Approved training organisations (ATOs): everything you need to know

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2019

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Users can access the Construction Training Directory and Construction Training Register with the most recent versions of these browsers:

· Internet Explorer
· Microsoft Edge
· Firefox
· Chrome
· Safari

To find the latest release for these web browsers, please visit the software manufacturer's website.

PART 1: WHAT'S IT ALL ABOUT?

1. What is an approved training organisation (ATO)?

We award approved status to training organisations that provide construction training courses and qualifications to defined and industry-agreed standards.

A CITB ATO could be a commercial training provider, a construction employer's in-house training department, or an educational establishment.

2. Why does CITB want to approve training organisations?

We want to build a stronger workforce and a more resilient construction industry. When training organisations seek our approved status, they are choosing to work alongside us to change the way training is developed and implemented throughout UK construction.

Approved status is a central part of our new training model to support the industry through the provision of high-quality training that employers can rely on.

The training model has four components:

Standardisation
developing standards to support transferable training across industry

Quality assurance
ensuring courses meet the quality and standards expected by industry

CITB TRAINING MODEL

Supporting systems
consisting of the Construction Training Directory and Construction Training Register

Grant scheme reform
to enable targeted funding, and reduce wasted effort and spend on duplicate training

Our comprehensive quality assurance covers:

- approval of training organisations
- approval of ATO training products
- ongoing monitoring and management of ATOs for compliance

The model gives the construction industry greater confidence in training delivery, and enables us to monitor, understand and respond to industry's recruitment, skills and training needs.

How the training model responds to challenges

The training model is a strategic response to a number of challenges with significant benefits for employers, employees and industry.

For more information, watch our short video An introduction to the CITB Training Model.

Challenges	Responses and benefits
• grant-funded training is not linked to a recognised standard	• all grant-funded industry training is approved and quality assured
• grant-funded training is not targeting industry priorities	• funding can be managed to respond to output from the expanding evidence base
• grant-funded short duration training is not always transferable between employers	• all grant-funded industry training is transferable between employers
• wasted time for employees attending duplicated training	• no duplicated training for employees
• wasteful grant spending on duplicated training	• no wasteful grant spend on unnecessary training
• claiming grant payments is a manual activity for employers and CITB	• employers receive grant funding through an automated payment system
• lack of visibility of available grant-eligible training	• open access searchable database of all grant-eligible training
• difficulty for employers in checking the skills and training levels of their workforce	• searchable database of learners' training and achievement records

3. What are the benefits of being an ATO?

As an ATO:

- you are recognised by CITB and the construction industry for delivering good quality training that meets industry approved standards

- you are featured in the Construction Training Directory, a powerful marketing tool which can be consulted by anyone who is interested in construction training

- you can tap into the market of employers and workers who are looking for CITB grant-funded training courses on the Directory

- you can stand out from your competitors as you will be part of CITB's automated grant payments system, making it easier for employers to book courses with you for their workers and be reimbursed for it.

You are also a crucial part of a training model that has wide-ranging benefits to the construction industry as a whole.

4. How to become an ATO

Making an application to become an ATO is straightforward using our online application process.

There are three different application pathways, depending on whether you are:

- an existing CITB centre

- joining us as a training provider for the first time

- an employer with an in-house training department.

Existing CITB centres are pre-approved to become ATOs and need only confirm their status by emailing the quality assurance team.

Read more about becoming an ATO on our website.

Before you apply

Before you make an application, you need to:

- review the list of short duration courses and accompanying standards to assist your decision on which training products you want to offer

- download and read the following documents carefully before submitting your application

  o Requirements for Approved Training Organisations (PDF 909KB)

  o Approved Training Organisation agreement standard terms (PDF 408KB)

  o Approved Training Organisation agreement terms - annex A (PDF 25KB)

  o Construction Training Directory and Construction Training Register user terms and conditions (PDF 197KB).

You will also need the following information to hand:

- company name, address and number as registered with Companies House, or your registered charity number if applicable

- training centre or facility details, if different from company details (for example, a subsidiary office address if your company has multiple sites)

- contact details for your company's accounts department

- details of construction-related qualifications from an awarding organisation that you are approved to deliver, if applicable.

When you have the information you need, it's easy to submit your application.

Annual fees

If you are joining us as a commercial training provider, you may have to pay an annual fee. Read more about annual fees to be an ATO.

The fees depend on the type of products you are offering. See Your training products to learn more about categories of products.

Existing CITB centres and employers with in-house training departments that only do assured courses do not have to pay an annual fee.

Product type	Name of product	Annual fee (exc. VAT)*
CITB products	Site Safety Plus (SSP)	£1000
Assured products		£750*
Recognised products		£0
Employer delivering in-house assured training only		£0

this is a single annual payment for all the assured products you offer

Once you are approved to offer courses, we will send you an invoice, which you have 30 days to pay.

5. Your responsibilities as an ATO

As an ATO you need to follow our agreed terms and requirements, including:

- demonstrating your quality management process

- submitting assessments to showcase how your courses meet the required standard

- uploading learners' achievements to the Construction Training Register.

