

Site Safety Plus

Quality assurance requirements

January 2024



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VERSION CONTROL

ANY TEXT IN THIS DOCUMENT DISPLAYING IN RED ARE THE MOST RECENT UPDATES TO THIS VERSION

Version	Date	Change
March 2022	March 2022	Launch document
January 2024	January 2024	Addition of termination and revocation process Amendments to QMS – App 5. Update to Notifications to CITB of material changes - App 4 Addition of due diligence process – new App 6 Addition of – SSP Self-Assessment documents – new App 7 Addition of -Fair Processing Notice New App 8 All text in RED has been updated.

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Context

1. The Construction Industry Training Board (CITB) is responsible for the awarding of certificates for **the Site Safety Plus scheme**. CITB must be notified of all delegates prior to certification.
2. To ensure the course delivery is robust and meets the requirements set out in the Scheme Rules, CITB will conduct face-to-face and remote quality assurance interventions associated with, but not limited to, the following:
 - **New Provider Approval and due diligence**
 - **Additional** Course approvals
 - Trainer **registrations**
 - Monitoring audits (**announced and unannounced**)
 - Observation of training delivery (**announced and unannounced**).
3. This document has been designed to support the delivery and maintain the quality of the Site Safety Plus suite of training products and should be used in conjunction with the forms of agreement for CITB Site Safety Plus Training Providers and the CITB standard terms "**the contract**" for **Site Safety Plus** Training Providers.

Scope

4. The publications that form the scope of this document are:
 - CITB **Provider Agreement** (standard terms) "**the Contract**"
 - Form of agreement
 - Site Safety Plus scheme rules and published appendices
 - Site Safety Plus Quality Assurance requirements
 - GE publications
 - XA6 delegate workbook and case studies.

How to become a CITB approved **Site Safety Plus Provider**

5. To become a CITB approved training **provider** for Site Safety Plus you must meet the approval criteria listed in this document and demonstrate compliance with the standard terms and conditions, the forms of agreement **and successfully complete the CITB due diligence process**. **Full details of the CITB Due Diligence process can be found at Appendix 6.**
6. You will need to provide evidence of your compliance, against this document, to the Senior Quality Consultant during your approval visit. This will also form the basis of future audit visits and interventions, demonstrating your continued compliance. **To support this, CITB has created a mandatory self-assessment checklist, that must be completed prior to any approval visit. A copy can be found at Appendix 7 of this document.**
7. The approval criteria (Appendix 1) detail the documents, processes and staff you will need to deliver these courses. **This must be used as the focus of your quality management system (QMS).**

CITB Site Safety Plus approval

8. You must be approved by CITB prior to delivering any Site Safety Plus course(s) specific to your approval. CITB will not recognise or certificate any course that is delivered prior to your approval. Your approval is subject to your ongoing compliance with the scheme documentation and contractual agreements.
9. As a Safety **Plus approved provider**, you can deliver the Site Safety Plus course(s) either at your training organisation's premises, at a venue that meets CITB's requirements, as listed below, **or remotely**:
 - Any venue must have welfare facilities **in line with current health and safety legislation**.
 - You must provide a video link to CITB's quality assurance team through either MS Teams, Skype or Zoom **for the delivery of all** courses to allow for remote monitoring.
 - Classroom areas must be appropriate for training, with adequate lighting and ventilation.
 - Each delegate must have a desk with an unobstructed view of the trainer and any presentations.
 - Each delegate must be issued with mandatory course publications in a format of their choosing.
 - Delivery methods should be suitable for the number of delegates on each course.
10. You are accountable for all elements relating to the delivery and quality assurance of the Site Safety Plus course(s) that you have been approved to deliver. Therefore, any element required for the delivery of the course(s) including premises commissioned or conducted through peripatetic or sub-contracted staff is the sole responsibility of the training **Provider** registering and delivering the course(s). You are reminded not to subcontract as per clause **12** of the contract.
11. Examination rooms must meet the requirements (as detailed on page 17) prior to any examination being administered.

Training provider approval documentation

12. During the approval visit, CITB will require policy and procedure documentation on the following to be made available:
 - Quality management system (**QMS**) detailing how you monitor your SSP provision **against the scheme requirements listed in Appendix 1. (Guidance on what should be contained in the Quality Management System can be found in Appendices 5 and 7).**
 - Health, safety and welfare
 - Internal quality assurance process and **audit** sampling
 - Schemes of work and lesson plans to be used by the training staff, developed, and owned by the Provider.
 - **Staff Training, including CPD, certificates, etc.**
 - Booking process
 - Initial assessment documentation and process
 - Reasonable adjustments and special considerations
 - Equal opportunities and diversity (EO&D)
 - Conflicts of interest
 - Appeals and complaints.
 - Organisational chart (showing delivery and management of scheme)
 - Invigilation of examinations
 - Malpractice, maladministration and counter fraud
 - Whistleblowing
 - General data protection Regulation (GDPR)
 - Service level agreements for peripatetic staff
 - Modern slavery
 - ICO Registration

- Safeguarding (where appropriate)
 - **Process for notification of material changes (Appendix 4).**
13. You will also need to make the following information available:
 - Records and supporting evidence for each of your trainers' applications for registration and CPD records
 - Evidence for trainers and quality assurance staff who work and/or hold registration at other training Provider(s)
 - 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 **relevant and verifiable** experience of the Site Safety Plus course(s) to support **Provider staff with** the delivery of the Site Safety Plus suite of courses.
 14. Your approval will allow you to deliver in England, Wales and Scotland. **For Northern Ireland approval, you will need to demonstrate that delegates are sponsored by a GB construction company** (please see Clause 2.3 of the CITB standard terms). **Providers are required to capture a declaration showing that delegates are intending to be employed in the construction industry in Great Britain.**
 15. CITB will provide you with support to assist you in meeting the approval requirements Further support is available through the Senior Quality Consultant team who are based throughout Great Britain. You can arrange an advisory visit (subject to fee) to help you with the approval process by contacting CITB.
 16. Once you have the documents and processes in place and have completed the **self-assessment** you can contact CITB <https://myportal.citb.co.uk/register-online/> to proceed with your application and start the approval process. Following the approval process, you will either be approved, receive an action plan or be declined for approval.
 17. Approval is given when all the requirements have been met, and your contract has been signed by CITB and your organisation. Once this is in place you can then start notifying and delivering the course(s) for which you have been approved.
 18. Summary approval will be issued where there are minor updates required that, 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 training **Provider'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 with 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 Site Safety Plus course(s) 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.

CITB Quality Assurance audits and monitoring

20. All Site Safety Plus Providers 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 **per annum**:
 - Face-to-face or **remote** desk-based audits.
 - Face-to-face or **remote** desk-observations of training.
 - Delegate and Trainer interviews.

21. **Provider** audits will form part of the CITB quality assurance arrangements. These will be carried out to review **the Provider's QMS activity and procedures to gain assurance this is sufficient to ensure compliance with all published Site Safety Plus requirements**. The audits will be carried out by a member of the CITB quality assurance staff. **For announced audits, a member of the quality assurance team will contact you no less than 10 working days before the proposed audit date.** This will be to confirm the arrangements for the audit.
22. Once agreed, formal notification of the audit will be sent to the named contact at the Provider. If, in the interim you wish to cancel this prearranged 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 Site Safety Plus approval status may also be suspended until the audit has been carried out.
23. **The Provider is required to supply documentation and access as agreed in the audit plan, and any failure to provide the required information as requested may result in the Provider being suspended until the documentation is provided. If the Provider has any difficulties complying with the audit plan requirements, they should contact their Senior Quality Consultant to discuss.**
24. There are Three Outcomes from an audit, Compliant, Corrective Action Required (CAR) or Immediate Action Required (IAR). An IAR will result in the Provider being suspended immediately.

Compliant – indicates that through the Provider QMS and/or by related internal procedures, a satisfactory level of assurance has been attained based on the audit sample and has met the published standard. No further action by the Provider is required.

Corrective Action Required (CAR) – this will not affect the Provider's ability to continue to deliver the SSP product. 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 Provider to become compliant.

The Provider 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 Provider is compliant.

Immediate Action Required (IAR) – Due to the severity of the non-compliance identified, the Provider 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 Provider to full compliance. The Provider 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 Provider is compliant. If the Provider is compliant the suspension will be lifted. If the Provider is still found to be non-compliant, further actions including potential termination may be taken in accordance with the scheme rules and Standard Provider Agreement.

25. **The Principle/ Managing Director and/or the nominated Provider contact (if different), will each** 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 Provider.
26. CITB may, from time to time, undertake unannounced or short notice audits to minimise the risk of breaches in the provision of delivery requirements and/ or unsubstantiated achievements for certification. If access is not provided to premises, people, and records, CITB will immediately suspend your Provider approval.

27. 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.

