

TRAINING PROVIDER NETWORK

# Provider Handbook



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## Context

Everything we do at CITB is about meeting the skills and training needs of the construction industry, we exist to support the industry to have a skilled, competent, and inclusive workforce, now and in the future.

We know that to achieve this we must change the skills system, but we cannot do this alone; we need industry and its stakeholders to play their part. Training providers are vital partners in driving necessary change. That is why we have created the CITB Training Provider Network — a unified network of approved, quality-assured training providers across England, Scotland, and Wales.

We deeply value the dedication of training providers across Great Britain who work relentlessly to support their customers, delegates, and staff. Training providers are not just stakeholders — they are essential partners with a crucial role in creating a skills system agile enough to meet both current and future employer needs.

We believe training providers deserve a clear, powerful voice to help shape the training landscape. Their insights offer CITB a critical perspective on both the challenges and opportunities within construction training delivery.

By bringing training providers, employers, and CITB together at national and local levels, we can:

- Forecast training needs with greater accuracy
- Plan provision strategically
- Deliver training that truly meets employers' requirements
- Support both business sustainability and growth for providers.

Our quality-assured members of the CITB Training Provider Network are a trusted and effective source of training for the construction industry, supporting to directly address critical skills gaps across all occupations.

### **Our vision:**

The CITB Training Provider Network is an integral, trusted element of CITB's industry offer where any employer can confidently access quality training exactly when and where they need it.

### **Our approach:**

Built on genuine collaboration and partnership we will provide valuable employer-led insights and dedicated support, giving members the opportunity of business growth and being part of the solution to the skills challenge.

### **Our commitment:**

TPN members will benefit from:

- being recognised by our employers as a provider of quality training
- the support of a dedicated team within CITB
- employer-led insights better helping them to plan their provision
- being a combined voice to inform CITB and other key-stakeholders about the skills and training landscape
- connected to employers providing access to a pipeline of customers.

## Scope

The Scope of the CITB Training Provider Network will include products that support the delivery of training, assessment, and testing for the construction industry. The CITB Training Provider Network is open to all training providers, including colleges (FE), universities (HE), commercial training providers, manufacturers, employers, and federations that deliver training and development for the construction industry.

The documents detailed below are in scope of the CITB Training Provider Network:

- Training provider handbook (*this document*)
- Forms of agreement
- CITB Training Provider Network Standard Terms
- CITB values and principles of membership
- CITB scheme rules for Licensed (CITB) products
- CITB reasonable adjustments and special considerations
- CITB appeals policy
- CITB invigilation policy
- CITB conflict of interest policy
- CITB counter fraud, malpractice, and maladministration policy
- CITB modern slavery policy
- CITB e-learning and e-assessment policy
- CITB brand guidelines
- CITB fees list.

## Introduction

CITB has consolidated its quality assurance approach to simplify the approval and management of training providers within the CITB Training Provider Network. This document sets out the quality assurance arrangements required for any training provider operating within the CITB Training Provider Network.

This document will give unambiguous guidance on how CITB will conduct quality assurance activity across all training provision within the CITB Training Provider Network. This will include training, assessment, and testing and, where applicable, will ensure robust and reliable achievement information that can be relied on by the construction industry that is provided to CITB for the purposes of displaying on the Construction Training Register.

To enable you to get the most from your CITB Training Provider Network approval, it is crucial that all staff involved in the administration, training delivery, assessment, quality assurance and management read and understand this handbook.

It is important to note for CITB 'Licensed' products including Internet Test Centres for the delivery of health safety and environment tests, and Site Safety Plus Centres for the delivery of Site Safety Plus products, additional scheme documents are provided by CITB that support the delivery of those products.

## CITB Training Provider Network: Approval and management

1. CITB has made the process of applying to become part of the CITB Training Provider Network easy and as free from burden as possible, whilst providing an assurance the applicant meets and understands the importance of quality training and the requirements set out in this document.
2. There are four categories of approval for the CITB Training Provider Network, and each will have differing depths and breadths of requirements and approaches to quality assurance, these reflect the differing risks associated with each category.
  - **Endorsed-** a training provider who offers products that support the construction industry, including 'soft skills' training e.g. ICT, management, back-office, and non-standardised training. These courses will not be standardised but may receive a grant or funding support from CITB.
  - **Recognised-** a training provider that is delivering third party products supported by CITB short duration standards e.g. Plant training delivered through a card scheme and hold a 3<sup>rd</sup> party approval, apprenticeships, S/NVQ's and/or any other construction qualification.
  - **Assured-** a training provider delivering their own products that have been mapped against the appropriate CITB short duration standard, where CITB carry out quality assurance activities.
  - **Licensed-** a training provider that is delivering a CITB product e.g. Site Safety Plus courses or Health, Safety and Environment tests.
3. All categories are 'nested,' so if you are approved to deliver Licensed products, you will automatically be approved to deliver products in the lower risk categories without the need to reapply. Just complete an additional scheme request and supply any supporting information and we will apply the request to your approval.
4. For the 'Endorsed' category, CITB will provide approval to organisations who meet the requirements set out in appendix 1 of this document, specifically 'Due Diligence'.
5. For the 'Recognised' category, CITB will provide approval for organisations that meet the requirements set out in appendix 1, specifically 'due diligence' as well as a certificate of approval, and latest EQA report showing no suspensions from that third party awarding body.
6. For the 'Assured' category, CITB will provide approval for organisations that meet the requirements set out in appendix 1, as well as a signed declaration stating that the providers courses have been mapped against CITB Short Duration Standards. CITB will review the mapping during the first visit after approval.
7. For the 'Licensed' category, CITB will provide approval for organisations that meet the requirements set out in appendix 1, as well as any additional requirements noted within the scheme specific rules for Site Safety Plus and Internet Test Centres.



