

CITB.CO.UK



Internet Test Centre Quality Assurance Requirements March 2022 v1



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Context

1. The Construction Industry Training Board (CITB) is responsible for the awarding of Health, Safety and Environment Tests through its network of Internet Test Centres.
2. To ensure the test delivery is robust and meets the requirements set out in the ITC Scheme Rules, CITB will conduct face-to-face and remote quality assurance interventions associated with, but not limited to, the following:
 - New Centre approval
 - Site Surveys (new location of test facilities)
 - Monitoring audits
 - Observation of test delivery, including CCTV and test logs.
3. This document has been designed to support the delivery and maintain the quality of Internet Test Centre test delivery and should be used in conjunction with the forms of agreement for CITB Internet Test Centres and the CITB standard terms and conditions for Internet Test Centres.

Scope

4. The publications that form the scope of this document are:
 - CITB standard terms and conditions (Agreement)
 - Forms of agreement
 - Internet Test Centre Scheme Rules
 - Internet Test Centre quality assurance requirements
 - CITB ITC policies and procedures guide Chapters 1 -12.

How to become a CITB approved Internet Test Centre

5. To become a CITB approved Internet Test Centre you must meet the approval criteria listed in this document and demonstrate compliance with the standard terms and conditions and the forms of agreement.
6. You will need to provide evidence of your compliance, against this document, to the Quality Consultant during your approval audit. This will also form the basis of future audit audits and interventions in demonstrating your continued compliance.
7. The approval criteria (Appendix 1) details the documents, processes and staff you will need to deliver Health Safety and Environment testing.

CITB Internet Test Centre approval

8. You must be approved by CITB prior to delivering any Health, Safety and Environment Test specific to your approval. CITB will not recognise any test that is delivered prior to your approval. Your approval is subject to your ongoing compliance with the scheme documentation and contractual agreements.
9. As an Internet Test Centre, you can only deliver the Health, Safety and Environment Test at your premises.
10. You are accountable for all elements relating to the delivery and quality assurance of the Health, Safety and Environment Test that you have been approved to deliver. Therefore, any element required of the delivery of the test(s) conducted through peripatetic staff is the sole responsibility of the Internet Test Centre registering and delivering the test(s). You are reminded not to subcontract as per clause 11 of the centre agreement.

Test Room Requirements

11. Test rooms must meet the requirements detailed in the Scheme Rules prior to and during any tests being administered.

Internet Test Centre approval documentation

12. During the approval audit, CITB will require documentation on the following to be made available:
 - Quality management system detailing how you monitor your ITC provision. (Guidance on what should be contained in a Quality Management System is attached at Appendix 4).
 - Booking process
 - Safeguarding (where appropriate)
 - Appeals and complaints
 - Organisational chart (showing delivery and management of the ITC provision)
 - Reasonable adjustments and special considerations
 - Invigilation of testing
 - Health, safety and welfare
 - Malpractice, maladministration and counter fraud
 - Whistleblowing
 - Conflict of interest
 - Equal opportunities and diversity (EO&D)
 - General data protection Regulation (GDPR)
 - Modern slavery
 - ICO Registration
 - Safeguarding
 - CCTV Policy
13. You will also need to make the following information available:
 - Insurances, including Public Liability (£5m), Employers' Liability (minimum as required by law) and Professional Indemnity (£2m) as stated in the forms of agreement
 - Evidence of management experience to support the delivery of the Health Safety and Environment Test.
14. Your approval will allow you to deliver in England, Wales and Scotland. For Northern Ireland approval is detailed in Clause 2.3 of the CITB centre agreement. For clarity, testing conducted outside of Great Britain must be for the Great British construction industry and evidence of this is required for each test undertaken. Great Britain is defined as England, Wales and Scotland.
15. CITB will provide you with guidance and support to assist you in meeting the approval requirements. Further support is available through the quality consultant team who are based throughout Great Britain. You can arrange an advisory audit (subject to fee) to help you with the approval process by contacting CITB.
16. Your Internet Test Centre will need to ensure it adheres to the requirements of the requested Policies and Procedures together with such policies and guidance as Pearson VUE may from 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>

17. Approval is given when all the requirements have been met, and your agreement has been signed by CITB and your organisation. Once this is in place you can then start notifying and delivering the tests for which you have been approved.
18. Approval may still be issued where there are only minor updates required which, in the reasonable opinion of CITB, do not present a risk to approval status and can be remedied within the first 30 days of approval. Failure to meet the actions set and agreed within the prescribed timescale will result in the Internet Test Centre's approval status being suspended or removed.
19. An action plan will be issued where, in the reasonable opinion of CITB, the approval requirements have not been met. You will receive a written action plan that will give clear guidance, advice and a realistic timescale for the actions to be completed. You will not be approved during this period and, as a result, you will be unable to deliver the Internet Test Centre delivery of testing for which you applied, until you have completed your action plan in full, have the agreement of your senior quality consultant and approval has been recommended.

