

# **CITB's Training Provider Network Principles of Membership**

At CITB we are committed to raising the standards of training and education by bringing together trusted, quality training providers. These Principles of Membership (Principles) serve to establish a common set of values, guidelines, and expectations for all Members.

By joining the TPN, you agree to uphold the following Principles, ensuring that learners are treated fairly and ethically, and receive the highest standards of training and support.

## **1. Commitment to high-quality training**

- Deliver training that is purposeful, relevant and up to date.
- Ensure that trainers and assessors hold the required skills, knowledge, and experience in the specific area they are training and are given opportunities to continue their professional development.
- Map training products to industry/CITB derived standards which meet employer needs.
- Participate in CITB's quality assurance process including audits and feedback processes to uphold and continuously improve standards.

## **2. Ethical business practices and transparency**

- Provide clear, honest, and upfront communication about course content, costs, learning outcomes, and certification requirements.
- Avoid misleading claims including but not limited to, course accreditation, job placement opportunities, or learner success rates.
- Ensure that all marketing and promotional materials are truthful and not deceptive.
- Clearly outline terms of service, cancellation policies, and refund conditions before course enrolment.
- Refrain from any form of price fixing or anti-competitive behaviour, which is strictly against the Principles and undermines fair and open collaboration.

## **3. Compliance with legal and industry standards**

- Provide services in accordance with all applicable laws.
- Adhere to the requirements set by awarding and regulatory bodies.
- Ensure that all training content meets sector-specific compliance standards where applicable.

## **4. Meeting the needs of learners, employers, and industry**

- Perform obligations in accordance with all applicable equality law and [CITB's equality objectives](#).
- Encourage and welcome learner, employer and industry feedback as part of ongoing improvement efforts.
- Be accessible and transparent with enquiries, complaints and appeals and manage these professionally, fairly, and in a timely manner.

## **5. Integrity and professional conduct**

- Act with integrity, honesty, and professionalism.
- Ensure that all employees, trainers, and subcontractors are aware of and meet these Principles.
- Recognise and mitigate wherever possible conflicts of interest that may arise.
- Avoid unethical business practices that could damage the reputation of the training profession or harm the reputation of CITB.

## **6. Accountability and continuous improvement**

- Engage in regular self-assessment and peer review to maintain and improve training standards.
- Stay informed about developments in the industry and update training materials accordingly.
- Participate in quality assurance checks and compliance reviews where required by the CITB or other relevant awarding organisations.
- Be open to feedback and take proactive steps to address any areas for improvement.

## **7. Engagement and contribution to the TPN**

- Actively participate in TPN events, and industry discussions to share knowledge and best practices.
- Provide constructive feedback and insights to help improve the TPN and its offerings.
- Support fellow members by collaborating, mentoring, and sharing expertise where applicable.
- Contribute to the growth and reputation of the TPN by upholding these Principles and promoting ethical training standards.
- Show **respect for the TPN's objectives, goals, and leadership**, engaging in discussions professionally and constructively.
- Commit to providing timely, accurate and relevant information/data as requested by CITB to support with the understanding of the supply and demand of training in the construction industry.

## **Your commitment as a Member**

Membership in CITB's Training Provider Network is a mark of quality and professionalism. By agreeing to these Principles, you commit to maintaining high standards in training provision, ensuring that learners receive quality education that prepares them for success.