary ID. This must be one ID from List A and one ID from List B (two from List A or two from List B is not acceptable).

PRIMARY ID	
<i>Present one of the following:</i>	
Passport	A valid passport of any nationality with a photograph of the candidate and their signature – must be no more than 6 months out of date.
Photo Card Driving Licence	A valid UK only driving licence with a photograph of the candidate and their signature – must be no more than 6 months out of date.
SECONDARY ID – one from List A and one from List B required <i>Both should be current and valid forms of ID.</i>	
List A	
<i>Present one of the following:</i>	
Non UK Driving Licence	Showing a photograph and printed full name – must be no more than 6 months out of date.
Work ID Card	Showing a photograph and printed full name – must be no more than 6 months out of date.
EU Country ID Card	Showing a photograph and printed full name – must be no more than 6 months out of date.
CITB Scheme Card	Showing a photograph and printed initial and surname – must be no more than six months out of date. Acceptable CITB scheme cards include CSCS, CPCS, CISRS and CCDO.
Student ID Card	Showing a photograph and candidate initial and surname, as well as the year of study (e.g. 2012/2013) and name of the institution of study – must be no more than 6 months out of date.



Citizen Card	Showing a photograph and printed full name – must be no more than 6 months out of date.
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Trade Union Card	A current card with a photograph of the candidate and their signature – must be no more than 6 months out of date.
British Armed Forces Card	Showing a photograph and for employee of Armed Forces only (not dependant or spouse) – must be no more than 6 months out of date.
Proof of Age Card	Cards issued nationally in the UK by the Portman Group. Showing a photograph of the candidate and their signature.
Young Scots Card	Showing a photograph, printed full name and DOB – must be no more than 6 months out of date.
List B <i>Present one of the following:</i>	
Credit Card	Showing the candidate's name (initial and surname is acceptable) and signature and bank logo.
Debit Card	Showing the candidate's name (initial and surname is acceptable) and signature and bank logo.
Paper Driving Licence	Showing the candidate's full name and signature.
UK Travel Document	Showing a photograph, full name and signature – must be no more than 6 months out of date.
Inland Revenue Card	Showing a photograph, printed initial and surname and signature of the candidate – must be no more than 6 months out of date.
National Insurance Card	Showing the candidate's full name. An official HMRC letter or addressed payslip with NI number can be accepted if the card has been lost / not issued.
B79 Notification of Discharge Letter	Showing the candidate's full name and signature.
Bank Statement	Within the last 6 months and including printed initial and surname and home address. This must match the address given at the time of booking.

Building Society Passbook	Showing the candidate's full name / initial and surname and address. This must match the address given at the time of booking.
Cheque Guarantee Card	Showing the candidate's full name / initial and surname and signature.

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OTHER ID	
Waiver Form	With a countersigned photograph of the candidate and their signature – follow the guidelines on the waiver form about additional ID requirements and instructions.
Under 16 Confirmation of Identification Form	With a countersigned photograph of the candidate from the school or college that they attend. Only to be used alongside the parental consent from, if the candidate is under the age of 16 and does not have required photographic identification.

Candidates who are not able to provide the correct ID on arrival at the test centre will be turned away and will lose their test fee.

Should you have any queries or concerns regarding ID requirements, please contact the call centre on 0344 994 4488, to ensure that you take the correct form(s) of identification with you on the date of testing

CITB C/O Pearson VUE

PO

Box 1286

Warrington

WA1 9GN

Tel: 0344 994 4488**Fax:** 0300 200 1177**Email:** citb.testingcustomerservices@pearson.com**Website:** www.citb.co.uk/testing-services

Dear Candidate,

Identification waiver form – Valid from 1 October 2013

You have recently booked a CITB Health, Safety & Environment test. As you have confirmed that you do not possess the photographic identification required, please see overleaf the CITB waiver form for you to complete and offer as identification when attending the test centre to sit your test.

You must nominate a person in a position of responsibility to whom you are known (your sponsor), from the following list of acceptable sponsors:

Doctor	Probation Officer	Job centre employee
Magistrate	Fire Service Officer	Teacher/ Lecturer
Solicitor	Officer of armed services	Trade Union Officer
Director of Ltd company	Police Officer	Chairman/

Your sponsor must be independent from and not connected with the test centre at which you are taking the test. The waiver form must be copied onto the original headed notepaper of your sponsor, or with an original compliment slip or an official stamp (photocopies are acceptable). Your sponsor must sign and date the waiver form, and state clearly their position and title (Doctor, Magistrate etc.)