ITC Staff roles and responsibilities

20. Chief Administrator

An individual who has completed and passed the CITB ITC Administrator's test and 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.

Test Administrator

An individual who has completed and passed the CITB ITC Administrators test.

The ITC shall appoint the following staff members to their ITC, Chief Administrator and Test Administrator, First Aider and Fire Marshall. The Test Administrator can be the Chief Administrator.

It is the responsibility of the Internet Test Centre to hold the relevant documentation relating to current, in date Administrator Test Certificates. Ensure that all ITC Test Administrators have passed the correct **CITB ITC Test Administrator** test which is in the exams list of your Registration Manager as **CITB_PVTC: ITC Administrators Test**, before conducting any tests on behalf of CITB, and is retaken every **12 months**.

Internal Quality Assurance

An individual that is appointment to review and sample tests, policies and procedures to ensure the centre is compliant and able to give CITB an assurance of the centres approach. For clarity, the quality assurance person must not quality assure their own work or tests that they have administered. Persons responsible for quality assurance, must have sufficient experience, knowledge and authority to carry out their role

Test registration and documentation

21. It is the Chief Administrator's and/or Test Administrator's responsibility to ensure that candidates are informed in writing of the date and time of their test booking. All bookings must be entered onto the Pearson Vue booking system **no less than 48 hours before** the actual test is undertaken. For the avoidance of doubt, this means that no test must be launched on the system without being pre-booked. This removes the activity previously referred to as 'walk-in tests' and creates the requirement of all tests to be pre-booked for at least 48hrs before testing.

In extenuating circumstances or in the case of an emergency circumstance, ITCs may be able to book a Test within 48 hours. In such circumstances, the ITC must make a record of the specific reason(s) for allowing the Test. This record must be made available for auditing purposes. CITB reserves the right to remove this facility from ITCs at its sole discretion where concerns are identified.

22. If a candidate wishes to postpone, the test can be rearranged without the requirement for a further 48 hour notification period. This only applies if the test is rearranged at the same centre and location.

23. The following information must be collected in respect of every Candidate (this information will be required when booking the test).
 - Candidates full name
 - Candidates full home postal address including postcode
 - Candidates nationality
 - Candidates personal contact numbers (home and/or mobile)
 - Candidates CITB registration number
 - Type of Test booked
 - Any additional Candidate support required such as a voiceover.
24. A Candidate's test booking confirmation must be kept on record for 2 years.
25. The centre must ensure that the Candidate is given a copy of the Candidate Rules Agreement to read prior to signing the electronic e-pad and sitting the test.
26. You must inspect and take a copy of the Candidates current valid passport, photographic driving licence or other appropriate form of identity and retain them securely for 2 years. You can find other acceptable forms of identification in Appendix 5 of the Scheme Rules.
27. Images of the Candidate must be taken to the required standard which can be found in Appendix 3 of the Scheme Rules.
28. You are required to ensure that Candidates have signed the Test Log for the test taken. This will confirm the time of the test and demonstrates consent to having their image taken.

Suspected Proxy / Impersonation

28. You will need to record if a candidate fails a check that leads the test administrator to believe that they are not the genuine candidate. The record must show any details that you have already gained from the candidate are kept for reporting and investigation purposes. This could include photographs taken of the candidate, personal details such as address and any copies of ID.

Self-Proctor

29. Test administrators are not permitted to administer and undertake a test at their own Centre. Pearson Vue will make all Self-Proctors known to CITB. We will ensure that any test undertaken by the test administrator is revoked and a level of action taken that could result in the suspension of your centre.

CITB monitoring

30. All Internet Test Centres receive monitoring interventions from CITB to ensure consistency, quality of delivery and accuracy of data submission. We will carry out one or more of the following monitoring activities.
 - Face-to-face or desk-based audits.
 - Face-to-face or desk-based site surveys.
 - Face-to-face or desk-based CCTV and paperwork reviews.