Why you must upload learners' achievements promptly

As an ATO you must upload learners' achievements to the Construction Training Register within 10 working days after the completion of a course.

This is very important as it triggers automated grant payments to employers. It also enables them to check the skills and competencies of their workforce and new recruits, helping to confirm that they have the right skills for work.

Workers and learners themselves will be able to check and prove the details of their completed construction training courses and qualifications.

Over time, these records will enable us to build a comprehensive picture of skills training across the UK, helping us to focus support where it's needed.

Read more about uploading achievements.

6. Construction Training Directory (CTD)

The CTD (or Directory) is an online searchable database where ATOs can advertise their training products.

Anyone can search the CTD for courses and qualifications. You do not need a login to access it. The courses listed in it are approved by us, meaning that:

- they are eligible for CITB grants for employers

- they will be delivered to defined standards that have been developed with the industry

- when learners complete the required standard their achievement will be recorded in the Construction Training Register.

Initially, only short duration training – lasting from 3 hours to 29 days – will be listed in the CTD.

7. Construction Training Register (CTR)

The CTR (or Register) is an online database of individuals' construction training qualifications and achievements.

ATOs must capture learner information detailed in the booking form provided on page 79 and upload learner achievements to the register within 10 days of completion of a CTD-listed course.

It takes us 48 hours to process the record, after which time learners and employers with a login can search the relevant achievements. This enables learners to prove their skills and qualifications, and employers to ensure their workforce has the skills they need.

User Interactions

Training Model

Pay Grant

ATO
- Apply / complete self assessment
- Add courses & schedules

Employer
- View training opportunities
- Provide review / feedback

Individual
- View training opportunities

CITB
- Administration

Construction Training Directory

Construction Training Register

ATO
- Add achievements
- Create individual records

Employer
- Search & view Individuals' achievements

Individual
- Give consent / set preferences
- Update profile

CITB
- Administration

Construction Industry Data

Evidence based analysis

8. Training standards

CITB is responsible for helping to develop and maintain standards and qualifications in the construction industry. We want to ensure that the training you provide is delivered and assessed to a recognised standard.

This is part of a wider reform we are undertaking to increase the standardisation and transferability of training in the UK construction industry. This helps us to target our funding and employers to reduce wasted time and money on duplicated or unnecessary training. Employees and workers get quality training and can transfer qualifications between employers.

We are consulting with industry to develop training standards for many categories of construction skills and competencies. When they are confirmed, you as training providers can match your courses and products to the standards.

You can search our list of short duration courses to find the relevant training standard. Use generic terms to search, rather than familiar product titles (for example, "health and safety" instead of "SMSTS").

For further information, watch our short video Training standards explained.

When will the new standards be released?

We are prioritising development of those standards which are most widely used. But it's difficult to give exact release dates for a given standard, because of the volume of and time variations between different training standards in development.

9. Your training products

As an ATO you can apply to deliver your training products against one of three different standards:

- assured products
- recognised products
- CITB products.

Assured products

You can offer training products that meet standards developed by CITB and industry, and that will be quality assured by us. These are called assured products.

View our current list of Short duration courses and standards.

After you apply to offer assured products, you will need to sign our Forms of Agreement, and complete a self-assessment process, supplying supporting evidence, such as a course syllabus, lesson plans and schemes of work, to show how your products meet the appropriate standard. Once approved, you can advertise your courses on the CTD and submit learners' achievements on the CTR.

If the standard is still in development, you can still advertise it on the CTD and employers will still get grants once you upload achievements, provided that your course title aligns with the standard in question. We will let you know when the standard is published and you should make the self-assessment within 12 weeks of notification.

Our quality assurance team will work with you to ensure the quality of delivery, and may visit annually for compliance purposes.

Recognised products

There are many existing standards and qualifications provided by awarding bodies that are widely recognised by industry – for example, such as City and Guilds, NOCN, or Construction Industry Scaffolders Record Scheme (CISRS) qualifications.

To offer recognised products, you will need to sign our Forms of Agreement and upload evidence of having authority or being an approved centre for the awarding body. In most cases this will be an approval certificate listing the routes, qualifications and categories that you are approved to deliver.

You must tell us if there's a compliance issue, or if you receive a suspension or restrictive action from the awarding organisation.

CITB products

ATOs can apply to deliver Site Safety Plus (SSP) courses, which are developed and administered by CITB.

ATOs offering CITB products need to sign our Forms of Agreement, but do not need to get approval or upload achievements for the courses, as they are already pre-approved and processed through existing channels.

We may visit you at least once a year for quality assurance purposes if you offer CITB products.

Quality assurance of your training products

The table below outlines the different quality assurance processes for the types of product that ATOs offer.