8. Your approval will allow you to operate as a member of the CITB Training Provider Network throughout Great Britain as defined within CITB's Training Provider Network [standard terms].
9. By applying to be part of the CITB Training Provider Network you accept this document (or subsequent revisions of this document, as may be notified to you by CITB from time to time) and agree to operate to the CITB Training Provider Network approval criteria (appendix 1) and Training Provider Network corrective actions (appendix 2).
10. CITB uses the BS/EN/ISO/9001 methodology to manage the CITB Training Provider Network, including 'Intent', 'Implementation', and 'Effectiveness', as well as the 'Plan, Do, Check, Act' cycle. You will see this in our staged approach to training provider management.
11. The CITB Training Provider Network membership is subject to there being sufficient management experience required to support all elements of the delivery of courses that you wish to deliver to the construction industry.
12. Prior to the delivery of any short duration course, competence product, test, apprenticeship, and/or qualification recognised for the purpose of the CITB Training Provider Network, you must become a member of the CITB Training Provider Network for the appropriate category.
13. If your organisation has a partnership arrangement with another organisation, the roles, responsibilities, and accountabilities for each organisation must be clearly documented. This must include responsibility for quality management, training, and administration of the approved courses. You must demonstrate how communication between the different organisations is maintained.
14. CITB will not accept subcontracting of the CITB Training Provider Network agreement for the quality assurance operation. This is to ensure, where specialists are used to supplement delivery, there are control measures in place to maintain the standards and quality of delivery.
15. CITB will provide you with appropriate guidance and support to enable you to meet the requirements to become part of the CITB Training Provider Network and minimise bureaucracy in the process. Further support is available through CITB's mobile quality assurance teams based throughout Great Britain.
16. Depending on the category for the products and courses you offer, the breadth and depth of the approval requirements and quality assurance will be different. These differences are based on the risk and nature of the products. E.g. if it is safety critical or leads directly to competence the approval requirements will have more breadth and depth.



17. CITB will gain an assurance through the third-party organisations quality arrangements where you are approved in the 'recognised' category and therefore not add any burden to collaborating with us. (CITB may from time to time review any training or assessment where grants and funding support has been given by CITB).
18. The third-party organisation providing quality assurance arrangements, must have products that have been assigned a 'recognised' short duration standard or regulated qualification.'
19. CITB has a staged approach to training provider approval and management, this approach allows for the process to remove burden for you and is linked specifically to the category of approval that you have requested.
20. The approval requirements can be found in appendix 1 of this document, along with guidance on how to meet the requirements.

21. **Stage one**, this information is within the application form, and enables CITB to conduct its due diligence and includes the following information:

- Provider Name and/or 'trading as' name
- Responsible officer or Managing Director's name
- Trading and registered addresses
- Companies House registration number (where applicable)
- Products the provider requires approval to deliver including declaration of mapping and/or third-party approvals, pursuant to category of approval
- Declaration from the provider that they meet the requirements set out in appendix 1
- Declaration of any previous investigations conducted and details of those investigations
- Experian credit check
- Copy of any third-party approvals
- Agreement to adhere to the CITB Training Provider Network Values and Principles of Membership.

22. CITB will give you provisional approval to you once the due diligence is complete. Continued approval is subject to a first visit after approval within three months to review your provision based on your declaration and appendix 1.

23. Where the approval is for a Licensed product (SSP and ITC), a complete check of documentation during the due diligence phase of the approval process will be conducted by a member of the CITB Quality Assurance team. For clarity, there is no provisional approval phase for these products.

24. Specific to the 'Assured' category you will be asked to confirm by the submission of a declaration that your products have been mapped to the industry agreed standards that have been developed by construction industry employers and are key to standardised and reliable training outcomes. This will be audited during the first visit after approval.

25. Provisional approval will be granted once the information has been received, this will be used as the '**Intent**' phase of the approval. In simple terms this is you telling us how and what you will deliver. What you have told us during stage one will be reviewed at stage two; this is known as '**Implementation.**'

26. CITB may choose to extend the period of provisional approval if the implementation is in CITB's reasonable opinion different to what you told us during the provisional-approval phase. This could result in an action plan or in more serious circumstances suspension of the provisional approval.

27. CITB will during the period after provisional approval and prior to the first visit after approval review documentation and may ask for more information or give you feedback. In some cases, CITB will require you to act upon our feedback.

28. **Stage Two**, this will be conducted not normally less than one or more than three months following provisional approval.
29. The purpose of this stage is to review the '**implementation**' of what you told us during stage one, your '**intent**.' In simple terms, are you delivering what and how you told us.
30. For the assured and licensed categories, CITB's quality interventions will include either a face-to-face or remote intervention. We will work with you to understand your operation and how the delivery of the product is meeting the construction industry standards, or CITB's product specific requirements. We will also get to know you and your staff; this will enable us to provide support when you need it.
31. For the Endorsed and Recognised categories, CITB's interventions will be by exception, and normally where there is a cause to believe a failure has or is about to occur. This approach is because the delivery is either non-standardised or through a third-party organisation.
32. From time to time there may be a need to issue action plans and in some circumstances suspensions, where in CITB's reasonable opinion the **implementation** is different to the stated **intent**, or if the **effectiveness** of the implementation does not deliver quality outputs. CITB will collaborate with the you to minimise the impact whilst ensuring quality training and outputs are delivered.
33. **Stage Three** continued membership of the CITB Training Provider Network is contingent on successful cyclical audits with CITB. These will be supportive and measure the effectiveness of your quality management system as well as quality of training delivery and enabling the construction industry to rely on the achievements uploaded to the portal by your organisation, where applicable.
34. CITB audits will be planned to use a dynamic visit planner, this will ensure that you are not overburdened with too many visits and receive enough support to help meet the requirements set out to be part of the CITB Training Provider Network.