CITB quality assurance audits

31. Centre audits, either by face to face or by remote methods will form part of the CITB quality assurance arrangements. These will be carried out to review centre policies, procedures, test records and CCTV footage. An audit will be carried out by a member of the CITB quality assurance staff.
32. A member of the quality assurance team will make contact with you not fewer than 14 working days before the proposed audit date. This will be to confirm the arrangements for the audit.
33. Once agreed, formal notification of the audit will be sent to the named contact at the centre. If, in the interim you wish to cancel this prearrange audit, you must be able to demonstrate a satisfactory reason for the cancellation request. Any cancellations made within five working days of the planned audit will be charged at our standard daily rate, as detailed in the CITB fees list. Your Internet Test Centre approval status may also be suspended until the audit has been carried out.
34. There are Three Outcomes from an audit, Compliant, Corrective Action Required (CAR) or Immediate Action Required (IAR). An IAR will result in the centre being suspended immediately.

Compliant– indicates that the ITC is fully compliant with the scheme rules and Quality Assurance Requirements at the point of audit and no further action is required.

Corrective Action Required (CAR) – this will not affect the ITC's ability to continue to deliver tests. An action plan (**CAR**) will be issued by the CITB Quality Assurance department or the CITB quality representative detailing the required action to be undertaken and timescales to enable the ITC to become fully compliant.

The ITC will have up to 30 days to implement the action plan. Once the action plan has been implemented an additional monitoring audit at a cost of £250 plus VAT may be required to check that the ITC is compliant.

Immediate Action Required (IAR) – Due to the severity of the non-compliance identified, the ITC will be immediately suspended and will not be able to register and test any candidates. Where possible time bound actions will be provided by the CITB Quality Assurance department or CITB quality representative, which must be completed before testing will be reinstated, returning the ITC to full compliance. The ITC will have up to 30 days to implement the required corrective actions. Once the corrective actions have been implemented an additional monitoring audit at a cost of £250 plus VAT will be required to check that the ITC is compliant. If the ITC is compliant the suspension will be lifted. If the ITC is still found to be non-compliant, further actions including potential termination may be taken in accordance with the scheme rules and Standard Centre Agreement.

35. You will receive a formal notification of the outcome of the audit not more than 48 hours after the audit. This will be sufficiently detailed to rectify any concerns identified. CITB may carry out further audits to determine the completion of any identified action plan. In extenuating circumstances this 48hr period may be extended, which will be communicated to the ITC.
36. CITB may, from time to time, undertake unannounced or short notice audits to minimise the risk of breaches in the provision of testing requirements and/ or unsubstantiated achievements for testing. If access is not provided to premises, people and records, CITB will immediately suspend your Internet test centre.
37. CITB may, from time to time, moderate reports completed by members of the quality assurance team and reduce or escalate their findings as part of our own quality assurance arrangements.

Delivery methodology

38. You must ensure that your ITC staff have an in-depth knowledge of the scheme rules and will report any issues to you as soon as they arise regarding the delivery of testing at your centre. You must be able to demonstrate that you have confirmed this requirement with each staff member and hold a record of the confirmation in a signed declaration.
39. The Chief Administrator and / or Administrator are responsible for checking a Candidates suitability to take the Health Safety and Environment test.
40. You must ask the Candidate if they have any special requirements and make necessary arrangements to meet their needs prior to the test commencing.
41. You must manage and maintain suitably qualified Administrators, as defined by this document, to effectively deliver the Health, Safety and Environment test. There must be resources in place to support the delivery of the tests, including documentation, the testing facilities and welfare. The support materials for testing must be up-to-date and of a good quality.
42. You must maintain accurate test logs and make them available for auditing upon request.
43. CCTV footage must be compliant with CITB requirements for audit and be available for the previous 30 days of testing before the audit or on the day of the audit.
44. Test logs must be accurately completed with the test start date recorded as the actual start time of the test. The test administrator must record the actual finish time of the test.
45. The candidates test result must be handed to them as soon as is practicable after the test is completed and after they have left the test room.