Trainer requirements

28. All **Providers**, approved by CITB to deliver the Site Safety Plus suite of courses, **must only** use trainers that are registered to their organisation. Trainers must be suitably qualified and meet the trainer criteria (as detailed in paragraphs 31 and 32). CITB will audit all records during the trainer registration process to ensure the training Provider has applied due diligence to the application for registration of their trainers. Trainer registration applies to all trainers, even those trainers who hold a registration with other **site safety plus providers**.
29. It is the responsibility of the training provider to hold the relevant documentation, including, but not limited to:
- A verifiable CV (*CV verification is the process where the information provided by the candidate in their CV is validated, and the authenticity of the information is verified*)
 - Records of your decision to apply for trainer registration including your due diligence to support the application.
 - Appropriate qualification certificates
 - Records of current and relevant CPD.
30. Where a training Provider submits a trainer application that does not meet the requirements and/or the CV does not demonstrate experience in the reasonable opinion of CITB, a professional interview will be required at a cost to the training **provider**. This will be carried out by video link within 10 working days of the request for **an interview**. **CITB will decide based on the information provided during the interview to either approve or decline the application. This decision is final and not subject to any further appeal.**

Trainer qualifications¹

31. To deliver any of the Site Safety Plus suite of courses, trainers must hold at least one of the following qualifications: (*For specialist courses see Footnote 2*)
- NEBOSH Health and Safety Management for Construction (UK)
 - NEBOSH National Certificate in Construction Safety and Health
 - NEBOSH Diploma in Occupational Safety and Health
 - **Level 3 (S)NVQ** in Occupational Safety and Health
 - **Level 4 Health and Safety Management for Construction (UK)**
 - NEBOSH National Diploma in Occupational Health and Safety
 - Diploma Safety Management Level 6
 - NCRQ in Occupational Health and Safety level 6.
32. As well as one of the above qualifications where applicable², trainers must also hold the following:
- A formal teaching/training qualification, equivalent to a Level 3 Award in education and training (AET) or CITB recognised exemption. (See Appendix 3 of this document.)
 - For new trainers, a current certificate³ at or above the level of the SSP course the trainer is delivering must have been achieved. (See paragraph 33 for lapsed registrations and certification.)

¹ There may be additional trainer requirements for specialist courses. **These trainer requirements are detailed within the Site Safety Plus Scheme Rule appendices or the Trainer Competency matrix.**

² For SEATS, TWCTC, TWSTC, TWCTC-R and Tunnelling courses the trainer qualifications listed above are good practice but not mandatory. For mandatory trainer requirements please review the relevant course appendix.

³ The SMSTS certificate will be accepted for ABC, HSA, SSSTS, SMSTS(R) and SSSTS(R)

- For existing active trainers, there is no requirement to have a current SSP course achievement but must have demonstrable CPD records in lieu of a current course certificate.
33. Trainers whose certification has expired and who do not hold a current registration **at a Site Safety Plus Provider**, will be required to attend and achieve the Site Safety Plus course(s) at or above the level they wish to deliver, prior to gaining registration, as well as obeying all prevailing scheme rules.

Occupational competence and experience

34. Trainers for the Site Safety Plus suite of courses must be able to demonstrate a minimum of three years occupational experience in a construction management role, through a verifiable CV. This means the CV must demonstrate the level of responsibility held by the applicant within a management role commensurate with the course(s) they wish to deliver. For the avoidance of doubt, experience must demonstrate accountability for site health and safety or site management/supervision. (Health and Safety Advisors and/or consultants do not meet this requirement).
35. **For the Health and Safety Awareness course, trainers must be able to demonstrate 2 years of verifiable construction industry experience at or above the level of the health and safety awareness course, which could be health and safety advisors and/or consultants. For the avoidance of doubt this would not include individuals who do not have construction site experience.**

Essential

- Verifiable construction management career history, references and endorsements.
- Teaching qualifications or a CITB recognised exemption.
- A health and safety qualification (as listed in paragraph 31).

Desirable

- A current recognised construction scheme card.
 - Construction-related qualifications (NVQ, craft and advanced craft, HNC, HND, etc.).
36. Failure to meet the essential requirements will result in your application being declined. (See paragraph 30).

Internal Auditing and Quality Assurance Requirements

37. Internal Auditing

All Approved Site Safety Plus Providers are required to carry out internal quality assurance. It is not acceptable to rely upon CITB to provide you an assurance. Moreover, you should be providing an assurance, through your own arrangements of the robust delivery of training and testing by your organisation, to CITB.

For clarity, this Internal Auditor must not audit their own work. Persons responsible for this activity, must have sufficient authority to carry out this role. They must also be able to demonstrate a thorough and detailed knowledge of the SSP product requirements and all provider processes that relate to the delivery of the Site Safety Plus suite of courses.

CITB recommends using the BS/EN/ISO 9001 principles for managing your arrangements and can provide guidance on how to set up your system (Appendix 5). The Requirements for Site Safety Plus Providers is set up to support this approach.

CITB will review your quality assurance arrangements and report on your quality management systems including, specifically.

- **Intent**
This includes how you intend to implement and manage your quality management system and how the management support the quality system.
- **Implementation**
How you are delivering on your documented intent, e.g., are you doing what you said at the approval?
- **Effectiveness**
Looks at the quality management system and asks simply 'is it working effectively'.

Continuous professional development (CPD)

38. Training Providers are required to maintain records and keep up-to-date continuous professional development (CPD) of their registered trainers as part of the audit process. Additionally, all registered trainers **must** support the training **Provider** in meeting this requirement.
39. Attendance of any standardisation event that CITB delivers pursuant to good practice for Site Safety Plus.
40. CPD evidence can be demonstrated using records supplied to maintain membership of:
 - IOSH
 - IEMA (Site Environment Awareness Training (SEATS) only)
 - the relevant institution for the course being delivered.
41. **CPD activities must also demonstrate how and when trainers have maintained their knowledge of the requirement listed for the Site Safety Plus courses they are delivering.**
42. For trainers that are not members of the above organisations, CPD **must be sufficient and not less than 35 hours to provide an assurance that a trainer has the appropriate knowledge to deliver the suite of training in the site safety plus suite of courses.**

Delivery definitions

43. You are responsible for ensuring that you register the correct course delivery method as defined below.
44. Failure to notify the correct delivery method will result in the course not being recognised and certificates not being issued.
45. CITB will treat non-conformance of this requirement as maladministration that could result in the suspension or termination of your approval.
46. For the avoidance of doubt, remote and face-to-face course delivery cannot be blended.
47. Providers must ensure that registered trainers are supplied with and must always display photographic ID badges when delivering courses.

Course delivery definitions (classroom face-to-face)

48. A course that is registered as classroom face-to-face event can be delivered at the training Provider's address or a nominated venue detailed in the course notification form.

49. The trainer and delegates will be physically present in the same room (except breakout sessions) for the entirety of the course.
50. CITB paper-based examination papers will be used for the end of the course assessment.
51. Trainers and Training Providers will maintain course attendance logs including start and finish times for each day of the course and retain the record for sampling by CITB's quality team.
52. If in CITB's reasonable opinion, it finds the published SSP and/or Assurance Requirements have not been followed, the Provider will be prohibited from delivering remote courses for a period of not less than 6 months, and subject to the satisfactory completion of a non-conformance report.

Course delivery definitions (remote delivery)

53. Remote delivery must be hosted in Great Britain. The registered trainers must be in GB, unless prior approval has been sought by the Provider to deliver from outside of GB and this request has been approved by CITB.
54. A course that is delivered using online communications through a video link, e.g., Skype, Microsoft Teams, Zoom. CITB's preferred option is Microsoft Teams, as this offers a wide range of functionality.
55. The remote course must be delivered to delegates who are located at separate venues, e.g., home or work, and have an internet connection through a **webcam enabled** individual laptop or computer. Delegates that work for the same organisation can attend the course together, provided the course is accessed by individual **webcam enabled** laptops or computers. **Mobile phones are not acceptable as the only device a delegate can use. Any device used must support a clear view of the delegate and surrounding desk area.** The delegates must **not** be brought together by the training Provider or intermediary into one location.
56. The trainer must also be remote to the delegates for the delivery of the course. This is defined as a different location/address.
57. **If in CITB's reasonable opinion, it finds the published SSP and/or Assurance Requirements have not been followed, the Provider will be prohibited from delivering remote courses for a period of not less than 6 months, and subject to the satisfactory completion of a non-conformance report.**

Course registration and documentation (Face-to-face classroom delivery)

58. All course(s) must be notified to CITB by accurately completing, in full, the course notification form and emailing this to sitecourses@citb.co.uk at least two working days prior to the first day of the course, unless specific course appendix states a different timescale. Courses that are not notified within two working days of commencement will not be recognised by CITB.
59. **There must be an ability for CITB's quality team to join the course, including the examination, by video link. The link must be included on the course notification form. To minimise administration, the link must be self-supporting and allow access without the need of additional Provider intervention, e.g., calls from the Senior Quality Consultant to the Provider or trainer to establish a link.**
60. **A new video link must be created for any changes to existing course notification forms which results in changes to the booking and means the existing video link would not work. You must include your CITB Senior Quality Consultant into the video link for the duration of the course by email to quality.assurance@citb.co.uk including the course notification number and centre name in the subject bar of the email. Failure to give access to the course via a useable video link will result in the Provider being suspended.**