## Training provider approval status

35. **Provisional Approval** is awarded when you have supplied all information to CITB detailing who you are and what you wish to deliver. This approval is granted for a maximum of 3 months and before the 'first visit after approval'. This does not apply to the 'Licensed' category.
36. **First Visit After Approval** normally takes place not less than one month and not greater than 3 months following the granting of provisional approval. CITB will make either a face-to-face or remote visit with you and review the information supplied during the application stage and review any training delivered during the provisional approval period.
37. **Action Plan**, if during the first visit after approval CITB finds areas that need to be improved, or you are doing something different to what CITB was told during the application stage, an action plan may be required. This will result in an extension of the provisional approval status. In some circumstances, CITB may remove provisional status if in the reasonable opinion of CITB you are not meeting the requirements of the CITB Training Provider Network.
38. **Approval** will be awarded if you have met the requirements, and no issues have been identified. CITB will collaborate with you and make future visits to gain an assurance that the construction industry is getting quality provision that delivers reliable outcomes.

## Adding additional products

39. You can add products to your approval as your business develops, all you need to do is let us know what you want to add and, depending on the level of approval you already hold there may be little to do.
40. If the product category has a requirement for greater depth and breadth of assurance, we will need you to provide information that will fill the gaps in your approval, however, CITB will not require you to repeat the entire approval process.
41. Some standards will not have automatic approval where they are of a safety critical nature, or where there is a practical requirement in the training, assessment, and/or testing. In these instances, the CITB Quality Assurance Team will collaborate with you and provide information, advice, and guidance to help with this process.

## Updating CITB of a specific event

- 42. As a member of the CITB Training Provider Network, you have a responsibility to make CITB aware if you have cause to believe there has been a change in circumstances that could affect the delivery of your products pursuant your approval, see appendix 4.
- 43. Notifications and updates can be made by email to [quality.assurance@citb.co.uk](mailto:quality.assurance@citb.co.uk). If you are unsure if an event should be notified, CITB's quality assurance team will help you with information and advice.
- 44. Failure to notify CITB immediately of a change could result in a suspension from the CITB Training Provider Network.

## Access arrangements and reasonable adjustments

- 45. CITB has an equality and diversity policy that aligns with the equality act and secondary legislation. CITB supports delegates with special access and reasonable adjustments where they have a special learning requirement or short term need to afford them access to training. CITB's policy and further guidance is available on our website [www.citb.co.uk](http://www.citb.co.uk)

## Training and assessment staff

### Trainers and Assessors

46. You are responsible for appointing appropriately trained, qualified, and competent staff involved with the delivery of training, assessment, and testing.
47. Trainers and assessors must hold the required skills, knowledge, and experience in the specific area they are training, e.g. bricklaying, however, can be working towards their trainer's qualification. *(Note: trainers must be registered on a CITB recognised trainer qualification before the commencement of any training delivery for assured and licensed categories).*
48. You must retain documentation to support the appointment of trainers and assessors, this could be demonstrated through a verifiable CV, qualifications, and/or a witness statement.
49. Once registered on the trainer's qualification, the trainer will have 12 months from the registration date to achieve the award. If the qualification is not completed within that time, an appeal can be made to CITB's Quality Assurance Team. *(Workload will not be an acceptable appeal).*
50. You must provide opportunities for trainer CPD and standardisation, as a minimum the trainer must log at least 35 hours of CPD per annum.

### Internal Quality Assurers

51. Staff conducting internal quality assurance must be occupationally experienced in construction and have verifiable knowledge of the subject matter.
52. Quality assurance staff must also have working knowledge and experience of operating an educational quality management system.
53. You must retain documentation to support the appointment of the quality staff, this could be demonstrated through a verifiable CV, qualifications, and/or a witness statement.
54. For S/NVQ, and apprenticeships, the internal quality assurance staff must be qualified and hold the qualifications documented within CITB's consolidated assessment strategy, or the apprenticeship standard.
55. You must give opportunities for CPD and standardisation, as a minimum staff involved with quality must log at least 35 hours of CPD per annum.



## Delivery resources

56. You must have the appropriate resources to support the delivery of the training, testing and assessment products that you are approved to deliver. This includes, but is not limited to; classroom, welfare facilities, documentary support, projectors, screens, and stationery as required. There also needs to be the required space to deliver any practical training, testing and/or assessment safely, as well as tools to conduct the practical elements.
57. Any tools provided, that support training, testing and assessment must be safe and tested as required by Health and Safety legislation. You must also be assured that the trainer and assessors are competent to use the tools and are able to provide appropriate supervision of the individuals on training courses that will be using the tools.
58. Other specialist resources will be listed in the training standard, apprenticeship standard or occupational standards as applicable.

## Data requirements

59. You must have and maintain a reliable and auditable system of the training, assessment and testing delivered, along with the supporting quality assurance activities that have been conducted for a minimum of 3-years. These records could be used to substantiate any claims and/or resolve any appeals during the 3-year period.
60. These records will form part of the quality assurance reviews and will be used to audit the data supplied to CITB as well as any funding support given by CITB.
61. The following information must be made available to CITB upon request, listing all delegates who have completed training, testing and/or assessments.

### **Delegate Details**

- Delegate name, home address, telephone number and date of birth.
- Delegate unique identifier (National Insurance Number, Phoenix ID, ULN).
- Employers name, address and telephone number.
- Employers Levy number (where applicable).
- Confirmation of identification.
- Signed fair processing notice.

### **Trainer, Assessor, Invigilator Details**

- Trainer, assessor, invigilator name(s) (as applicable)).
- Quality assurers name(s).

### **Individual training records**

- Name of training course, including:
  - Date
  - location
  - trainer, assessor, or invigilators name(s)
  - course duration
  - delegate and/or employer feedback.

### **Records of quality monitoring activities**

- Quality monitoring sample plan/audit schedule.
- Quality activities (who, what, where and when).