Testing room requirements

46. The testing Administrator is responsible for ensuring the room is set up as per CITB requirements. (See Scheme Rules)
47. Test rooms must meet the following requirements, prior to any testing being administered:
 - It must be quiet, with adequate space, lighting and ventilation
 - There must be a minimum of 1.25m between Candidates (so they cannot see each other's screens)
 - Posters or display materials, which may assist the Candidates, must not be visible (except for emergency signage)
 - Each dividing barrier between workstations should be of sufficient height and depth. This should be at least 60cm in height from the top of the desk and you must ensure the dividers are long enough to reach the end of the candidates chair to prevent any opportunity to make eye contact or to view the adjacent screen.
48. You must ensure through your procedures for testing that no personal belongings, hats, scarfs, overcoats, phones or electronic media devices and beverages are permitted in the test room.
49. You must be able to demonstrate how you are preventing malpractice and maladministration to CITB through your policies, procedures and staff training.
50. If a candidate leaves the test prior to its conclusion, they will not be permitted to re-enter the testing room.

Invigilation requirements

51. All testing must be invigilated by a registered and certificated invigilator to manage the testing process and to prevent cheating and/or collusion between the Candidates.
52. Invigilators can be the Chief Administrator or Administrator. This person cannot be any individual suspended or terminated from any CITB provision or implicated in malpractice and/or fraudulent practice with any other regulated scheme or Awarding Organisation.
53. You must ensure that candidates are aware of their responsibilities, as follows:
 - They must not communicate with anyone other than the invigilator during the test.
 - To communicate with the invigilator, they must first raise their hand
 - There must not be any eating, drinking or smoking during testing.
54. The invigilator must always be physically present in the test room and during the entire testing process. The use of viewing windows or CCTV test monitoring is not permitted. Without exception the invigilator must not use or have any personal electronic device on their person during the testing process.
55. Any irregularities during the testing process must be documented and reported to CITB, immediately.
56. Invigilators should be at least 2m in distance from the Candidates undertaking their test.

CCTV Requirements

57. Your ITC must have CCTV installed and operated in accordance with the CCTV specification set out in Appendix 3 of the Scheme Rules document.
58. CCTV must be installed and operated in line with ICO (Information Commissioner's Office) registration, guidance and the centre's own policy both of which must be fully enforced and monitored.
59. You should advise Candidates of its operation and have prominent signs throughout the premises warning that CCTV surveillance is in operation.
60. We require that recordings are stored for 30 days and made available to CITB upon request and within the given timeframe as set out in the CCTV specification in the Scheme rules.
61. Your Centre must ensure that **CCTV with audio recording provision** must cover the entirety of the testing suite of computers with a clear and unobstructed view of the invigilator and each test station.
62. You must have CCTV provision in the booking in area, this does not require audio capability.
63. You must respond to requests for CCTV footage within 2 working days. Details of how the footage will be provided will be included in the CITB request. Failure to comply within the timescales will result immediate suspension from delivering tests.

Record retention

64. You must have and maintain a reliable, auditable system of testing delivered, as well as quality assurance documentation, for a minimum period of two years.
65. Your quality consultant will review your documents during their quality assurance activity and advise of any document retention systems improvements.
66. This information could be used to substantiate any claims and/or resolve any appeals during the two-year period. The records will form part of the quality assurance checks and be used to audit test delivery. This shall include:
 - Candidate information forms
 - Test logs
 - Candidate evaluation
 - Documented evidence of candidate ID checks
 - Quality assurance documentation.
 - CCTV with audio capability of (30 days)
 - Records of tests booked with less than 48 hours notice.

Emergencies

67. Prior to the start of any test you must inform all Candidates that, if an emergency arises, the test will be stopped and will be deemed invalid. A new test date will be issued.
68. In the event of an emergency during the test your emergency action plan will be activated, as detailed in your quality management system.
69. You must evacuate the testing room in accordance with the instructions of the appropriate authority, E.g. police or fire service.
70. You must inform CITB and Pearson Vue as soon as possible of the emergency. If the test cannot be resumed, it must be rescheduled.

Special considerations and reasonable adjustments

71. Candidates with special testing arrangement requirements can request permissible assistance. discussions to accommodate special consideration or reasonable adjustment should be arranged prior to the test and separate arrangements must be put in place. This request should be made at the time of the booking where practicable.
72. Please note that some special requirements e.g. British Sign Language (BSL) signing or readers, can only be delivered via a Pearson Vue test centre (PPC).
73. Prior to test commencement, Internet Test Centres should identify any special consideration or reasonable adjustment that Candidates may have, such as physical disabilities, including sight, hearing or writing, and learning or reading difficulties (for example, dyslexia). It is important to remember that sensitive information about the candidate has been offered voluntarily and it should be respected as confidential and in accordance with data protection and equality legislation.
74. In circumstances where assistance is required the Internet Test Centre should know that under the Equality Act 2010, the Internet Test Centre is specifically required to make 'reasonable adjustments' or give 'special consideration' to enable everyone to have an equal opportunity to complete the test.
75. Any reasonable adjustment that you apply must not make the test easier or for any individual to gain an advantage. The integrity of the test must not be compromised.
76. You must discuss with the candidate what support they need and be prepared to arrange for adaptations (permitted voiceovers for example).