61. The trainer must at the commencement of the course explain to the delegates that CITB may join by video link to observe the course for quality assurance purposes. The course delivery observed by the video link will not be recorded or used for any other purpose other than creating a link for CITB to observe. Screen shots may be taken by the Senior Quality Consultant to support any audit decisions. The trainer must also make it clear to delegates when CITB have joined by video link.
62. CITB quality staff will continue to make physical visits to Training Providers and training courses, as well as making best use of online methods of communication.
63. If the notified course will not take place, you are required to cancel the notification with CITB sitecourses@citb.co.uk as well as quality.assurance@citb.co.uk before the planned commencement of the course. This includes out of hours and weekend courses. Failure to cancel the course will incur charges if the Senior Quality Consultant has an unsuccessful visit or intervention.
64. You will receive a course notification number that must be used in all correspondence, as well as an examination paper number for the notified course. All examination papers are controlled documents and **must only** be used for the examination of the course. Providers must ensure that they are using the most up to date version of the exam papers, which can be downloaded from the SharePoint site.
65. Old versions of examination papers must be destroyed and not used as mock papers in any event. If this practice is identified during quality interventions, this will constitute malpractice and/or maladministration.
66. The current exam papers **must not** be used as a mock test in any event.
67. Certificates will not be issued for any course that is not registered and does not have a valid course notification number.
68. You must complete a Delegate Information Form (Section A) and Course Results Form in full for **each** delegate on the course. The delegate Information form must be signed (**wet ink signature**) by the delegate and the course results form must be signed (**wet ink signature**) by the trainer. Copy and paste signatures will not be accepted. Failure to complete the forms correctly will result in the paperwork being returned and the course certification being delayed and possible quality assurance intervention where this is persistent.
69. **All delegate's results must be reported, including any delegate that fails the course.**
Providers must not enter 'Resit Required' on the Course Result Form.
70. Where CITB identify errors on submitted course paperwork, you have 10 working days to correct the errors and return the paperwork to CITB. Failure to return the paperwork within these timescales will result in the Provider being suspended.
71. You must ensure that you have the appropriate number of publications to support the course delivery. Each delegate must receive a copy of their own publication, **in a format of their choice**, on the first day of the course. This must include tokens for E copies of the publications, where used and they must be able to retain these on completion of the course.
72. You must be able to reconcile, on request, the publications purchased against course delegates to demonstrate that you have arranged copies of the correct publications. You must request a signature from the delegate confirming receipt of their publication.

(To order publications email publications@citb.co.uk. Please be aware that publications are printed to order and require 10 working days for printing and dispatch.)

Course registration and documentation (Remote delivery)

73. All course(s) must be notified to CITB by accurately completing, in full, the Course Notification Form and emailing this to sitecourses@citb.co.uk at least two working days prior to the first day of the course. (Refer to course appendices for different notification timescales.) Courses that are not notified within two working days of commencement will not be recognised by CITB.
74. There must be an ability for CITB's quality team to join the course, including the examination, by video link. The link must be included on the course notification form. To minimise administration, the link must be self-supporting and allow access without the need of additional Provider intervention, e.g., calls from the Senior Quality Consultant to the Provider or trainer to establish a link.
75. A new video link must be created for any changes to existing course notification forms which results in changes to the booking and means the existing video link would not work. You must include your CITB Senior Quality Consultant into the video link for the duration of the course by email to quality.assurance@citb.co.uk including the course notification number and centre name in the subject bar of the email. Failure to give access to the course via a useable video link will result in the Provider being suspended.
76. Providers are required to keep records of remote course duration and delegate attendance from the hosting platform (Zoom, Skype, MS Teams all produce these details) – which are then available upon request by the Senior Quality Consultant.
77. If the notified course will not take place, you are required to cancel the notification with CITB sitecourses@citb.co.uk as well as quality.assurance@citb.co.uk before the planned commencement of the course. Failure to cancel the course will incur charges if the Senior Quality Consultant has an unsuccessful intervention.
78. You will receive a course notification number that must be used in all correspondence, as well as an examination paper number for the notified course. All examination papers are controlled documents and **must** be used **only** for the examination of the course.
79. The exam paper **must not** be used as a mock test in any event.
80. Certificates will not be issued for any course that is not registered and does not have a valid course notification number.
81. You must complete a Delegate Information Form (Section A) and Course Results Form in full for **each** delegate on the course.
82. The Delegate Information Form must have a valid individual email address that is unique to the delegate **and used for the online exam and electronic publication key**. Group email addresses are not acceptable.
83. The Course Results Form must be signed by the trainer. Failure to complete the forms correctly will result in the paperwork being returned and the course certification being delayed and possible quality assurance intervention where this is persistent.
84. Where CITB identifies errors on submitted course paperwork, you have 10 working days to correct the errors and return the paperwork to CITB. Failure to return the paperwork within these timescales will result in the Provider being suspended **and subject to an appropriate action plan**.
85. **All delegate's results must be reported, including any delegate that fails the course. Providers must not enter 'Resit Required' on the Course Result Form.**

86. You must ensure that you have the appropriate number of publications to support the course delivery. Each delegate must receive a copy of their own publication, **in a format of their choice**, on the first day of the course. This must include tokens for E copies of the publications, where used and they must be able to retain these on completion of the course.
87. You must be able to reconcile, on request, the publications purchased against course delegates to demonstrate that you have arranged copies of the correct publications. You must request an email in lieu of a signature from the delegate confirming receipt of their publication.

Delegate numbers

88. You must not deliver a course with **more or less delegates** than stated in the table below. Failure to comply with the mandatory minimum and maximum delegate numbers will result in the course not being certificated **these delegate numbers are not subject to appeal**. CITB would recommend as good practice that you work to a minimum number of six, so that if you have cancellations, you do not fall below the absolute minimum number detailed in the table below.
89. If a delegate pulls out during the course and the numbers fall below the published minimum the course must not continue until the minimum numbers are restored. For the avoidance of doubt, **it is not acceptable to add Provider's staff members or other registered trainers onto courses for the purpose of meeting minimum delegate numbers**.
90. For courses that are notified as remote delivery the minimum and maximum numbers are shown below in brackets. Where there are no bracketed numbers, the course is not approved for remote delivery. (Remote and face-to-face course cannot be blended).

Course code	Site Safety Plus course	Min no. of delegates	Mandatory or Recommended	Max no. of delegates	Mandatory or Recommended
HSA	Health and Safety Awareness	4 (4)	Recommended	20 (12)	Mandatory
SSSTS	Site Supervision Safety Training Scheme	4 (4)	Mandatory	20 (12)	Mandatory
SSSTS-R	Site Supervision Safety Training Scheme – Refresher	4 (4)	Recommended	20 (12)	Mandatory
SMSTS	Site Management Safety Training Scheme	4 (4)	Mandatory	20 (12)	Mandatory
SMSTS-R	Site Management Safety Training Scheme – Refresher	4 (4)	Recommended	20 (12)	Mandatory
DRHS	Director's Role for Health and Safety *	4(4)	Mandatory	12 (12)	Mandatory
SEATS	Site Environmental Awareness Training Scheme	4 (4)	Mandatory	20 (12)	Mandatory
TWSTC	Temporary Works Supervisor Training Course	4 (4)	Mandatory	20 (12)	Mandatory
TWCTC	Temporary Works Co-ordinator Training Course	4 (4)	Mandatory	20 (12)	Mandatory
TWCTC-R	Temporary Works Co-ordinator Training Course	4(4)	Recommended	20(12)	Mandatory
TSTS	Tunnelling Safety Training Scheme	4 (4)	Recommended	20 (12)	Mandatory

*Pre-course eLearning required

Course attendance

91. Delegates are required to show original photographic identification (refer to photo ID guidance for SSP courses on the training provider portal) prior to the commencement of the course. The delegate must be notified of this requirement at the point of booking. See Site Safety Plus scheme rules for more detail.

92. It is the responsibility of the Training Providers to ensure that all prerequisites are in place prior to the delegates starting any course with specific pre-course requirements e.g., **Director's Role for Health and Safety (2021), which requires all delegates to have completed a pre-course eLearning module**. Providers should ensure that joining instructions are managed and supported within their Quality Management Systems (QMS).
93. Delegates are required to attend the full course. Failure to complete the full course will result in them failing and, as a result, they will not receive a certificate.
94. If a delegate is indisposed, in extenuating circumstances (such as bereavement or certified illness), the delegate may enrol on a new course to cover the missing days, provided the same training Provider is used, to ensure consistency of the course delivery. This must be carried out within 90 days of the last day of the delegate's attendance. If the requirement of the same training Provider cannot be met, advice should be sought from CITB before proceeding quality.assurance@citb.co.uk

Refresher course attendance

95. You must ensure that any delegate attending a refresher course has a certificate that is current and valid prior to them attending.
96. Failure to attend a refresher course prior to the certification end date will require the delegate to complete the full course.
97. If a delegate does not meet the entry requirements for the refresher course, they will not be certificated. It is the responsibility of the training Provider to confirm delegates meet the requirements to sit on a refresher course.