Sign on the back of a recent, colour passport sized photograph of yourself, in the presence of your sponsor, who must also sign the photograph as witness to your signature. Attach the photograph to the waiver form in such a way that test centre staff can check that the signatures are present. Complete the form and sign where indicated. Take the form with you to the test centre where you will be asked to sign the form again, in the presence of the test administrator.

In addition to the waiver form, candidates must also present TWO additional valid forms of identification at the test centre prior to taking a test, from the list below:

- Recent utility bill (less than 3 months old)
- Bank Statement (less than 3 months old)
- Credit/ Debit card
- EU country ID card
- Young Scots card
- Building society passbook
- National Insurance card/ Addressed pay slip or official HMRC letter including NI number
- Inland Revenue card
- Student ID card (with candidate photograph, initial and surname, year and institution of study)
- Valid CITB scheme card e.g. CSCS card
- Valid HM forces military ID card
- Paper driving licence
- B79 prisoners notification of discharge letter

Please note: It is the responsibility of the sponsor and the candidate to complete the waiver form correctly. Test centre staffs have discretion to turn away any candidate who has not completed the waiver form correctly. The waiver form is retained at the test centre and is valid for one test or consecutive tests only. If the candidate re-sits the test, a further waiver form must be supplied. Waiver forms are checked on a random basis, which may include contacting your sponsor as part of the validation process. It is the candidates responsibility to ensure that their sponsor is available by telephone to corroborate the form.

Yours Sincerely,
CITB Customer Services Team.

Appendix 7 – Identification waiver form

This form must be printed on an original company or organisations letterhead, or have an original company or organisations compliment slip attached, or be stamped with an official company or organisation stamp, which not acceptable includes the name, date and address of the sponsor. Photocopies of letterheads and compliment slips are.

CITB Identification Waiver form

Only to be used in **EXCEPTIONAL** circumstances where the candidate does not have any form of photographic identification.

Statement of sponsor

I confirm that the person identified below is not in possession of a passport, driving licence or similar photographic document that is required as proof of identity in order to sit a CITB test. This test is the Health, Safety & Environment test. This form can be used for single or consecutive tests only. A waiver form will need to be completed for each separate test.

I hereby confirm that the photograph, personal details and signature below are accurate and authentic. In presenting this form as an alternative to identification documents, I also confirm that I/we will not hold CITB or Pearson VUE responsible for any consequences should any of the details shown be found to be incorrect or false.

[illegible]

Candidate details

Forename	<div>Attach Photo here</div>
Surname	
Home Address	
Postcode	
Date of Birth	
Test type	
CITB registration number (if known)	

Candidates signature (in the presence of the Sponsor)	
---	--

Test centre completion

Test centre to confirm the two forms of identification presented:

1. _____
2. _____

Candidates signature (in the presence of the test administrator)										
Signature of the test administrator										
Venue										
Date			/			/				

Test centre staff are authorised to and reserve the right to verify and refuse this document if they are not satisfied as to its authenticity or if the letterhead is a photocopy. Photos must be recent, passport size and colour, with the candidate's signature on the back.

This waiver form is valid for single or consecutive tests only and will be retained by the test centre for comparison with any

subsequent card applications by CITB. In the event that this form is found to have been completed fraudulently and/or the sponsor cannot be traced, the result of any test taken on the basis of this waiver form shall be invalid and no card shall be issued to the candidate. Waiver forms are named on this form until sat are available to download isfactory evidence of ID can be provided from the Pearson VUE VSS website.

Appendix 8 – CITB Testing Services Parental consent form*

CITB Testing Services Parental consent form

Guidance and instructions for completing this form

1. Any candidate under the age of 16 wishing to take the Health, safety and environment (HS&E) test, is required to have the consent of their parent or guardian before doing so.
2. The candidate is also required to be accompanied to their appointment at the test centre by an appropriate adult. An appropriate adult could be a parent, guardian, carer, teacher/tutor or employer.
3. Failure to comply with either or both points 1 or 2 above will result in the candidate being turned away from their test and the loss of their test fee.
4. Section 1 of this form is to be completed by the parent or guardian of the candidate **prior** to their appointment at the test centre, and must be taken to the test centre. Only the original form is acceptable, we cannot accept faxed, scanned or photocopied documents.
5. Section 2 of this form is to be completed **at the test centre** by the appropriate adult accompanying the candidate.