Data protection

77. You must provide confirmation that you are registered with the Information Commissioner in accordance with the Data Protection Act, as detailed in the CITB centre agreement standard terms.

Malpractice and maladministration

78. Malpractice is a deliberate, reckless (intended or unintended) act of an individual or business to dishonestly assist Candidates to pass a HS&E test, or to obtain such achievements through fraud or deception. Furthermore, malpractice is an act that does not comply with the requirements of CITB and brings the authenticity, reliability, and integrity of the CITB test into question.
79. You must have in place, and review at least annually a policy for preventing and investigating malpractice and maladministration. This will include how you will deal with and report all occurrences.
80. As an Internet Test Centre you are required to report all cases of alleged and proven malpractice, that you identify in your Internet Test Centre, by email to CITB at report.it@citb.co.uk. You are also required to notify CITB of any approach by a person or third-party offering money or other inducements or incentives for you to assist candidates at your test centre.
81. All staff, including Administrators/invigilators, must have detailed knowledge of your Internet Test Centres malpractice, maladministration and whistle-blowing policies. CITB may also prescribe or require completion of training or e-learning in respect of the delivery of the HS&E test.
82. Upon receipt of any alleged malpractice complaints, CITB will reserve the right to suspend an ITC and/ or Administrator to protect any future investigation and prevent Candidates from being disadvantaged. In the case of Administrators operating in other Internet Test Centres, these centres will be notified of the suspension and the Administrator's suspension will be applied to all centres. The suspension is a neutral act to protect the Internet Test Centre testing requirements.
83. CITB will appoint an independent member of staff to carry out the compliance investigation. This may include ITC audits, staff interviews, Candidate interviews, a review of all relevant CCTV footage and paperwork.
84. A letter detailing the outcome of the investigation will be sent to the ITC manager by CITB's Approval and Compliance Manager. This will include any actions required by the Internet Test Centre. Centres will not be provided with or entitled to a copies CITB's investigation reports or supporting documents. CITB will endeavour to deal with all investigations as quickly as possible and normally the investigators will, where practical, carry out the investigation remotely and the process will be concluded within 28 days. However, if further enquiries are required, then arrangements will be made for the centre to be audited and interviews conducted with the people involved. Wherever possible, we will aim to complete the investigation in 40 days. However, on occasions the investigation may take longer. CITB reserves the right to extend the amount of time to conclude an investigation to ensure thorough and appropriate action can be taken.
85. In the event of any withdrawal of approval (voluntary or not) you must ensure Candidates are not disadvantaged.
86. You must make provision for all paperwork to be stored and accessible for a period of two years.
87. If you fail to co-operate with CITB at any stage of the investigation process, this will result in any suspension being extended or termination of the Internet Test Centre.
88. If anyone is implicated in a case of malpractice that is upheld, their CITB approval will be removed for all ITC's approved by CITB.
89. If CITB must carry out re-training because of malpractice the ITC shall be liable for the cost of the re-training.

90. If, in the reasonable opinion of CITB, widespread malpractice, maladministration and/or fraud has occurred at an address/premises, that address/premises will no longer receive ITC approval for the delivery of the Health, safety and Environment Test. This could include, but is not limited to, an address of an Internet Test Centre who has previously been terminated for malpractice, maladministration and/or fraud and may impact on other CITB products.
91. CITB will seek to recover the costs of any investigation where in the reasonable opinion of CITB malpractice/maladministration or fraud are proven.

Conflicts of interest

92. You are required to maintain an up-to-date conflict of interest policy and a log that details the conflict and mitigation taken to manage conflicts.
93. A conflict or perceived conflict can be defined as a situation in which a person has a private or personal interest, sufficient to appear to influence the objective exercise of his or her official duties as, for example, an administrator's family member or a company employee.
94. Administrators who work for more than one ITC must declare this information to any new or existing ITC.
95. Details of any conflict of interest must be recorded on the ITC's conflict of interest log and be made available to the quality consultant for audit on the annual audit.