Delivery methodology

98. You must ensure that your trainers 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 courses for your centre. You must be able to demonstrate that you have confirmed this requirement with each trainer and hold a record of the confirmation in a signed declaration.
99. The training Provider must own the schemes of work and lesson plans for each course and issue them to all the Provider's registered trainers for the delivery of the course(s).
100. Courses must be delivered in accordance with the specific course scheme rules and scheme of work. Any significant proposed programme changes must be submitted to the CITB SSP development team (sitesafetyplusdevelopmentteam@citb.co.uk) prior to course delivery, at least 21 days before the course start date. The published scheme of work must remain in place, but an example of changes that will be considered are those which supplement the delivery for specific specialisms within industry.
101. The training Provider is accountable and must be able to demonstrate how lesson plans map to CITB schemes of work for each course. This will be reviewed as part of the audit process.
102. All trainers must work to the Provider's lesson plans and agreed schemes of work to ensure consistency. Trainers must always deliver the training Provider's approved content.
103. CITB's quality assurance team will review all lesson plans and schemes of work during the approval **process. These resources will also be subject to review during quality interventions as required.**
104. Both the trainer and Provider are responsible for checking a delegate's suitability to attend the course **(as detailed in the course appendices)** and their ability to achieve the course through an

initial assessment. **Where available** CITB recommends the ‘what you should know’ test at the very start of the course **and that the result of the test forms part of the initial assessment to undertake the course.**

105. All delegates must undergo initial assessment to accurately identify course suitability **and records must be kept.** Where any special requirements or reasonable adjustments **are required, these must also be detailed and available for audit.** See also para 131.
106. You must ask the delegate if they have any special assessment requirements and make necessary arrangements to meet their needs prior to the course commencing.
107. You must manage and maintain a suitably qualified and competent workforce, as defined by this document, to effectively deliver the Site Safely Plus course(s) that you are approved to deliver.
108. There must be resources in place to support the delivery of the course(s), including stationery, the venue or training room and welfare. **Consideration must also be given to systems and IT equipment to support remote delivery and quality interventions including Wi-Fi and bandwidth.** The support materials for the course must be up-to-date and of a good quality.
109. You must maintain records of delegate course attendance using a signature sheet or signed register for each day of the course. The sheet must include start and finish times for each day.
110. You must maintain accurate records that support the trainer’s decisions to certificate the delegate. This will include, but is not limited to:
 - course assessment reports
 - examination results and answer streams
 - an attendance registers
 - evidence to support course exercises
 - evidence to support the trainer review decision
 - **For remote delivery – records of course duration and delegate attendance from the delivery platform (e.g., Zoom, MS Teams all produce these details).**
111. You must deliver the number of days and required minimum hours appropriate to the course, as defined by CITB. For the avoidance of doubt, trainers and Training Providers cannot reduce the time requirements for a course based on the delegates knowledge or the trainer’s opinion.

Examination requirements

112. The examination invigilator is responsible for setting up the room, as detailed below (see paragraph 113) and within your quality management system. The invigilator may ask the delegates to leave the room whilst this is completed.
113. Examination rooms must meet the following requirements, prior to any examination being administered:
 - They must be suitably quiet, in an undisturbed location, with adequate space, lighting and ventilation
 - There must be a minimum of 1.25 m between delegates (so they cannot see each other’s work)
 - There must be a clean desk environment, with no notes, pads, course materials, etc. visible
 - Posters or display materials, which may assist the delegates, must not be visible (except for emergency signage)
 - A clock must be visible to all delegates.
114. Remote delivery of examinations must meet the following requirements:

- The trainer must ensure the delegate has the correct exam and knows the format for the examination, open/closed book, what to do if they have a question and how to submit the exam paper prior to the end of the session.
 - The area around the workstation must be clear from study material and course notes **and must be maintained throughout the entire examination process and captured on the video link.**
 - The video and sound must always be kept on throughout the examination.
 - The trainer must be present on video link throughout the examination.
 - The trainer must announce time remaining 10 Minutes and 2 minutes prior to the end of the examination.
 - The maximum number of delegates a trainer may invigilate is 6.
115. For details of the open book element of the exam, refer to the scheme rules appendices relating to each programme for the detail.
116. All telephonic and information technology devices must be switched off prior to the start of the examination. Where a delegate has chosen a downloadable or electronic publication, a hardcopy of the publication must be provided for the examination (classroom delivery only). **For remotely delivered courses, delegates are permitted to use their telephonic devices for the open book part of the test only.**
117. You must have a documented process for the delivery of remote courses that details how trainers invigilate the examinations. The process must be significantly robust to prevent delegates using electronic media and other publications **except** during the closed book section of the exam. Information technology is allowed for connection purposes and the open book element of the exam. See scheme rule appendices for open book details.
118. You must be able to reconcile delegates course invitation emails and examination emails. You must be able to provide documented evidence of all delegates having individual email addresses and that the same email address was used for course invitations and examinations. You must retain evidence of sent invitations for audit purposes. **See para 82.**
119. You must be able to demonstrate how you are preventing malpractice and maladministration to CITB through your policies, procedures and staff training.
120. If a delegate leaves the examination (classroom or remote) prior to its conclusion, they will not be permitted to re-enter the examination until the final delegate has finished and the trainer or invigilator invites the delegate back, except in extenuating circumstances that affect the whole group. In all other cases refer to paragraph 123-126.

Invigilation requirements

121. All course examinations must be invigilated to manage the examination process and to prevent cheating and/or collusion between the delegates. **For the avoidance of doubt, the role of the invigilator is solely to ensure the test is conducted correctly. No other centre or general administration should take place during testing.**
122. Invigilators can be the course trainer and/or another person who is aware of the examination and invigilation process. This person cannot be a delegate of the course or any individual suspended or terminated from any CITB provision.
123. You must ensure that delegates are aware of their responsibilities, as follows:
- They must not communicate with anyone other than the invigilator during the examination

- To communicate with the invigilator, they must first raise their hand
- To change any answers, they must cross out their incorrect entry, make a further entry and **initial the new answer**
- There must not be any eating, drinking or smoking during the examination.

124. If a delegate leaves the examination (classroom or remote) prior to its conclusion, they will not be permitted to re-enter the examination room until the final delegate has finished and the trainer or invigilator invites the delegate back, except in extenuating circumstances that affect the whole group. In all other cases refer to paragraph 132-135.

Examination re-sits

125. There is an option for an examination to be re-taken (see individual course appendices for details) if the delegate fails on the first attempt.
126. A training Provider may wish for an examination resit to be held on the last day of the course. The delegate must agree and be given sufficient time to prepare for this. The examination paper for the resit must not be the same as the first paper taken by the delegate.
127. It is therefore a requirement that the trainer has an alternative examination paper available in the event of this occurrence.
128. Resit results must be recorded, and details of the resit noted on the course results form.

Record retention

129. You must have and maintain a reliable, auditable system of all training or testing delivered, as well as quality assurance documentation, for a minimum period of three years.
130. Your Senior Quality Consultant will review your documents during their interventions and advise you of the fitness for purpose of your document retention systems.
131. This information could be used to substantiate any claims and/or resolve any appeals during the three-year period. The records will form part of the quality assurance checks and be used to audit course delivery. This shall include:
- course notifications
 - Initial assessment documentation
 - Delegate Information Forms
 - Course Results Forms
 - examination papers and any resits.
 - course evaluation
 - course attendance records and documented evidence of delegate ID checks
 - quality assurance documentation
 - **Records from electronic hosting platform(s) of records of course duration and delegate attendance for remote course delivery.**

Emergencies

132. Prior to the start of any examination, you must inform all delegates that, if an emergency arises, the examination will be stopped and will be deemed invalid. A new examination paper will be issued, and the time reset once the course is safe to resume.
133. In the event of an emergency during the examination, the emergency action plan will be activated, as detailed in your quality management system.

134. You must evacuate the examination room in accordance with the instructions of the appropriate authority.
135. You must inform CITB of the emergency as soon as possible. If the examination cannot be resumed, reschedule it, as appropriate, and inform CITB of the rescheduled examination details. At this point CITB will issue you with a new examination number to be used for the rescheduled examination.

Certification

136. Where the training Provider is outside of its agreed financial terms with CITB, this will be treated as a breach of contract and CITB will not issue any certificates. Providers are required to notify CITB of any material changes that affects its status as a company, such as change of legal status or governance, or any or insolvency or financial issues. **Full details of material changes that should be reported to CITB are provided at Appendix 4.**
137. Certification must not be withheld for any reason by the training Provider once the delegate has successfully passed the course and the course assessments have been processed by CITB. This includes, but is not limited to, non-payment of course fees.
138. The only exception to the above is that if malpractice is identified in the intervening period. In this case CITB must be notified immediately.
139. Where the training Provider fails to certificate a successful delegate correctly and this failure results in additional costs, neither the delegate nor CITB shall be liable. Any additional costs are the responsibility of the training Provider.