## Provision of data

62. You must use the exact wording in the 'Fair Processing Notice,' (appendix 5) when inducting delegates on to a course(s), relating to the use of their data for the purposes of the Construction Training Register. The fair processing notice also explains the benefits to delegates of having their data included on the Construction Training Register.
63. The fair processing notice also explains how the delegate can apply to have their data 'un-published' from CITB's Construction Training Register.
64. You are required to have a documented procedure in place that will facilitate the audit of the use of the 'fair processing notice.' Failure to keep accurate records could result in the suspension or termination from the CITB Training Provider Network.
65. The CITB Portal will require you to confirm that you have met the requirements detailed within this section.

## Administrative requirements

66. As part of the CITB Training Provider Network you will be key to providing the achievement data for the Construction Training Register (where applicable), this will enable industry to see in real time an individual's achievements, (after the achievement has been uploaded).
67. CITB will require all training providers to upload accurately the training achievements of delegates that have been trained at their organisation within ten working days of the training.
68. To ensure a complete training register, we would request that all achievements pursuant to construction workers and that are uploaded, not just those that are financially supported by CITB.
69. Where an achievement relies upon a third-party certificate (e.g. an NVQ), you must wait until the training or assessment has been certificated and you hold a copy of that certificate, and upload within ten working days of receipt of that certificate from the awarding body, as required by CITB.
70. Access to the portal is password protected and linked to an individual. The sharing or password and usernames is not permitted and will be deemed as malpractice if sharing of this secure information is identified by CITB.

## Confirmation of identification

71. You must conduct appropriate checks to confirm the identity of delegates undertaking training, testing or assessment. You must capture evidence of photographic identification which must include as a minimum,
- ID Description
  - Last four characters of the identification, or a photocopy of the identification should there be no characters to record.
72. Where you are delivering to your own staff (In house training) and confirmation of identification has already been captured as part of routine recruitment, further information is not required. This information must be made available to CITB upon request. The provider must ensure that delivery to its own staff does not give rise to a conflict of interest.
73. If a delegate does not present identification at the start of their training, they should be permitted to continue, however, they will be required to supply the information prior to the upload of the achievement. (Failure to present the identification may result in any financial support from CITB being recalled).

## Use of language in training, testing and assessment

74. To ensure that delegates are safe to work on British construction sites, it is important that they are competent in English or Welsh at the level required to do the role. Therefore, all training, testing and assessment must be conducted in English or Welsh unless another language is specifically detailed in the standard or specific scheme guidance.
75. The health safety and environment tests have several permitted voice overs.

## Quality management systems

76. CITB requires you to have a quality management system that provides an assurance that training delivery meets the requirements set out in this document and provides the construction industry with confidence in the outcomes. There are several ways to record the approach, CITB uses the framework of the BS/EN/ISO/9001. CITB does **not** require you to gain approval for this standard. The requirements for a quality management system are as follows:

- The quality management system must have support from the senior management at the training provider.
- There must be a quality statement/policy that links to the delivery of training, testing and/or assessment.
- There must be a sample plan or audit schedule covering all elements of the training provision.
- There must be provision for all staff involved in the delivery and quality assurance of the training provision to maintain their CPD.
- There must be a documented process for the maintenance of quality assurance records, including but not limited to, feedback reports, quality monitoring plans and strategies.
- There must be a formalised documented process for approving trainers, assessors and invigilators and quality assurance staff.
- Any due diligence is recorded during the appointment of training, assessing, invigilating and quality assuring staff.
- There must be an annual management review of the training provision audits annually, and this must feed into a quality improvement cycle.

## Code of conduct

77. CITB expects its staff to conduct themselves with integrity, impartiality, and honesty. Dealings with customers are expected to be completed empathetically, efficiently, promptly (within stated timescales, where applicable), and without bias. If you feel we have not met these obligations you can notify CITB by using the complaints procedure, documented on our website. [www.citb.co.uk](http://www.citb.co.uk)

78. These behaviours are also expected to be reciprocated by the training provider, its associated personnel, and staff in their dealings with CITB staff. If these behaviours fall below our expectations, CITB will take appropriate action.

## Modern slavery

79. Section 54 of the Modern Slavery Act 2015 sets out the requirements for large, commercial organisations to produce an annual slavery and human trafficking statement. CITB's statement is published on the CITB website [www.citb.co.uk](http://www.citb.co.uk)
80. Any training provider in the CITB Training Provider Network that meets the requirements set out in Section 54 of the Modern Slavery Act 2015 is required to have in place their own statement covering the areas listed within the Act. For smaller organisations, it is expected that the training providers in the CITB Training Provider Network are aware of the steps that CITB are taking in this area and will be familiar with the contents of the Act, as well as reasonable steps to comply.

## CITB monitoring audits

81. CITB will use staff that are qualified auditors (BS/EN/ISO/9001) and occupational experts to conduct face-to-face audits. Where this is not practicable CITB will counter sign any decisions made by the auditor, using a qualified member of staff. Desk based audits are a documented audit and as such the auditor's expertise will be in the audit field.
82. The quality assurance process should feel supportive and enabling but will uphold the quality of the CITB Training Provider Network. CITB's quality staff will guide, support, and enable, however, it must be noted that that your role is to give CITB an assurance of your training operation and how you meet the requirements of the CITB Training Provider Network.
83. All members of the CITB Training Provider Network will receive monitoring interventions from CITB to ensure the consistency, quality of delivery and accuracy of data submission. Activities will involve one or more of the following.
  - Face-to-face visits to review paperwork, observations of training, sample data upload for accuracy and offer advice, guidance, and support.
  - Delegate and employer contact (phone call or emails) to gain independent feedback.
  - Quality Assurance cyclical audits.
  - Centre self-assessment reviews.
  - Trainer, assessor, invigilator and quality assurance staff approvals and interviews.
  - Ongoing cyclical due diligence reviews
84. CITB will review and audit using the Plan, Do, Check, Act model, described in BS/EN/ISO/9001.
85. CITB will conduct due diligence checks during the application stage, and periodically throughout the approval period. CITB may request further information during these checks, we will provide guidance and support during the process.
86. CITB will take a risk-based approach to quality assurance. This will include desk-based and physical visits and be conducted by a member of the CITB quality assurance team. You will receive at least one visit or intervention per annum based on the categories that you are approved.
87. The visit profiling will be dynamic and adjusted after each visit, this will ensure consistency, standardisation of visit planning and remove any over burdening of the training provider.
88. CITB will prior to any announced visit make contact at least ten working days prior to the visit by telephone and request information to enable you to receive our maximum focus during your visit.