Code of conduct

96. CITB expects its staff to conduct themselves with integrity, impartiality, and honesty. Dealings with customers are expected to be completed sympathetically, efficiently, promptly (within stated timescales, where applicable) and without bias.
97. This behaviour is also expected to be reflected by the Internet Test Centre's staff and associated personnel in their dealings with CITB staff. As a result, CITB will take appropriate action if this is found to fall below our expectations.

Modern slavery

98. Section 54 of the Modern Slavery Act 2015 sets requirements for large, commercial organisations to produce an annual slavery and human trafficking statement. CITB's statement is published on the CITB website at www.citb.co.uk.
99. Any Internet Test Centre that meets the requirements set out in Section 54 of the Modern Slavery Act 2015 would be required to have in place a statement covering the areas listed in the Act.
100. For smaller organisations, it is expected that you are aware of the steps being taken by CITB in this area and will be familiar with the contents of the Act, taking reasonable actions to comply.

Use of languages

101. ITC staff must be able to make and understand intelligible announcements in English during the test if required and to liaise with CITB staff.
102. Interpreters and translators must not be used for any part of the test; however, a number foreign language voiceovers are available to candidates and can be requested at the time of booking the test.

Withdrawal of approval

103. If you wish to withdraw from approval, you must ensure that you have:
- Given CITB appropriate notice, as detailed in the agreement in writing, prior to taking any action
 - Completed all testing prior to closure
 - Made provision to store all records for a period of one year after termination.
 - Allow access to CITB if the ITC is closing.

Appeals, complaints and enquiries

104. You must have a publicly available, documented complaints and appeals policy and procedure in place and be able to demonstrate how Candidates are informed of the process.
105. The procedure must have a formal process, with documented timescales and an opportunity for escalation if the appeal is not resolved.
106. All appeals must be formally acknowledged upon receipt, and conclusions formally communicated to all those involved at the close of the appeal.
107. Candidates must exhaust your appeal process prior to involving CITB. CITB will, in any event, always ask for the centre's conclusion to any appeal prior to commencing its own review.
108. If the complaint or appeal cannot be resolved by the Internet Test Centre, the dispute should be put in writing to:
- Approval and Compliance Manager
CITB Quality Assurance Team
Sand Martin House
Peterborough
PE2 8TY
109. Your appeal will normally be heard within 10 working days of receipt. The nature and complexity of the appeal may necessitate this period being extended. Unless alternative arrangements have been made with the agreement of the quality and verification manager, any decision (and resultant action) will remain in place until the appeal decision has been communicated to you in writing.
110. You must record and make available for audit, during your quality consultant's audit, any complaints or appeals made at your Internet Test Centre since your last quality audit.
111. If you have any enquires regarding CITB Internet Test Centre tests, please contact our customer co-ordinator team who will assist you with your enquiry. You can contact the customer co-ordinator team on 0344 994 4020 or itc@citb.co.uk

Appendix 1 –Internet Test Centre approval criteria

Management systems

Reference	Approval Criteria	Examples	Risk
1.1	<p>Annually reviewed policies are in place that detail how the Internet Test Centre will operate effectively and meet the agreed requirements for the Internet Test Centre scheme</p> <p>(All changes are communicated to the relevant parties - Candidates, staff and CITB)</p>	<ul style="list-style-type: none"> • Quality management system detailing how you monitor your ITC provision • Booking process • Safeguarding (where appropriate) • Appeals and complaints • Organisational chart (showing delivery and management of scheme) • Reasonable adjustments and special considerations • Invigilation of testing • Health, safety and welfare • Malpractice, maladministration and counter fraud • Whistleblowing • Equal opportunities and diversity (EO&D) • General data protection Regulation (GDPR) • Modern slavery • ICO Registration Booking process • Safeguarding • CCTV Policy • Conflicts of interest • Internal quality assurance documents 	CAR
1.2	<p>Insurances are in place to the values not less than those set out in the Form of Agreement.</p>	<p>Evidence of valid:</p> <ul style="list-style-type: none"> • employer liability • public liability • professional indemnity 	IAR
1.3	<p>The Internet Test Centre carries out and records due diligence checks for delivery staff to ensure suitability and that they meet the requirements of the Scheme Rules</p> <p>Evidence of these checks and staff details and qualifications are available for audit</p>	<ul style="list-style-type: none"> • Records of checks made • Administrators Certificates • Declarations from staff confirming their understanding of scheme rules 	CAR
1.4	<p>The Internet Test Centre keeps CITB up to date with any changes that could affect delivery or status of the Internet Test Centre.</p>	<ul style="list-style-type: none"> • Records of updates provided • Scheme rules • Notifications to CITB of material changes to centre status • See Appendix 3 for further detail 	CAR