Special considerations and reasonable adjustments

140. Delegates with special assessment requirements can request the assistance of the invigilator, if required. Discussions to accommodate delegates with special requirements should be arranged prior to the course and separate arrangements must be put in place.
141. Prior to course commencement, Training Providers should identify any special requirements that delegates 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 delegate has been offered voluntarily and it should be respected as confidential and in accordance with data protection and equality legislation.
142. In circumstances where assistance is required, the training Provider should know that under the Equality Act 2010, the training Provider is specifically required to make 'reasonable adjustments' or give 'special consideration' to enable everyone to have an equal opportunity to complete the course.
143. You must also be mindful not to make the course easier or for any individual to gain an advantage through any special considerations or reasonable adjustments that you apply. The integrity of the examination must not be compromised.
144. You must discuss with the delegate what support they need and be prepared to arrange for adaptations (for example, the examination can be held in a separate room and questions can be read to the delegate), which may include additional staff support.

Data protection

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

Malpractice and maladministration

146. Malpractice is a deliberate, reckless (intended or unintended) act of an individual or business to dishonestly claim certificates for delegates, 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 a CITB training qualification into question.
147. You must have in place, and review at least annually, arrangements for preventing and investigating malpractice and maladministration **through your QMS, policies, procedures, and staff training**, which include how you will deal with and report all such occurrences.
148. As a training Provider you are required to report all cases of alleged and proven malpractice, that you identify, by email to CITB at report.it@citb.co.uk
149. All staff, including contracted trainers, must have detailed knowledge of your training organisation's malpractice, maladministration, counter fraud and whistle-blowing policies.
150. Upon receipt of any alleged malpractice complaints, CITB will reserve the right to suspend a training Provider and/ or trainer to protect any future investigation and prevent delegates from being disadvantaged. In the case of registered trainers, other Training Providers will be notified of the suspension and will be applied to those registrations. The suspension is a neutral act to protect the Training Provider, **Trainers** and Site Safety Plus scheme.
151. CITB will appoint an independent member of staff to carry out the compliance investigation. This may include Training Provider visits, staff interviews, delegate interviews and a review of all relevant paperwork.
152. **Notification** of the investigation will be sent to **the Training Provider/ Managing Director/ Principle and/or nominated Provider contact** (if different) by CITB's Approval and Compliance manager. This will include any actions required by the training Provider.
153. In the event of any withdrawal of approval (voluntary or not) you must ensure delegates are not disadvantaged.
154. You must make provision for all paperwork to be stored and accessible for a period of three years. CITB can help you with this.
155. You must make provision for delegates that are still active on training courses. You must ensure that delegates have given permission for their personal details to be passed to any new training Provider, prior to the withdrawal.
156. 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 training Provider.
157. If anyone is implicated in a case of malpractice that is upheld by CITB, their CITB registration will be removed for all Training Providers approved by CITB.
158. In the event that CITB must carry out re-training as a result of malpractice the Provider shall be liable for the cost of the re-training.
159. If, in the reasonable opinion of CITB that widespread malpractice, maladministration and/or fraud has occurred at an address/premises, that address/premises will no longer receive course approval for the delivery of CITB Site Safety Plus courses. This could include, but is not limited to, an address of a training Provider who has previously been terminated for malpractice, maladministration and/or fraud.

160. In the event of termination of the Site Safety Plus Provider agreement for malpractice, maladministration or fraud, CITB reserves the right to withdraw or revoke any SSP certificates where it has a cause to believe that the candidate has been assisted in achieving any result or there is cause to believe that any SSP course training or assessment result cannot be relied upon due to actions by the Provider, Provider Personnel or delegates.
161. As part of this process, following revocation of a Site Safety Plus qualification, CITB reserves the right to notify CSCS Ltd, other competence card scheme providers and Awarding Organisations (AOs) (as appropriate), that the SSP qualification has been revoked. CSCS, the other card scheme providers or AOs may then revoke their cards or qualifications at their discretion. The Construction Training Record will be updated to record any such revocations.
162. In the event of termination of the SSP Provider Agreement under this section, CITB reserves the right to publicise the outcome of any CITB investigation that leads to an SSP Training Provider, being terminated for malpractice, maladministration, or fraud.
- This action would only be undertaken when any appeal procedure has been fully completed or the time period for lodging any appeal against a termination decision had expired.
163. Training Providers are required to inform any registered trainers of any change to the Training Provider's status, including suspension and terminations.

Conflicts of interest

164. 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.
165. 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, a trainer's family member or a company employee.
166. Trainers who work for more than one training Provider must declare this information to any new or existing training Provider they work for.
167. Details of any conflict of interest must be recorded on the training Provider's conflict of interest log and be made available to the Senior Quality Consultant for audit on intervention visits.

Code of conduct

168. 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.
169. This behaviour is also expected to be reflected by the training Provider'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

170. Section 54 of the Modern Slavery Act 2015 sets requirements for large, commercial Providers to produce an annual slavery and human trafficking statement. CITB's statement is published on the CITB website at www.citb.co.uk.

171. Any training Provider that meets the requirements set out in Section 54 of the Modern Slavery Act 2015 would be required to have in place their own statement covering the areas listed within the Act.
172. For smaller Providers, 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

173. All courses must be delivered in English. Delegates must, therefore, be competent in English at the level required to do their job before their course commences. **SSP registered trainers must also be competent in English at the level required to do their job and be able to liaise with CITB staff.**
174. Interpreters and translators must not be used for any part of the course **delivery** or examination.
175. Trainers are responsible for reporting to the training Provider anyone who does not meet this requirement and ceasing the course delivery for those individuals who do not speak English. **Records must be available for audit purposes.**

Cancellation of courses

176. Training Providers **must** ensure that any Site Safety Plus courses, that have been notified to CITB but that do not take place, are cancelled prior to the planned commencement of the course. Cancellation should be by email to sitecourses@citb.co.uk and quality.assurance@citb.co.uk and records must be kept as evidence for quality assurance audits. Failure to notify any course cancellation may incur a cost where a quality assurance visit has been aborted as a result of the failure to notify the cancellation. This will be charged at the standard day rate.

Withdrawal of approval (course or Provider)

177. If you wish to withdraw from course delivery or training Provider 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 relevant courses and claimed all certificates prior to closure
 - made provision to store all records for a period of three years
 - allowed access to CITB if the training Provider is closing.
178. If the training Provider is removing a course, all records of that course must be kept until your next quality audit from CITB and for a minimum of three years after the visit.

Appeals, complaints, and enquiries

179. You must have a publicly available, documented complaints and appeals policy and procedure in place and be able to demonstrate how delegates are informed of the process.
180. The procedure must have a formal process, with documented timescales and an opportunity for escalation if the appeal is not resolved.
181. All appeals must be formally acknowledged upon receipt, and conclusions formally communicated to all those involved at the close of the appeal.
182. Delegates must exhaust the training Provider's appeal process prior to involving CITB. CITB will, in any event, always ask for the Provider's conclusion to any appeal prior to commencing its own review.
183. If the complaint or appeal cannot be resolved by the training Provider, the dispute should be put in writing to:

Approval and Compliance Manager
CITB Quality Assurance Team
Sand Martin House
Peterborough
PE2 8TY
184. 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 Approval and Compliance manager, any decision (and resultant action) will remain in place until the appeal decision has been communicated to you in writing.
185. You must record and make available for audit, during your Senior Quality Consultant's visit, any complaints or appeals made at your training Provider's since your last quality audit.
186. If you have any enquires regarding CITB Site Safety Plus courses, 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 sitecourses@citb.co.uk

Appendix 1 –Training Provider approval criteria Management systems

Reference	Approval criteria	Examples	Action
1.1	<p>Annually reviewed policies are in place that detail how the training Provider will operate effectively and meet the agreed requirements for the Site Safety Plus scheme.</p> <p>(All changes are communicated to the relevant parties – to ensure an understanding - delegates, staff and CITB)</p>	<ul style="list-style-type: none"> • Booking process • Organisational Chart • Safeguarding • Appeals and complaints. • Reasonable adjustments and special considerations • Invigilation of examinations • Health and safety • Malpractice/ maladministration • Whistleblowing • Conflicts of interest • Internal quality assurance documentation • Equal opportunities and diversity. (E, O and D) • Service level agreements 	CAR
1.2	<p>Insurances are in place to the values not less than those set out in the CITB 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 training Provider 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. • Trainer qualifications and CV (see Trainer requirements) • Declarations from trainers confirming their understanding of scheme rules. 	CAR
1.4	<p>The training Provider keeps CITB up to date with any material changes that could affect the delivery or status of the training Provider. Guidance is sought if any uncertainty exists</p>	<ul style="list-style-type: none"> • Records of updates provided. • Scheme rules and lesson plans 	Up to IAR

Reference	Approval criteria	Examples	Risk (RAG)
1.5	The training Provider must maintain auditable, accurate records and provide access to CITB on request (including but not limited to, training Provider premises, training delivery locations and staff)	For all courses you must have: <ul style="list-style-type: none"> • Schemes of work • Lesson plans • Staff • Delegate information • Quality assurance 	CAR to IAR
1.6	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	<ul style="list-style-type: none"> • Operating procedures related to training Provider 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	<ul style="list-style-type: none"> • Evidence of closure of actions • Meeting minutes • Changed processes • Improved records 	CAR