## CITB monitoring audits continued

89. Once you have agreed the scope of the planned monitoring, CITB will send you a visit planner not less than 5 working days prior to the visit, documenting the plan for the monitoring activity.
90. If you cancel a visit less than 5 working days prior to a planned visit, CITB will make a charge as detailed in our fee's list. [www.citb.co.uk](http://www.citb.co.uk)
91. From time to time, CITB may conduct unannounced monitoring, this will not be subject to pre-notification.
92. During the monitoring, CITB may find non-conformances, these will be shared as they arise, this will enable you (where possible) to close them out before the end of the monitoring session. Where the non-conformances cannot be remedied during the visit, an action plan will be agreed with you.
93. Where non-conformances have been identified, CITB will explain the non-conformance and ask how you will become compliant and how long this will take. CITB will collaborate with you and agree SMART targets with you to ensure that you meet the requirements quickly and effectively.
94. At the end of the monitoring, CITB will provide feedback on the visit, along with enough detail to help take appropriate action (if necessary) at the end of the session. The report will be completed at this stage and nothing further added.
95. CITB will follow this up with a formal written audit report within 48 hours of the conclusion of the visit. Where there is an internet connection the visit report will be sent immediately. *(NB. The report is complete at the end of the visit, so nothing will be added after you have received your verbal feedback).* The report will be sufficiently detailed to enable you to make continuous improvements and/or to recognise 'good' practice.
96. Where an action plan is issued, CITB quality staff will collaborate with you to help implement any improvements and agree a SMART action plan.
97. CITB may issue a suspension:
  - If information is not submitted for the required sample within the timescales provided, or
  - for failing to meet any identified resultant action points following a CITB quality intervention.
98. CITB may from time-to-time moderate visit reports to ensure the quality team are acting in a standardised and consistent manner. Where this process identifies an error, CITB will contact you to explain the findings, and what impact the review will have on the visit report and any actions.

## CITB monitoring continued

99. CITB will rely upon the awarding organisations quality arrangements where you are approved by a third-party organisation. From time-to-time CITB may conduct a review of training, assessment, or testing, where the training/assessment/testing is financially supported by CITB and/or the achievement uploaded on to the Construction Training Register, or where there is a complaint or allegation of fraud, malpractice, or maladministration.
100. CITB may investigate any anomalies and/or conduct a site visit to gather information and review additional records because of an unsuccessful quality intervention. If CITB is not provided with access to the premises, people, or records, CITB will issue a suspension.

## Counter fraud, malpractice, and maladministration

101. Malpractice is a deliberate, unintended, reckless, or negligent act of an individual or business to make a submission or to claim an achievement, outcome or gain a financial advantage by fraud, deception or in a manner that cannot be substantiated.
102. Maladministration is an activity that results in the non-compliance of a training provider undertaking training with the specific requirements for the delivery of the agreed training, testing or assessment. CITB requirements for the CITB Training Provider Network are specified in this document and in any specific scheme requirements that support products for the CITB Training Provider Network.
103. Fraud is the wrongful or criminal deception intended to result in financial or personal gain. Furthermore, fraud is an act that does not comply with CITB requirements and brings the authenticity, reliability and integrity of training achievements, assessments and testing into question.
104. There is a requirement for all training providers to report all cases of suspected malpractice, maladministration, and fraud to CITB by emailing [report.it@citb.co.uk](mailto:report.it@citb.co.uk).
105. All staff involved in delivery, administration, management, and quality assurance must have detailed knowledge of your counter fraud, malpractice, maladministration, and bribery policy.
106. You must have a documented whistleblowing policy that is communicated and understood by your staff. This must enable them to report instances of, but not limited to fraud, malpractice, and/or maladministration.
107. Upon receipt of any fraud or bribery allegations, CITB will suspend the training provider's approval. This is a neutral act to protect any investigation that may be required.
108. All allegations will be assigned to CITB's Counter Fraud Team and Approval and Compliance Team to investigate. This could include (but not limited to) provider visits, staff interviews, delegate interviews, and an investigation of any applicable paperwork.
109. The investigation report and supporting documents will be sent to an independent manager who will review the case and supporting documentation. A decision will be made within 10 days where practicable with the next steps and any actions that may be required, you will be formally notified of the outcome.

## Counter fraud, malpractice, and maladministration continued

110. In the event of any withdrawal from the CITB Training Provider Network (voluntary or not), you must make all reasonable efforts to ensure that delegates are not adversely affected. You must make provisions for all paperwork to be stored and accessible for a period of 3-years. Where needed, CITB can help you with this.
111. You must make provisions for delegates that are still active and have not completed their training, assessment and/or testing to complete their programme with another provider, ensuring that appropriate data sharing provisions are in place.
112. If you fail to cooperate at any stage of the investigation process with CITB, it will result in a withdrawal of your provider status within the CITB Training Provider Network.
113. If you are implicated in a case of malpractice, maladministration or fraud that is upheld, your training approval status may be withdrawn, and you may be terminated from the CITB Training Provider Network. CITB reserves the right to invoice the provider for the cost of any investigation and remedial costs of assessment and testing of delegates where the provider has been found at fault.