1.5	The Internet Test Centre must maintain auditable, accurate records and provide access to CITB on request (including Internet Test Centre premises, training delivery locations and staff)	For all testing you must have: <ul style="list-style-type: none"> • Test logs • Candidate information • Quality assurance • CCTV • Logs of any tests booked with less than 48 hours' notice. 	IAR
1.6	The Internet Test Centre has clearly written operating procedures, covering all aspects of test 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	<ul style="list-style-type: none"> • Operating procedures related to Internet Test Centre delivery • Conflict of interest's policy • Organisational chart • Appeals & Complaints 	CAR
1.7	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	Evidence of closure of actions <ul style="list-style-type: none"> • Meeting minutes • Changed processes • Improved records 	CAR

Appendix 1 –Internet Test Centre approval criteria

Resources

Reference	Approval Criteria	Examples	Risk
2.1	Sufficient qualified staff are in place to meet the demands of delivery, as specified in the Scheme Rules	Number will be determined by: <ul style="list-style-type: none"> • Testing numbers • Scheme Rules 	IAR
2.2	Internet Test Centre staff have clearly defined roles, are aware of their responsibilities and are kept up to date with relevant changes Relevant CPD activities are undertaken and recorded for Internet Test Centre staff	<ul style="list-style-type: none"> • Role descriptions • Organisational chart • CPD Records • Meeting minutes and/or records of internal communication 	CAR
2.3	Required physical resources, listed by the Scheme Rules, are in place and meet any given specification Current UK health, safety and welfare regulations are followed, along with any relevant best practice	<ul style="list-style-type: none"> • Physical resources, as directed by the Scheme Rules • Testing facilities 	CAR
2.4	Health, safety and welfare systems are in place to protect Internet Test Centres staff, Candidates and others. These are reviewed and maintained	Risk assessments <ul style="list-style-type: none"> • Method statements • Health and safety policy • Health and safety audits and records of updates • Maintenance records 	IAR

Appendix 1 –Internet Test Centre approval criteria

Candidates

Reference	Approval Criteria	Examples	Risk
3.1	<p>All Candidates undergo test suitability and, where any special requirements or reasonable adjustments are required, records are kept</p> <p>Any identified needs are recorded. The CITB equal opportunities and reasonable adjustments policy and Scheme Rules are followed, where possible, to provide fair access</p>	<ul style="list-style-type: none"> Records of any adjustments made. 	CAR
3.2	<p>Candidates are given accurate information relating to the test being completed Accurate records are kept (including Candidate ID)</p>	<ul style="list-style-type: none"> Records of Candidate information 	CAR
3.3	<p>ITC staff must be confident in English language.</p>	<ul style="list-style-type: none"> Internal QA monitoring records of delivery 	IAR
3.4	<p>Candidates are made aware of the organisation's appeals and complaints procedure. Access is given without the need for request</p>	<ul style="list-style-type: none"> Complaints and appeals procedures Candidate pre-test information records Feedback from employers and Candidates Records of appeals and complaints 	CAR

Appendix 1 –Internet Test Centre approval criteria

Quality management systems

Reference	Approval Criteria	Examples	Risk
4.1	<p>Quality management systems and processes are clearly documented and cover all aspects of the organisation's processes.</p> <p>See Appendix 4 for QMS content.</p>	<p>QMS systems that monitor</p> <ul style="list-style-type: none"> • staff requirements • candidate induction • test delivery • internal quality assurance • candidate and employer experience 	CAR
4.2	The Internet Test Centre has in place a Chief Administrator to carry out quality monitoring activities.	<ul style="list-style-type: none"> • Staff requirements, as stated in the Scheme Rules 	IAR
4.3	Records of quality monitoring are maintained in line with agreed QMS requirements and auditing, and are available for review	<p>Quality monitoring records.</p> <ul style="list-style-type: none"> • quality policy • audit plans and schedules • audit reports and actions • observations of delivery • candidate interviews 	CAR
4.4	Quality monitoring activity ensures that Scheme Rules are consistently followed by the delivery team	<ul style="list-style-type: none"> • Records of testing delivery • Quality monitoring records 	CAR up to IAR
4.5	<p>Quality monitoring systems and processes are regularly reviewed, with improvements made, where needed</p> <p>Actions from CITB quality interventions are actioned and used to update internal processes to avoid repetition or reoccurrence</p>	<ul style="list-style-type: none"> • Evidence of review and updates of quality systems • Evidence of closure of agreed CITB quality interventions 	CAR