Appendix 1 –Training Provider approval criteria Resources

Reference	Approval criteria	Examples	Risk (RAG)
2.1	Sufficient qualified staff are in place to meet the demands of delivery, as specified in the Scheme Rules & Quality Assurance Requirements document	Number will be determined by: <ul style="list-style-type: none"> • Delegate numbers • Scheme Rules 	CAR to IAR
2.2	Training Provider 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 training Provider staff	<ul style="list-style-type: none"> • Role descriptions • Organisational chart • Meeting minutes and/or records of internal communication • CPD records 	CAR
2.3	Required physical resources, listed by the Scheme Rules, QA Requirements and relevant Course Appendices are in place and meet any given specification. Current UK health, safety and welfare regulations are followed, along with any relevant industry best practice	<ul style="list-style-type: none"> • Physical resources, as directed by the standard and Scheme Rules • Tools and equipment • Classroom facilities • Standardised Schemes of work and lesson plans 	CAR to IAR
2.4	Health, safety and welfare systems are in place to protect Training Providers staff, delegates and visitors. These are reviewed and maintained in line with legislative requirements and best practice.	<ul style="list-style-type: none"> • Risk assessments • Method statements • Health and safety policy • Health and safety audits and records of updates • Maintenance records 	CAR to IAR

Appendix 1 –Training Provider approval criteria Delegates

Reference	Approval criteria	Examples	Risk (RAG)
3.1	<p>All delegates undergo initial assessment to accurately identify course suitability in line with the published requirements listed within course appendices (including resource for remote delivery), with evidence available for audit.</p> <p>Where any special requirements or reasonable adjustments are required, records are kept along with the identified need.</p> <p>The CITB equal opportunities and reasonable adjustments policy and Scheme Rules are followed to provide fair access</p>	<ul style="list-style-type: none"> • Delegate initial assessment results and records of any adjustments made. • Records of delegates having met all pre-course requirements e.g., eLearning. 	CAR
3.2	Delegates undertake a suitable and sufficient induction for the training being provided. Accurate records are kept (including Delegate ID)	<ul style="list-style-type: none"> • Records of delegate inductions 	CAR
3.3	SSP Training, assessment and delivery is undertaken in English	<ul style="list-style-type: none"> • Initial assessment records • Induction records • Internal QA monitoring records of delivery 	IAR
3.4	Delegates are made aware of the Provider's appeals and complaints procedure. Access is given without the need for request	<ul style="list-style-type: none"> • Complaints and appeals procedures • Delegate induction records • Feedback from employers and delegates • Records of appeals and complaints 	CAR

Appendix 1 –Training Provider approval criteria

Quality management systems

Reference	Approval criteria	Examples	Risk (RAG)
4.1	Quality management systems are clearly documented and cover all aspects of the Provider's processes	<p>QMS systems that monitor:</p> <ul style="list-style-type: none"> • administration • staff requirements • induction and initial assessment • training delivery • certification • delegate and employer experience 	CAR
4.2	The training Provider has in place suitably qualified staff 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 • delegate interviews 	CAR
4.4	<p>Quality monitoring activity ensures that all published CITB requirements for SSP (Scheme Rules, QA Requirements, scheme updates etc) are consistently followed by the delivery and Admin team.</p> <p>Records of training demonstrate full completion of course requirements</p>	<ul style="list-style-type: none"> • Records of training delivery • Quality monitoring records 	CAR
4.5	<p>Quality monitoring systems and processes are regularly reviewed, with improvements made, where needed.</p> <p>Actions from CITB quality interventions are implemented 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 –Training Provider approval criteria Records

Reference	Approval criteria	Examples	Risk (RAG)
5.1	The training Provider reviews equality and diversity data and other related statistical data (achievement), 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 training Provider collects and records delegate feedback. This is regularly reviewed and used to improve the quality of delivery	Evidence of: <ul style="list-style-type: none"> • delegate feedback • record of changes made • action taken as a result of feedback 	CAR
5.3	The training Provider will have a process that ensures delegates are made aware of the requirement to provide photographic identification on the first day of the course	Evidence of: <ul style="list-style-type: none"> • process and procedure • pre-course information and joining instructions. • staff training records 	CAR
5.4	The trainer shall capture evidence of the photographic 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 	CAR

Appendix 2 – Corrective actions

Upon the conclusion of a CITB quality intervention, where it has been found that the Provider 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)

This will not affect the training Provider's ability to deliver the Site Safety Plus courses they are approved for. An action plan will be issued by the CITB senior quality consultant, detailing the required action to be undertaken to become compliant with the approval criteria. This will be time-bound with clear target dates for completion.

Immediate Action Required (IAR) Suspension of training Provider status.

Due to the severity of the areas identified as requiring attention, the training Provider will have, where possible, time-bound actions that will be provided by the CITB senior quality consultant. These will require completion before access rights are re-instated, returning the training Provider to being compliant with the Appendix 1 approval criteria.

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 Provider status.

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

Appendix 3 – Exemptions for Trainer Qualifications. Registered Trainers working with Site Safety Plus

Qualifications	Full Titles
PTLLS Level 3	Preparing to Teach in the Lifelong Learning Sector
CTLLS Level 3	Certificate to Teach in the Lifelong Learning Sector
DTLLS Level 5	Diploma in Teaching in the Lifelong Learning Sector
C&G (7300)	Introduction to Trainer Skills
QTLS	Qualified Teacher Learning and Skills
PGCE	Postgraduate Certificate in Education
PCET	Post Compulsory Education and Training
C&G 7302	Certificate in Delivering Learning
C&G 7303	Certificate in Delivering Learning/Teaching Adults
C&G 7307	Certificate in Further Education Teaching
C&G 7407	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

If your certificate is not listed, please contact CITB to have the qualification mapped.

Appendix 4– 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 Site Safety Plus (SSP) Provider 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 SSP Provider, company, or organisation.
- Any insolvency or bankruptcy proceedings.
- There has been a loss or theft of, or a breach of confidentiality in, SSP records (for example, SSP delivery and administration).
- The SSP Provider cannot supply requested information to CITB by a stipulated date.
- There has been a failure in the delivery of SSP courses that threatens industry confidence in the product.
- Loss of key SSP Provider staff that will limit or prevent the delivery of SSP courses.
- The SSP Provider has issued incorrect SSP results or certificates.
- The SSP Provider believes that there has been an incident of malpractice, maladministration or fraud that could invalidate qualifications.
- A third-party awarding organisation, who the Provider are or were accredited with, has rescinded qualifications and/or certificates.
- You have become aware of cheating in the SSP Provider network.
- The SSP 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 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.

Providers must inform CITB of any notifiable material changes as soon as possible and in any event, by no later than 20 working days since the material change took place.

Failure to provide these updates, if subsequently identified by the ongoing due diligence and/or audit processes used by CITB, may result in termination.

If the stipulated timeframe has not been complied with, CITB reserves the right to terminate the Provider in accordance with CITB Site Safety Plus Agreement – Standard Terms.

Appendix 5 – The nine key areas of a QMS Structure:

1. Quality objectives

- The intent of the Company to implement and deliver SSP Courses to the requirements of CITB and satisfaction of the customer.

2. Quality manual

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

3. Organisational structure and responsibilities

- Personnel
- Equipment
- Information systems
- Tools for course 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

- Provider processes
- 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

Appendix 6 - CITB Due Diligence Process

On receipt of an SSP Provider application form, CITB will conduct initial credit agency checks.

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 any issues that had caused a poor credit rating in the past have been addressed. In addition, CITB can also consider any longer-term issues of up to a year, that demonstrates an ongoing, unstable, or high credit risk.

In the event of a failed credit check, the CITB 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 rejected application.

If successful with the credit checks, the CITB's due diligence checks may then 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 company's 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 rejected 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 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 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.

Appendix 7 Provider approval self-assessment document

Product Title – CITB Site Safety Plus suite of Qualifications. Full Product requirements can be found in the published SSP scheme rules and Quality Assurance requirements available on the CITB website [Scheme Rules for Site Safety Plus \(SSP\) - CITB](#)

To assist in the completion of this document, please see the associated guidance document.