## Appeals, enquiries, complaints, and conflicts of interest

- 114. You must have an up-to-date appeals and enquiries procedure for delegates to appeal/enquire against a decision relating to any element of the training, assessment, and/or testing.
- 115. The process must be formal and include documented timescales and have an opportunity for escalation should the delegate not be satisfied, or if the appeal and enquiry are unresolved.
- 116. Appeals must be formally acknowledged upon receipt and conclusions formally communicated at the end of the appeal and enquiry process to those involved, including the appellant.
- 117. You must have a documented complaints procedure and record of complaints logged and the outcome, which is made available to CITB quality staff during their quality visits.
- 118. You are required to have processes to recognise and mitigate wherever potential conflicts of interest that may arise. CITB recognises that some conflicts of interest will be unavoidable, particularly in cases where the training provider is an employer who deliver in-house training. In such circumstances, it is expected that reasonable steps and proportionate action is taken to recognise the conflict and demonstrate any mitigations. This process will be reviewed as part of the approval and provider management process, and you will need to demonstrate that you are cognisant of the risks and conflict may create.

## Withdrawal of approval

119. If you wish to withdraw from being part of the CITB Training Provider Network, you must ensure the following:

- CITB has been formally notified in writing, giving 3 months' notice prior to taking any actions. This must be completed by the training provider's authorised representative and must detail the reason(s) for withdrawal.
- All achievements for delegates who have already completed or will complete during the 3 months' notice period must be uploaded on to CITB's portal.
- If you have delegates where outstanding commitments have been made, suitable arrangements must be in place for those individuals to complete their programme(s) of learning. If transferring to another provider in the network, the individual must agree to their information being shared with the new provider, and evidence of their agreement retained.
- Provision must be made to store records, as detailed in the data requirements section of this document. These must be kept and accessible for a period of 3-years.

## Appeals against a CITB decision

120. If any action is applied by CITB, due to a non-conformance with the requirements set out in the Training Provider Network Standard Terms (including this document and any specific scheme rules) or as the result of an investigation, you can appeal the decision.

121. The appeal must clearly set out in writing the grounds for the appeal, listing any evidence that is held in support of the appeal. The appeal must be made within 10 days of the original decision, and must be addressed to:

Approval and Compliance Manager  
CITB  
4 Cyrus Way  
Hampton  
Peterborough  
Cambridgeshire  
PE7 8HP

Or by email, please ensure you title the email 'Appeal' in the subject bar.

Email: [quality.assurance@citb.co.uk](mailto:quality.assurance@citb.co.uk)

122. Your appeal will normally be heard within ten working days of receipt. The nature and complexity of the appeal may necessitate this period being extended; you will be notified during the process if it will take longer than ten working days.

123. The original decision will remain in effect until the appeal has been concluded, and you have been formally informed of the decision in writing, unless agreed with the approval and compliance manager in writing.



## Appendix 1: Approval criteria

### Due Diligence

Reference	Detailed Requirements	Endorsed	Recognised	Assured	Licensed SSP	Licensed ITC
1.1	Insurances including ELI, PLI, PI	✓	✓	✓	✓	✓
1.2	Credit check Experian <sup>TM</sup>	✓	✓	✓	✓	✓
1.3	Company checks against Companies House register where applicable	✓	✓	✓	✓	✓
1.4	Director and people check against Companies House register	✓	✓	✓	✓	✓
1.5	Declaration of previous cases of fraud, malpractice, and maladministration	✓	✓	✓	✓	✓
1.6	Declaration that the provider meets the requirements set out in Appendix 1 of the Training Provider Handbook	✓	✓	✓	✓	✓
1.7	Any third-party approvals pertinent to the approval	✓	✓	✗	✗	✗
1.8	Provider is not currently suspended from any approval with third parties or CITB.	✓	✓	✓	✓	✓
1.9	Declaration that the provider has mapped their product to the short duration standard	✗	✗	✓	✗	✗

## Appendix 1: Approval criteria

### Management Systems

Reference	Detailed Requirements	Endorsed	Recognised	Assured	Licensed	Licensed ITC
2.1	Any policy required to meet legislative requirements including but not limited to Health and Safety, Modern Slavery, Safeguarding etc.	✓	✓	✓	✓	✓
2.2	Quality Management System and policies are in place and reviewed annually;					
2.2a	Appeals and complaints policy	✗	✓	✓	✓	✓
2.2b	Equality of opportunity and diversity (EO and D); including Reasonable adjustments and special considerations policy.	✗	✓	✓	✓	✓
2.2c	Invigilation of examinations and testing	✗	✓	✓	✓	✓
2.2d	Counter Fraud, malpractice, and maladministration	✗	✓	✓	✓	✓
2.2e	Whistleblowing	✗	✓	✓	✓	✓
2.2f	Conflicts of interests	✗	✓	✓	✓	✓
2.2g	Internal quality assurance policy including sampling plan, and organisation chart	✗	✓	✓	✓	✓
2.3	The training provider conducts and records due diligence checks for delivery staff to ensure suitability and that they meet the requirements of the Scheme Rules. Evidence of these checks and staff details and qualifications are available for audit	✓	✓	✓	✓	✓
2.4	The training provider keeps CITB up to date with any changes that could affect delivery or status of the training provider. Guidance is sought if any uncertainty exists	✓	✓	✓	✓	✓
2.5	The training provider submits all required details accurately to the Construction Training Register within the stated timescales	✗	✓	✓	✓	✓
2.6	The training provider must maintain auditable, accurate records and provide access to CITB on request (including training provider premises, training delivery locations and staff)	✗	✓	✓	✓	✓
2.7	The training provider has clearly written operating procedures, covering all aspects of the training delivery and related administration activities.  Any conflicts of interest are identified and documented, with steps taken to minimise risk in the delivery. Where risk cannot be minimised, guidance is sought from CITB	✓	✓	✓	✓	✓
2.8	Individual agreement (or opt out) is gained from prospective delegates or delegates to allow the use of personal data for the purpose of the CITB, CTR, meeting current legislative requirements.  Confirmations to be available for audit	✗	✓	✓	✓	✓
2.9	Actions arising from CITB quality interventions are shared with relevant staff and completed within agreed timescales.  Contact is made with CITB to advise where action plans cannot be met to gain advice and guidance	✓	✓	✓	✓	✓
2.10	Peripatetic staff, Service level agreements	✗	✓	✓	✓	✓
2.11	ICO Registration	✗	✗	✗	✓	✓
2.12	Booking Process	✗	✓	✓	✓	✓
2.13	Documented process for uploading achievements to the Construction Training Register for courses linked to CITB short duration standards.	✗	✓	✓	✓	✓