Appendix 1 – Internet Test Centre approval criteria

Records

Reference	Approval Criteria	Examples	Risk
5.1	The Internet Test Centre reviews test related statistical data, making changes, if required, to overcome any identified barriers or possible discrimination	Evidence of data collection, review, and relevant changes, for example: <ul style="list-style-type: none"> • data review • meeting minutes • procedure changes 	CAR
5.2	The Internet Test Centre collects and records candidate feedback This is regularly reviewed and used to improve the quality of delivery	Evidence of: <ul style="list-style-type: none"> • candidate feedback • record of changes made • action taken because of feedback 	CAR
5.3	The Internet Test Centre will have a process that ensures Candidates are made aware of the requirement to provide photographic identification.	Evidence of: <ul style="list-style-type: none"> • process and procedure • staff training records 	CAR
5.4	The Centre will capture evidence of Candidate photographic and I.D identification and must include as a minimum. ID Description. Last 4 numbers of the identification or photocopy of identification should there be no identification numbers.	Evidence of. <ul style="list-style-type: none"> • Photographic Identification Log • Test log completion 	CAR

Appendix 2 – Corrective actions

Upon the conclusion of a CITB quality intervention, where it has been found that the centre is not compliant with Appendix 1, CITB will issue a corrective action. The corrective action will be based on an aggregate of each of the non-conformances identified during the intervention.

Corrective Actions Required (CAR)– Action Plan

This will not affect the Internet Test Centre's ability to deliver tests. An action plan will be issued by the CITB quality consultant, detailing the required action to be undertaken to become fully compliant with the approval criteria. This will be time-bound with clear target dates for completion.

Immediate Action Required (IAR) - Suspension of Test Centre status

Due to the severity of the non-compliance, the Internet Test Centre will have, where possible, time-bound actions that will be provided by the CITB Quality Consultant. These actions must be fully implemented before re-instatement.

Persistence and reoccurrences

In situations where you fail to meet a given action or consistently demonstrate the same shortfall, CITB reserves the right to escalate the level of action applied to the organisation status.

For the avoidance of doubt, this also includes repeated instances of the same non-compliance

Appendix 3 – Notifications to CITB of material changes

Example reasons to update CITB

The items listed below are to provide an indication of possible incidents that would require an ITC 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 Approved Training Organisation, company or organisation.
- Any insolvency or bankruptcy proceedings.
- There has been a loss or theft of, or a breach of confidentiality in, Approved Training Organisation records (for example, delivery and administration).
- The Approved Training Organisation 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 Directory.
- Loss of key Approved Training Organisation staff that will limit or prevent the delivery of approved product categories (Assured, CITB products and Recognised).
- The Approved Training Organisation has issued incorrect results or certificates.
- The Approved Training Organisation 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.
- A third party awarding organisation has rescinded qualifications and/or certificates.
- A qualification or certificate has been returned as a result 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 Organisation staff.
- The Approved Training Organisation 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 Organisation 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 4 – The nine key areas of a QMS Structure:

1. Quality objectives

- The vision of the Company to implement and deliver HS&E tests to the requirements of CITB and satisfaction of the customer.

2. Quality manual

- Describe the scope of your QMS
- Detail requirements of the testing process
- Reference specific quality procedures used within the organisation
- Provide documentation of critical process via flow charts
- Explain the centres quality policies and objectives

3. Organisational structure and responsibilities

- Personnel
- Equipment
- Information systems
- Tools for test delivery
- Facilities
- Process controls
- Documents and records

4. Data management

- Customer satisfaction
- Supplier performance
- Process monitoring
- Non-conformances identified
- Trends
- Preventative or corrective action

5. Processes

- Centre process
- Process standards
- Methods for measuring success of process
- Gaining a standardised approach for ensuring quality output
- Drive continual improvement

6. Customer satisfaction and product quality

- Satisfaction surveys
- Complaints procedures
- Measuring satisfaction or complaint trends
- Management review of customer satisfaction

7. Continuous improvement

- Quality planning procedures
- Compliance to CITB requirements
- Corrective actions
- Assessment of the QMS

8. Quality of training instruments

- Suitability
- Current requirements
- Maintaining records of training

9. Document control

- QMS
- Testing record retention
- Bookings
- Communications
- Internal quality assurance documentation and activity