Management systems

Reference	Approval Criteria	Please list the Provider processes that are in place which meet the approval criteria requirement. What records and documents are in place to support this?	How will (or if you have an existing QMS does) your Provider QMS influence and ensure compliance in this area? Where will the evidence be found to support this?
1.1	<p>The required policies are in place that detail how the Training Provider will operate effectively and meet the agreed requirements for the Site Safety Plus Scheme</p> <p>Any changes are communicated to the relevant parties – to ensure an understanding, delegates, staff and CITB</p>		
1.2	<p>Insurances are in place to the values not less than those set out in the CITB Standards terms and Form of Agreement.</p>		

1.3	<p>The Training Provider 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>		
1.4	<p>The Training Provider keeps CITB up to date with any changes that could affect the delivery or status. Guidance is sought if any uncertainty exists</p>		
1.5	<p>The Training Provider maintains auditable, accurate records and provide access to CITB on request (including but not limited to Training Providers premises, training delivery locations and staff)</p>		
1.6	<p>The Training Provider has clearly written operating procedures, covering all aspects of training delivery and related administration activities.</p> <p>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</p>		
1.7	<p>Actions arising from CITB quality interventions are shared with relevant staff and completed within agreed timescales.</p> <p>Contact is made with CITB to advise where action plans cannot be met to gain advice and guidance</p>		

Resources

Reference	Approval Criteria	Please list the Provider processes that are in place which meet the approval criteria requirement. What records and documents are in place to support this?	How will (or if you have an existing QMS does) your Provider QMS influence and ensure compliance in this area? Where will the evidence be found to support this?
2.1	Sufficient qualified staff are in place to meet the demands of delivery, as specified in the Scheme Rules & Quality Assurance Requirements .		
2.2	Training Provider 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 staff		
2.3	The required physical resources, listed by the Scheme Rules, QA Requirements and relevant Course Appendices are in place and meet any given specification. Current UK health, safety and welfare regulations are followed, along with any relevant best practice		

2.4	<p>Health, safety, and welfare systems are in place to protect Training Provider's staff, delegates and visitors (suggested change to visitors).</p> <p>These are reviewed and maintained <i>in line with legislative requirements and best practice.</i></p>		
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Delegates

Reference	Approval Criteria	Please list the Provider processes that are in place which meet the approval criteria requirement. What records and documents are in place to support this?	How will (or if you have an existing QMS does) your Provider QMS influence and ensure compliance in this area? Where will the evidence be found to support this?
3.1	<p>All delegates undergo initial assessment to accurately identify course suitability, in line with the published requirements listed within course appendices (including resource for remote delivery), with evidence available for audit.</p> <p>Where any special requirements or reasonable adjustments are required, records are kept, along with the identified need.</p> <p>The CITB equal opportunities and reasonable adjustments policy and Scheme Rules are to be followed, to provide fair access.</p>		
3.2	<p>Delegates undertake a suitable and sufficient induction for the training being provided. Accurate records are kept (including Delegate ID)</p>		

3.3	SSP training, assessment and delivery is undertaken in English		
3.4	Delegates are made aware of the Provider's appeals and complaints procedure. Access is given without the need for request		

Quality management systems

Reference	Approval Criteria	Please list the Provider processes that are in place which meet the approval criteria requirement. What records and documents are in place to support this?	How will (or if you have an existing QMS does) your Provider QMS influence and ensure compliance in this area? Where will the evidence be found to support this?
4.1	<p>Quality management systems and processes are clearly documented and cover all aspects of the Provider's processes.</p> <p>See Appendix 5 for details of a QMS structure</p>		
4.2	<p>The Training Provider has in place a suitable person or persons to carry out quality monitoring activities.</p>		
4.3	<p>Records of quality monitoring are maintained in line with agreed QMS requirements and auditing, and are available for review</p>		

4.4	Quality monitoring activity ensures that all published CITB requirements for SSP (Scheme Rules, QA Requirements scheme updates etc) are understood and followed by the delivery and admin team.		
4.5	Quality monitoring systems and processes are regularly reviewed, with improvements made, where needed. Actions from CITB quality interventions are implemented and used to update internal processes to avoid repetition or reoccurrence		

Records

Reference	Approval Criteria	<p>Please list the Provider processes that are in place which meet the approval criteria requirement.</p> <p>What records and documents are in place to support this?</p>	<p>How will (or if you have an existing QMS does) your Provider QMS influence and ensure compliance in this area?</p> <p>Where will the evidence be found to support this?</p>
5.1	<p>The Training Provider reviews training related statistical data, making changes, if required, to overcome any identified barriers or possible discrimination</p>		
5.2	<p>The Training Provider collects and records delegate feedback.</p> <p>This is regularly reviewed and used to improve the quality of delivery</p>		
5.3	<p>The Training Provider will have a process that ensures delegates are made aware of the requirement to provide photographic identification at the start of the course delivery.</p>		

5.4	<p>The Training Provider will capture evidence of delegate photographic and I.D identification and must include as a minimum.</p> <p>ID Description.</p> <p>Last 4 numbers of the identification or photocopy of the document used should there be no identification numbers.</p>		
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Provider self-assessment guidance document.

This document is to assist in the completion of the self-assessment. Please use this information in conjunction with the **published SSP scheme rules, Quality Assurance requirements and Course Appendices, available on the CITB website [Scheme Rules for Site Safety Plus \(SSP\) - CITB](#)**. Examples of evidence can be found with Appendix 1 of the QA requirements.

Management systems

Reference	Approval Criteria	Guidance
1.1	<p>Policies are in place that detail how the Training Provider will operate effectively and meet the agreed requirements for the Site Safety Plus scheme.</p> <p>(All changes are communicated to the relevant parties – to ensure an understanding - delegates, staff and CITB)</p>	<p><i>Several policies are required to satisfy this requirement. These are listed with Appendix 1 & Paragraph 12.</i></p> <p><i>It is importance that these policies/procedures reflect the people and process in your Centre. Generic policies or those taken from the internet should be avoided.</i></p> <p><i>There must be evidence that relevant Provider staff have been briefed and understand these requirements.</i></p> <p><i>Your policies may mention data collection and monitoring. Checks and reviews must be completed by the QMS to ensure these are up to date and have been utilised as detailed in the policy. *</i></p> <p><i>Evidence of these checks (audits) must be available for the Quality Assurance Team upon request.</i></p>
1.2	<p>Insurances are in place to the values not less than those set out in the CITB Form of Agreement.</p>	<p><i>Insurance policies (Public, Employer and Indemnity) and amounts must be in place as detailed in the QA requirements and 'Contract'/Standard terms.</i></p> <p><i>Annual checks should occur, corresponding with renewal dates, to ensure the CITB, customers and you as the Provider, remain protected.</i></p> <p><i>Evidence of these checks (audits) must be available for the Quality Assurance Team upon request.</i></p>

1.3	<p>The Training Provider 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>	<p><i>As the Provider, you are accountable and responsible for the staff employed. It is therefore necessary for suitability checks to be completed for any individual you appoint to roles which impact or could impact on the delivery of Site Safety Plus. These include (but not limited too) background checks, references from past employers and gaining authentic evidence of qualifications (if required for the role).</i></p> <p><i>It is expected that as a Provider, a procedure (recruitment) will be in place that documents how this is completed, who carries this out and the evidence/records kept.</i></p> <p><i>Your QMS (Quality Management System) must check these processes to ensure they are correctly applied.</i></p>
1.4	<p>The Training Provider keeps CITB up to date with any material changes that could affect the delivery or status. Guidance is sought if any uncertainty exists</p>	<p><i>New Appendix 4 of SSP QA requirements document sets out the circumstances for updating CITB of material changes.</i></p> <p><i>It is important that as a Provider there is a documented process, and it is monitored by the QMS to ensure it is being applied correctly.</i></p>
1.5	<p>The Training Provider maintains auditable, accurate records and provide access to CITB on request (including but not limited to premises, training delivery locations and staff)</p>	<p><i>Examples of records are detailed in Appendix 1 of the QA requirements & relevant paragraphs of the document. It is the effectiveness of the Provider devised QMS's monitoring activity in this area that will ensure compliance, acting if shortfalls or errors are identified.</i></p>
1.6	<p>The Training Provider has clearly written operating procedures, covering all aspects of training delivery and related administration activities.</p> <p>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</p>	<p><i>It is expected that the breadth and complexity of the procedures will reflect the individual circumstances of you, as the Provider. Whilst this is recognised, the published requirements within the scheme rules, QA requirements and associated product guidelines must be met in full. The associated QMS will audit, ensuring compliance and a consistent customer experience of SSP delivery.</i></p> <p><i>For Conflicts of Interest (COI) a policy and procedure must be in place, which is monitored for compliance by the QMS.</i></p>

1.7	<p>Actions arising from CITB quality interventions are shared with relevant staff and completed within agreed timescales.</p> <p>Contact is made with CITB to advise where action plans cannot be met to gain advice and guidance</p>	<p><i>A focus of a CITB QA intervention, is to gain an assurance that the internal policies, procedures and/or QMS is ensuring that the SSP courses are being delivered to the published requirements.</i></p> <p><i>Where actions are identified, these must be reviewed and acted upon within the agreed timescales, generating any required evidence to demonstrate closure. Any actions taken should be sustainable and integrated to avoid the possibility of repetition or recurrence (please see persistence & recurrence section within the QA Requirements for details). Records of any additional guidance sought, must be kept as evidence for future reference</i></p>
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Resources