## Appendix 1 Approval criteria

### Resources

Reference	Detailed Requirements	Endorsed	Recognised	Assured	Licensed SSP	Licensed ITC
3.1	Sufficient qualified staff are in place to meet the demands of delivery, as specified in the Scheme Rules.	✗	✓	✓	✓	✓
3.2	Training provider staff have clearly defined roles, are aware of their responsibilities and are kept up to date with relevant changes.	✗	✗	✓	✓	✓
3.3	Relevant CPD activities are undertaken and recorded for training provider staff.	✗	✓	✓	✓	✗
3.4	Required physical resources, listed by the Scheme Rules, are in place and meet any given specification.	✗	✓	✓	✓	✓
3.5	Health, safety, and welfare systems are in place to protect training providers staff, delegates, and others. These are reviewed and maintained.	✓	✓	✓	✓	✓
3.6	Standards and self-assessment documentation is maintained and up to date, and available to CITB on request.	✗	✗	✓	✗	✗
3.7	Lesson plans, schemes of work and presentation resources are available on request and owned by the provider for consistency and standardisation purposes.	✗	✓	✓	✓	✗
3.7	Approvals with third parties are maintained and up to date.	✗	✓	✗	✗	✗

## Appendix 1

### Delegates

Reference	Detailed Requirements	Endorsed	Recognised	Assured	Licensed SSP	Licensed ITC
4.2	Delegates undergo initial assessment to accurately identify course sustainability and where any reasonable adjustments or special considerations are required and identified needs are recorded.	✗	✗	✓	✓	✓
4.3	Delegate identification checks are undertaken and recorded in line with the requirements listed in paragraphs 71, 72, 73 of this document.	✓	✓	✓	✓	✓
4.4	Delegates have a suitable and sufficient induction for the training/assessment and/or testing being provided.	✗	✓	✓	✓	✓
4.5	Training, assessment, and delivery are undertaken in English or Welsh. If delivery occurs in another language, where this is permitted it must be conducted in line with the specific scheme guidance	✓	✓	✓	✓	✗*
4.6	Delegates and employers are made aware of the Approved Training providers appeals and complaints procedure. This is available on the website and notice boards without request.	✓	✓	✓	✓	✓

*\*Except where voice over is in another language.*

## Appendix 1

### Quality Assurance

Reference	Detailed Requirements	Endorsed	Recognised	Assured	Licensed SSP	Licensed ITC
5.1	Quality Management Systems clearly documented and cover all aspects of the Approved Training providers processes.	✓	✓	✓	✓	✓
5.2	The Approved Training provider has staff in place with sufficient authority to conduct internal quality assurance activities.	✓	✓	✓	✓	✓
5.3	Records of quality monitoring are maintained in line with agreed quality management system requirements allowing for audit, and available for review, and must include an audit schedule.	✓	✓	✓	✓	✓
5.4	Quality monitoring activity ensures that the delivery team consistently follows CITB product scheme rules and industry standard requirements.	✗	✓	✓	✓	✓
5.5	Records of training fully demonstrate completion of the published standards or course requirements.	✗	✓	✓	✓	✗
5.6	Records of training meet CITB data requirements (paragraph 60, 61, 62).	✗	✓	✓	✓	✓
5.7	Quality monitoring systems and processes are regularly reviewed and updated, as necessary.	✓	✓	✓	✓	✓
5.8	Correct and Immediate actions from CITB quality interventions are action and used to update internal processes to avoid repetition or reoccurrence.	✓	✓	✓	✓	✓

## Appendix 1

### Records

Reference	Detailed Requirements	Endorsed	Recognised	Assured	Licensed SSP	Licensed ITC
6.1	Records are kept and capture Pass' and Failures and made available during CITB quality assurance interventions as requested.	✓	✓	✓	✓	✓
6.2	The Approved Training provider collects, records, and regularly reviews delegate and employer feedback.	✓	✓	✓	✓	✓
6.3	The Approved Training provider will have processes to ensure delegates are made aware of the requirement to provide photographic identification on the first day of a course.	✗	✗	✓	✓	✓

## Appendix 2: Corrective actions

- **OBS      Observation**

This is not something that requires addressing but is intended to be supportive and help the provider improve, e.g. a critical friend giving advice, and/or to recognise areas of 'good practice.'

- **IAG      Information, Advice, and guidance**

CITB will provide exemplars and templates to assist the CITB Training Provider Network to help support the delivery of products and services. Webinars and advisory visits will be part of the support function supplied by the quality assurance team to remove burden and provide clarity.

- **CAR      Corrective Action Required**

This level of action is for less serious non-conformance and requires the provider to take action to improve their operation specifically around the requirement that has been found to be weak, ineffective and that may lead to more serious non-conformance if it remains unaddressed. This non-conformance could lead to a loss of trust from the construction industry if the activity remains unchecked.

- **IAR      Immediate Action Required**

This is a level of action that is for more serious non-conformance and requires you to take immediate action. You may or may not be suspended during this period. There is a significant risk of the integrity of the achievements or activities that are likely to cause harm to the CITB Training Provider Network offer.