Section 1: Parental consent for a person under the age of 16 to take a CITB test

To be completed by the parent/guardian of the person under the age of 16 who wishes to sit a Health, Safety & Environment test. *Please complete all areas marked with an *. This form will not be accepted if any details requested are missing.*

I (name)*..... (*parent/guardian – please indicate) hereby authorise CITB to register and hold details for my *son/daughter (please indicate):

BLOCK CAPITALS PLEASE

*Candidate forename

*Candidate surname

*Candidate date of birth

I understand that CITB needs to hold relevant data to enable candidates to take the Health, safety and environment test. I understand that a photo of my child will be taken when attending for a test and this image will be held on record by CITB.

The test centres are operated by a specialist provider of such services independent of

CITB.

*Signed

*Date

*Print name

CITB Testing Services

Section 2: Record of the candidate being accompanied by an appropriate adult.

To be completed at the test centre by the appropriate adult accompanying the person under the age of 16 to their Health, safety and environment test.

BLOCK CAPITALS PLEASE

*Candidate forename

*Candidate surname

*Name of accompanying adult

*Signature of accompanying adult

*Relationship to candidate

*Date

*Test type

To be completed by the test administrator

Test centre number

Name of test administrator

*Parental consent forms are available to download from the Pearson VUE VSS website.

Candidate details



Forename						Photo
Surname						
Home Address						
Postcode						
Date of Birth			/			
Test type						
CITB registration number (if known)						

Candidates signature (in the presence of the Sponsor)	
---	--

Test centre completion

Candidates signature (in the presence of the test administrator)	
--	--

Signature of the test administrator										
Venue										
Date			/			/				

Test

centre staff are authorised to and reserve the right to verify and refuse this document if they are not satisfied as to its authenticity or if the letterhead is a photocopy. Photos *Under 16 confirmation of ID forms are available to download must be recent, passport size and colour, with the candidate's signature from the Pearson VUE VSS website. on the back. This waiver form is valid for single or consecutive tests only and will be retained by the test centre for comparison with any subsequent card applications by CITB. In the event that this form is found to have been completed fraudulently and/or the sponsor cannot be traced, the result of any test taken on the basis of this waiver form shall be invalid and no card shall be issued to the candidate named on this form until satisfactory evidence of ID can be provided.

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Appendix 10 – Provisions for inclusion in contract with Candidates

1. The Test

- 1.1. Tests are provided by Pearson VUE on behalf of CITB.
- 1.2. CITB shall not be liable whether in contract, tort (including negligence and breach of statutory duty statute or otherwise) for any loss or damage to persons or property caused by participation in, or failure to pass the Test. This does not prevent or limit liability in respect of personal injury or death caused by CITB negligence.
- 1.3. CITB uses the personal data You provide for various purposes including the provision of the Test and other services, for further information visit the www.citb.co.uk/utility-links/privacy-policy cookies/

2. Admission Policy

- 2.1. It is Your responsibility to ensure that You arrive at the Test Centre 15 minutes before the Test time. Neither [Test Centre] nor CITB will accept any responsibility if You arrive late or fail to arrive due to adverse weather conditions, failure of transport or any other circumstance.

3. Identification Requirements

- 3.1. You are required to bring one form of identification listed below containing a photograph and signature.
 - A current (no more than 6 months out of date), original signed Passport
 - A current (no more than 6 months out of date), original signed UK Photo Driving Licence
- 3.2. If You do not have one of these You will need two items of ID (no more than 6 months out of date), one from List A and one from List B below:

List A

- Non UK Driving Licence ☐ ☐

List B

- Credit Card ☐

- Work ID Card ☐ ☐ Debit Card ☐
- EU Country ID Card ☐ ☐ Paper Driving Licence ☐
- CITB Scheme Card ☐ ☐ UK Travel Document ☐
- Student ID Card ☐ ☐ Inland Revenue Card ☐
- Citizen Card ☐ ☐ National Insurance Card/HMRC Letter ☐
- Trade Union Card ☐ ☐ B79 Notification of Discharge Letter ☐
- British Armed Forces Card ☐ ☐ Bank Statement ☐
- Proof of Age Card ☐ ☐ Building Society Passbook ☐
- Young Scots Card ☐ ☐ Cheque Guarantee Card ☐

3.3. Photocopies of ID will not be accepted.

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3.4. If you do not have any of the above, please phone 0344 994 4488 for more details. Please note that your photograph will be taken at the Test Centre.

If You do not bring suitable ID You will not be allowed to take the Test.

