



CITB Quality Assurance Appeals Process

This document provides guidance on the process of appealing a decision made by CITB relating to applications, suspensions, and terminations regarding Approved Training Organisations, Site Safety Plus Centres and Internet Test Centres

Any decisions relating to applications, suspensions and terminations regarding Approved Training Organisations, Site Safety Plus Centres and Internet Test Centres will be communicated to the training/testing provider in writing by email.

The training/testing providers have the right to appeal the above mentioned decisions, which consists of two available stages.

Appeal stages

Stage One

The applicant should submit their appeal in writing within 10 working days of being notified of the decision to quality.assurance@citb.co.uk using the Subject Heading "Formal Appeal" providing full details of why they disagree with the original decision. Upon receipt of an appeal CITB will acknowledge receipt of the appeal by email within 2 working days, the appeal will be heard by an independent manager (the appeal panel) from outside of the Quality Assurance team and independent of the original decision. The appeal will be heard within 10 working days of receipt. The decision of the appeal panel will be communicated to the appellant in writing by email within 15 working days of receipt of the appeal.

The appeal panel must ensure that the decision(s) which is being appealed was based on CITB policies and procedures that were in place at the time of the decision(s), and that the decision(s) were correctly and impartially applied.

Stage Two

If a further disagreement exists, the appellant has the right to appeal to CITB's Head of Quality and Standards for a final review. All Stage Two Appeals must be received in writing by emailing quality.assurance@citb.co.uk using the Subject Heading "Stage Two Appeal" within 10 working days of receipt of the decision of the Stage One Appeal Panel. The decision of the Head of Quality and Standards or their representative ** will be communicated to the appellant in writing within 15 working days *. This decision is final, and no further appeal will be accepted.

The Head of Quality and Standards or their representative must ensure that the decision(s) of the stage one appeal panel were applied correctly and impartially.

*CITB reserves the right to extend this timescale if further information, clarification, or activities are required, the appellant will be notified in writing of any extensions.

** This person will be appointed by the Head of Quality and Standards and have full knowledge and understanding of CITB's policies and procedures.