- **SUS      Suspension**

This level of action will be used after authorisation has been sought from a member of the Quality Management Team. It is intended to be used where there is a fundamental failing by the provider including but not limited to; Failure to follow CAR or IAR, poor record keeping that impacts the reliability of achievements, a cause to believe that malpractice/maladministration and/or fraud have occurred. It must be noted that in the case of malpractice, maladministration, and fraud the suspension is a neutral act whilst the investigation is conducted.

- **TER      Termination**

This action is taken as a last resort and is a contractual decision to end the relationship between CITB and the provider. There are two types of termination that will be used; Termination linked to a clause in the contract for a failure, this can be appealed by the provider and, Termination on Notice, this is not open to appeal.

- **Persistence and reoccurrence**

In situations where a training provider fails to meet a given action or consistently demonstrates the same shortfall, CITB reserves the right to escalate the level of action applied to the training provider status. For the avoidance of doubt, this also includes repeated instances of the same non-conformance.



## Appendix 3: Trainer qualifications and exemptions

Listed in the table below are the recognised trainer qualifications (Assured and Licensed categories). *(This list is accurate at the time of publication and will be subject to change and review based on future requirements.)*

PTLLS Level 3	Preparing to Teach in the Lifelong Learning Sector
CTLLS Level 3	Certificate in Teaching in the Lifelong Learning Sector
DTLLS Level 5	Diploma in Teaching in the Lifelong Learning Sector
PGCE	Postgraduate Certificate in Education
C&G 7302	Certificate in Delivering Learning
C&G 7303	Preparing to Teach in the Lifelong Learning Sector
C&G 7307	Certificate in Delivering Learning/Teaching Adults
C&G 7407	Certificate in Further Education Teaching
PCET	Post Compulsory Education and Training
L Unit 9 (L9)	Create climate that promotes learning
L Unit 10 (L10)	Enable learning through presentations
L Unit 11 (L11)	Enable learning through demonstrations and instruction
L Unit 12 (L12)	Enable learning through coaching/mentoring
Level 3 In Education and Learning	
Level 4 In Education and Learning	
TAQA L3 Award in Assessing Vocationally Related Achievement (Assessment Only)	
TAQA L3 Certificate in Assessing Vocational Achievement (Assessment Only)	
Level 3 Award in Education and Training	
CITB's Instructional Techniques Short Duration Standard / Course	
NPORS Instructional Techniques Course	
CITB training the trainer standard	Delivered through the CITB Training Provider network as an assured category course.

If the prospective trainer has completed a qualification or certified course not listed above, an application can be made to the CITB quality assurance team. Relevant additional information will be required to be submitted to support the application.

## Appendix 4: Reasons to update CITB

The items listed below are to provide an indication of incidents that would require an Approved CITB Training Provider Network member to provide an update to CITB. (*This list is not exhaustive.*)

- A material change in governance structure or legal status.
- A change of control.
- A merger between it and another Training provider, company, or organisation.
- Any insolvency or bankruptcy proceedings.
- There is a substantial error in the published training standard (Assured) or CITB product requirements.
- There has been a loss or theft of, or a breach of confidentiality in, Approved Training provider records (for example, delivery and administration).
- The Approved Training provider cannot supply requested information to CITB by a stipulated date.
- There has been a failure in the delivery of training and/or related assessments or testing that threatens industry confidence in the training, assessment or testing entered on the Construction Training Register
- Loss of key Approved Training provider staff that will limit or prevent the delivery of approved product categories (Recognised, Assured and Licensed).
- The Approved Training provider has issued incorrect results or certificates.
- The Approved Training provider believes that there has been an incident of malpractice or maladministration that could invalidate the achievement of a training standard, CITB course or regulated certificate and/or a false claim for CITB funding.
- A 3<sup>rd</sup> Party organisation has rescinded qualifications and/or certificates.
- A qualification or certificate has been returned because of an error and the achievement is no longer valid.
- Fraudulent or inappropriate use of the Construction Training Directory and Construction Training Register by Approved Training provider staff.
- The Approved Training provider is named as a party in any criminal or civil proceedings or is subject to a regulatory investigation or sanction by any professional, regulatory or government body.
- A senior officer of the Approved Training provider is a party to criminal proceedings (other than minor driving offences), is subject to any action for disqualification as a company director, or is subject to disciplinary proceedings by any professional, regulatory or government body.

## Appendix 5: Fair processing notice

The information you provide to the CITB Training Provider Network member *[insert name]*, will be used for administering courses for purposes connected with the Construction Industry Training Board ("CITB") role as an Industrial Training Board in accordance with the Industrial Training Act 1982.

Your data will be held securely and treated confidentially and will not be disclosed to external parties other than as required for the purposes described above. This may include sharing your information on the CITB Construction Training Register as well as employers, awarding organisations, competence card schemes or training providers. Further information, including your legal rights and how your information may be used, can be found by:

- Viewing the CITB Privacy Notice online at <https://www.citb.co.uk/utility-links/privacy-policy-cookies/>
- Asking the CITB Training Provider Network member for information about how they manage your personal data.

## Appendix 6 - CITB Due Diligence Process

On receipt of an application from a training provider, CITB will carry out a credit agency check. This is to establish the financial stability of the company.

- **Credit Agency Checks**

Applicants must be able to demonstrate a stable credit score for at least 3 months before the application date, to give confidence that the business is of good financial standing is well managed. In addition, CITB will also consider any longer-term issues of up to a year, these may demonstrate an ongoing, unstable, or high credit risk.

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

Following a successful credit check, the due diligence checks will then progress to the next stage and will include but is not limited to the following.

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

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

If the application is rejected following the full due diligence process, the applicant will be informed of the result in writing. No further applications will be accepted for a period of 6 months from the date of the unsuccessful application.

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

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

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