4. Special Assistance

- 4.1. If you have difficulty in reading, all testing stations have headphones which will allow You to hear an English voiceover for ALL Tests. For the Health, safety and environment (HS&E) Operative and Labourer tests voice-overs are also available in the following languages; Welsh, Bulgarian, Czech, French, German, Hungarian, Lithuanian, Polish, Portuguese, Punjabi, Romanian, Russian and Spanish. British sign language assistance is also available on-screen for the HS&E Operative and Labourer Tests. Please notify the Test Centre when booking Your test that You need to use these. The Test Centre staff will explain to You how the Test will be conducted.

5. Revision Materials

- 5.1. Revision material is available to purchase in book and electronic formats for all types of the Health, safety and environment (HS&E) test from www.citb.co.uk/hsanderevision or alternatively call 0344 994 4488.

6. Tutorial

- 6.1. It is essential You are familiar with how the Test is conducted. After the Test Centre staff have explained the operation to You, You will have the option to conduct a tutorial to see how the test will work and look on screen, so You are familiar with the functionality before You sit Your Test. The tutorial is not a practice test, and we strongly recommend You take advantage of this tutorial, as once the Test has started; it is not possible to interrupt it.

7. Test Results

- 7.1. All Candidates will be given written confirmation of whether they have passed or failed the Test. Score reports regardless of test result will also indicate areas of weakness where all questions in that subject were not answered correctly.
- 7.2. Your test fee is not refundable if You do not arrive at the Test Centre for Your scheduled appointment. If You fail You will not be allowed to re-sit the Test within two working days.
- 7.3. If You require a duplicate pass certificate You should access your score report via Your online account. If you request a duplicate pass certificate from our Customer Services Team, You should call 0344 994 4488, this will incur a £10 administration charge.
- 7.4. CITB is unable to amend the result of a Test whatever the circumstances. However, CITB can order a retest if it is satisfied the Test was not conducted correctly.

8. Conduct

- 8.1. You will not be allowed to bring anybody into the Test centre with You. Any items You are carrying (including personal items such as keys, phones, bags, watches and wallets) must be stored in a secure personal locker provided at the Test Centre. Please note You must not refer to any document during the Test. Some Test Centres may have CCTV with Tests recorded for security and detection or investigation of fraud purposes. CCTV footage is retained securely by the test provider for a period of up to two years. Any misconduct by You during the Test will result in Your Test being stopped, Your Test result void and Your Test Fee being forfeit. Candidates guilty of serious misconduct, including cheating, may forfeit their right to take a further Test. In addition CITB reserves the right to revoke a Test pass if it reasonably suspects that You have been involved in or are linked to any misconduct, fraud or cheating.
- 8.2. The Test Centre staff will explain how You can attract their attention if You should experience any technical difficulties during Your Test.
- 8.3. If You are unhappy with the way in which Your Test has been conducted You should bring the matter to the attention of the Test Administrator.

- 8.4. If You are unable to resolve the matter at the Test Centre, You should either ring the Customer Service Team on 0344 994 4488 or write to the Customer Service Team, CITB, c/o Pearson VUE, PO BOX 381, Manchester, M50 3UW. You must do this within 15 working days of sitting Your test. If, after receiving a response from the Customer Service Team, You are still not satisfied, You can write to the Product Delivery Manager, CITB Testing Services, Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY.

CITB Testing Services



Appendix 11 – Candidate rules agreement

Please review the following test rules, and ask the test administrator if you have any questions.

I have read the emergency notices displayed around the test centre. In the unlikely event of an emergency, where an evacuation of the premises is required, I will follow the directions of staff, in a calm and orderly manner.

I will not take the following types of personal items into the test room: mobile phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, hats (and other head coverings, excluding religious headwear), bags, coats, books and notes. Studying is not allowed in the test centre.

I will store these items in the individual secure locker provided by the test administrator. Mobile phones, pagers, and other electronic devices must be turned off prior to placing them in the designated secure locker. The test centre is not responsible for lost, stolen or misplaced personal items.

The test administrator will log me in to my assigned workstation, verify that I am taking the intended test and start the test. I will sit in my assigned seat until escorted out by a test administrator. I understand that eating, drinking, smoking, chewing gum and making noise that creates a disturbance for other candidates are prohibited during the test.

The test administrator will monitor me continuously while I take my test. The session may be videotaped or otherwise recorded for security or other purposes.