Reference	Approval Criteria	Requirements & Guidance
2.1	Sufficient qualified staff are in place to meet the demands of delivery, as specified in the Scheme Rules & Quality Assurance Requirements document	<i>Please refer to the Scheme Rules. Staff requirements are listed along with the associated responsibilities. The QMS activity must monitor and ensure any requirements e.g., trainers CPD, QA competency etc, are met as prescribed.</i>
2.2	<p>Training Provider staff have clearly defined roles, are aware of their responsibilities and are kept up to date with relevant changes</p> <p>Relevant CPD activities are undertaken and recorded for staff</p>	<i>For examples of evidence, please refer to Appendix 1 of the QA Requirements.</i>
2.3	<p>The required physical resources, listed by the Scheme Rules, QA Requirements and relevant Course Appendices are in place and meet any given specification.</p> <p>Current UK health, safety and welfare regulations are followed, along with any relevant best practice</p>	<p><i>Please refer to Appendix 1 of the QA Requirements for physical requirements & relevant paragraphs within the document.</i></p> <p><i>For classroom delivery, current legislation would include but not limited to (dependent on the workplace):</i></p> <ul style="list-style-type: none"> <i>• Health, Safety and Welfare Regulations 1992</i> <i>• The Construction (Design and Management) Regulations 2015</i> <p><i>For Remote delivery, consideration must be given to delegates having access to a suitable environment and IT equipment i.e., Laptop or desk top computer with webcam facility that allows the environment and delegate to be fully viewed.</i></p>

2.4	<p>Health, safety, and welfare systems are in place to protect Training Provider staff, delegates, and visitors.</p> <p>These are reviewed and maintained in line with legislative requirements and best practice.</p>	<p><i>Please read in conjunction with 2.3, suitable, sufficient risk assessments and safe systems of operation must be place and monitored accordingly.</i></p> <p><i>Examples of evidence are available in Appendix 1 of the SSP Quality Assurance Requirements</i></p>
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Delegates

Reference	Approval Criteria	Requirements & Guidance
3.1	<p>All delegates undergo initial assessment to accurately identify course suitability, in line with the published requirements listed within course appendices (including resource for remote delivery), with evidence available for audit.</p> <p>Where any special requirements or reasonable adjustments are required, records are kept, along with the identified need.</p> <p>The CITB equal opportunities and reasonable adjustments policy and Scheme Rules are to be followed, to provide fair access.</p>	<p><i>Any delegate entry requirements are listed within the course appendices for example – SSSTS – “Delegates should hold, or be about to hold, the role of a supervisor. Delegates must be competent in English at site supervisor level”.</i></p> <p><i>Consideration must also be given to any resource requirements as in the case of remote delivery.</i></p> <p><i>It is important that as SSP Provider you have auditable evidence in place to demonstrate these requirements being met and can justify any decision to allow an individual on to the course. This further supports you, as the Provider, for any related appeal or complaint received corresponding to this area; and delegates to ensure they are on the correct course, applicable to their needs.</i></p> <p><i>CITB do not prescribe any initial assessment tool. It must be suitable and sufficient to cover this criterion. Where prospective delegates are found to not meet the requirements, sign posting to alternatives is acceptable, along with making reasonable adjustments as listed in the related CITB policy.</i></p> <p><i>This is an important function for the internal QMS monitors to check, ensuring delegates are treated correctly at this key stage.</i></p>
3.2	<p>Delegates undertake a suitable and sufficient induction for the training being provided. Accurate records are kept (including Delegate ID)</p>	<p><i>Evidence must be in place of course induction processes must be in place. Well-constructed, Schemes of work and lesson plans can assist, along with specific records of a course induction.</i></p> <p><i>As with other areas, it is important that the QMS is monitoring this requirement.</i></p>
3.3	<p>SSP training, assessment and delivery is undertaken in English</p>	<p><i>The SSP suite of course can ONLY be delivered in English. Training materials used, must be in the English medium. Translators are not permitted for any part of the training or testing.</i></p> <p><i>Linked criterion can be found at 3.1, 3.2 & 1.7. As with other areas it is important that the QMS is checking these requirements are being met and evidence is in place to support.</i></p>

3.4	Delegates are made aware of the Provider's appeals and complaints procedure. Access is given without the need for request.	<i>Please see guidance comments listed with 3.3, 1.1, 1.6 and 1.7. There are common links to assist.</i>
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Quality management systems

Reference	Approval Criteria	Requirements & Guidance
4.1	Quality management systems and processes are clearly documented and cover all aspects of the Provider's processes.	<p>Please refer to the details contained with the Self-Assessment documentation. Please note all aspects (inclusion of admin & processes that support the actual delivery) requirements which includes all the information added within the self-assessment to provide the building blocks for a:</p> <ul style="list-style-type: none"> • Quality Policy – what are the intentions and expected outcome of the actions that will be taken. • Strategy – how will these internal audit actions take place, who will undertake them, what records will be kept and where will be located? • Audit Plan – when will these interventions occur? • Observations – has the trainer been observed carrying out all parts of the delivery i.e., induction, group exercises, examinations?
4.2	The Training Provider has in place a suitable person or persons to carry out quality monitoring activities.	<p>Please refer to the information listed within the QA Requirements document (suitability/experience etc). *It is possible that more than one person is involved, as it is necessary that the audits are undertaken by those not directly involved in the processes being monitored.</p> <p>There is no requirement for this to be a singular person, although they must be competent to undertake the role.</p>
4.3	Records of quality monitoring are maintained in line with agreed QMS requirements and auditing, and are available for review	<p>It is vital that where any auditing is completed, records are kept (what was audited, when, who was involved, findings etc). Where any improvements or actions are identified (non-compliance) these must show follow through and closure.</p>

4.4	<p>Quality monitoring activity ensures that all published CITB requirements for SSP (Scheme Rules, QA Requirements, scheme updates etc) are consistently followed by the delivery and admin team.</p>	<p><i>Please refer to the documented scheme rules, Quality Assurance Requirements, and any relevant course appendices. These set out the product requirements for SSP delivery which must be met (all aspects).</i></p> <p><i>The purpose of the QMS is to carry out suitable and sufficient actions to ensure these are being met in full and a consistent high-quality experience is delivered to individual customers and the wider construction industry. CITB External audits will use this key piece of information when determining the level of assurance in place for you, as an SSP Provider.</i></p> <p><i>An assurance will be gained through review of the internal QMS external interventions by the CITB audit team</i></p>
4.5	<p>Quality monitoring systems and processes are regularly reviewed, with improvements made, where needed.</p> <p>Actions from CITB quality interventions are implemented and used to update internal processes to avoid repetition or reoccurrence</p>	<p><i>An important function of the QMS is to contribute to the continual improvement cycle (plan, do, check & act). This includes the functions and processes of the QMS, which may on occasions warrant review and updating based on findings.</i></p> <p><i>Where actions are identified from external audits, these must demonstrate evidence of action and closure, along with steps to avoid the possibility of recurrence and persistence.</i></p> <p><i>Importantly, in all cases, it is expected records will be kept (appropriate to the change & steps taken) to demonstrate this has occurred, giving assurance to CITB.</i></p>

Records

Reference	Approval Criteria	Requirements & Guidance
5.1	The Training Provider reviews delivery related statistical data, making changes, if required, to overcome any identified barriers or possible discrimination	<p><i>It is likely, that as part of the Equality and Diversity policy and/or special adjustments there will be mention of the collecting data. Good practice would denote that in order for these policies to be effective and operating to the stated intentions, it will be necessary to collect data and review, asking questions around any trends and the reasons for any anomalies.</i></p> <p><i>This information could be contained with staff meetings or other Management information.</i></p>
5.2	<p>The Training Provider collects and records delegate feedback.</p> <p>This is regularly reviewed and used to improve the quality of delivery</p>	<p><i>As with all product and services an important tool to measure the effectiveness of procedures is to gain feedback from customers to identify opportunities for development/improvement, and to address any issues.</i></p> <p><i>This collected information may also link to criteria 5.1.</i></p> <p><i>As with all other criteria, it is necessary for the QMS to monitor to ensure this process is occurring and being used appropriately.</i></p>
5.3	The Training Provider will have a process that ensures delegates are made aware of the requirement to provide photographic identification at the start of the course delivery.	<p><i>This requirement can (& will be suitably integrated) be linked to the booking process and the systems/processes listed in section 1 & 3 – Delegates. The QMS monitoring for this area will then monitor, to ensure compliance.</i></p>

5.4	<p>The Training Provider will capture evidence of delegates photographic and I.D identification and must include as a minimum.</p> <p>ID Description.</p> <p>Last 4 numbers of the identification or photocopy of identification should there be no identification numbers.</p>	<p><i>As with other areas, evidence for this criterion will be naturally generated where it has been integrated into processes already developed to ensure the correct administration and delivery of the SSP suite of qualifications.</i></p> <p><i>Other linked areas include 1.6, 1.7, 3.2 & 3.3.</i></p> <p><i>The QMS audits planned for these areas, will then monitor for compliance.</i></p>
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Appendix 8 – Fair Processing Notice

The information you provide to the Site Safety Plus Provider (SSP), {insert name}, will be used for administering Training Courses and for purposes connected with the Construction Industry Training Board's ("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 with employers, awarding organisations, competency 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 Site Safety Plus Provider for information about how they "manage your personal data."