There are no breaks during the test. If for any reason I need to take an unscheduled break at any time during the test, I understand that the test timer will not stop whilst I take the unscheduled break. I will take my identification with me when I leave the room and this will be inspected before I re-enter the test room. I understand that while taking an unscheduled break, I will not be permitted to leave the test centre or access my stored personal belongings, with the exception of medication required at a certain time, with the approval of the test administrator.

If I experience problems that affect my ability to take the test, I will notify the test administrator **immediately**, by remaining seated and raising my arm to gain assistance.

The test administrator cannot answer questions related to test content. If I have questions of this nature, I will contact CITB after I leave the test centre.

I will not try to remove copies of test questions and answers from the test centre, and I will not share or discuss the questions or answers seen in my test with other candidates.

After the test ends, the test administrator will come to my workstation and ensure my test has ended properly. After I have left the test room, I will be provided with a printed score report from the test administrator.

Fair Processing Policy

CITB (The Construction Industry Training Board, registered charity number 264289) will use your personal data.

Your personal data is information which identifies and relates to you including your contact details and photographic image and includes information we obtain directly from you or from third parties, or as a result of our relationship with you in our capacity as a Sector Skills Council and Industrial Training Board and in providing goods and services to you.

Your achievement will be recorded in the Construction Training Register, an online record of achievements maintained by CITB for the benefit of the construction industry.

A significant advantage of the Construction Training Register is to:

- allow you to demonstrate to an employer or contractor that you hold required qualifications/achievements/training for a particular role
- allow the training you have completed to more easily transfer between employers, leading to less time off the job repeating training you have already undertaken
- speed up the process of starting work as employers can easily see the training you have completed.
- protect your data to access the Construction Training Register a third party, such as a prospective employer, will need to have information that uniquely identifies you. This will restrict access to only those people with a legitimate reason to access your personal data.

Your test results and ID photograph will be encrypted and transmitted to Pearson VUE and CITB, and may also be shared with competency card scheme providers if you apply for their products.

The test centre will keep information including when and where your test was taken, and identification evidence. Your personal data will be held securely and treated confidentially and will not be disclosed to third parties other than as described above. We will not pass your personal data to third parties for marketing purposes without your consent.

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

- Viewing the Pearson VUE Privacy Notice online at www.pearsonvue.com/citb/privacy
- viewing the CITB Privacy Notice online at citb.co.uk/privacy
- asking the test centre for information about how they manage your personal data

Candidate Statement: *By signing the digital signature e-pad, I confirm that I understand and agree to the information provided above and agree to follow the Rules. If I do not follow the Rules, or I am suspected of cheating or tampering with the computer, this will be reported to Pearson VUE and CITB, my test may be invalidated, and CITB may take other action and I will not be refunded my test fee.*

Appendix 12 – CITB Testing Services – Internet Test Centre – (ITC) Test Log - CONFIDENTIAL

Test centre name Test centre number Address _____

Test date _____

Test administrator conducting test signature _____ Print name _____

Second test administrator (if present) signature _____ Print name _____

[illegible]

--	--	--	--	--	--	--	--	--	--

--	--	--	--	--	--	--	--	--	--

*If a candidate has previously taken a CITB test, please include their candidate registration number. If this is the first test the candidate has taken please include the CITB testing ID number (this is generated at the time of registering a candidate and also included on the candidates booking confirmation email/letter).

**In the case of a Prison, the Prison Officer should print their name in this box and sign in the "Last four digits on photographic ID" box to confirm the identity of the candidate. (A test administrator within the prison environment may sign if they are able to verify a candidate's identity through PNOMIS).

*** Photographs are taken for CITB use only. This box is to be **signed** by the candidate. **The Test Log must be retained on file for at least two years**

Appendix 13 – Required photograph standards



It is a requirement that Candidates provide the correct photographic identification before they are allowed to take a Health, Safety and Environment Test.

All candidates' images must conform to the standard passport photograph quality:

- Head and Shoulders image only
- Candidate looking forward directly towards the camera
- Lighting to be such as to provide a clear image of the Candidate
- Eyes to be open, not closed
- Candidate to be seated in front of a plain, neutral coloured background
- Glasses should be removed if they obscure the individuals facial features
- No headgear – Unless worn for religious purposes

NOTE: Photographs must be reviewed by Test Centre staff at the time of the candidate taking the test to confirm the image is of the above correct standard. This will help ensure an efficient customer journey if the image is to be used for a Card Scheme application. ITC test centre staff must also take a copy of the ID produced and which must be retained securely for 2 years and provided to CITB on demand.