	Assured	Recognised	CITB Products
Initial approval via desk based activity	✔	Either desk based or visit	Either desk based or visit
Initial approval via centre visit	Either desk based or visit		
Content mapped to standards	✔		
Content mapped to the CITB Scheme Rules			✔
Content mapped to the third party Scheme Rules		✔	
Present records of training upon request to CITB	✔	✔	✔
Visited annually	✔		
Visited at least once annually			✔
Get assurance from third parties that the ATO continues to operate in line with relevant third party scheme rules		✔	

For more information, watch our short Quality assurance video.

10. Grants

We provide grants to help eligible employers in the construction industry train their workers.

The grants scheme helps to maintain health and safety standards on construction sites and to ensure the right skills are available for the industry to grow.

Among the grants we pay are those for approved short duration courses and qualifications, which you can consult by following the link.

These training programmes have been selected because they:

- focus on the core construction skills that are needed across the industry
- are priority areas for grant funding
- align with our functions and objectives.

In addition to construction-specific training, they include health and safety courses and construction-related training, such as management and supervisory courses which have been tailored for the construction industry.

For more information, see Grants.

Automated grant payments

We are making the grants system easier, faster and more efficient by introducing automated grant payments for short duration courses.

ATOs have an important role to play in this. When ATOs upload a learner's achievement, it triggers an automated grant payment to the employer.

Automated payments for training

Short duration grant can be claimed and automated via an ATO for training that is either:

- Associated to a full standard
- Associated to a standard in development

LEARNER
Obtain achievement

ATO
Submit learner achievement and employer Levy No.

CONSTRUCTION TRAINING REGISTER
Achievements trigger Grant Payment Request

GRANT PROCESSING ENGINE
Grant Rules applied and payment amount calculated

CRM
Employer notified of Grant approval

SAP
Pay Grant
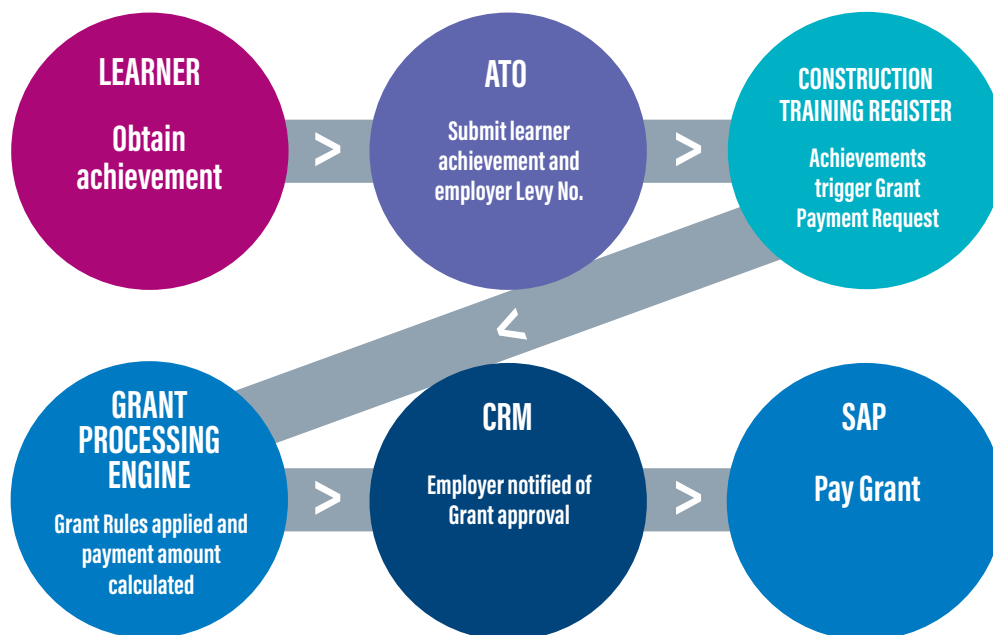
Grant tiers and values for short duration courses

There are three grant tiers. The tier is determined by the duration and content of a course.

	Grant
Tier 1	£30
Tier 2	£70
Tier 3	£120

There is a cap on how many claims an employer can make for short duration achievements in a grants scheme year, based on the PAYE employees and sub-contractor wage bills that employers declare on their Levy Returns. For more information, see Short duration course achievement grants and watch our short Train and claim video.

Grants for refresher courses

Refresher courses update knowledge and understanding in a shorter duration training course than the original, full training course. Refreshers will only be grant supported once a full training standard has been developed and is in place.

The grant available for refresher training is 50% of the Tier 1, 2 or 3 rates given for the original full-length course.

	Grant
Refresher Tier 1	£15
Refresher Tier 2	£35
Refresher Tier 3	£60

Suggest a grant eligible course

If you think your construction course should be on our list, you can suggest a course for grant eligibility. The grants team will review your suggestion and let you know. We may also pass it on to the standards team to develop a training standard for it with industry.

PART 2: USING THE ATO PORTAL

1. Making the application

Applying to be an ATO only takes a few minutes to complete and once you have done it you will not need to do it again in future years.

Please note that once you open an application form, you have four hours to complete it before it is timed out.

You can also watch our short video about How to complete an ATO application to help you.

1. Visit the CITB Online Services page.

2. In the top menu bar click on the "ATO Application" tab.
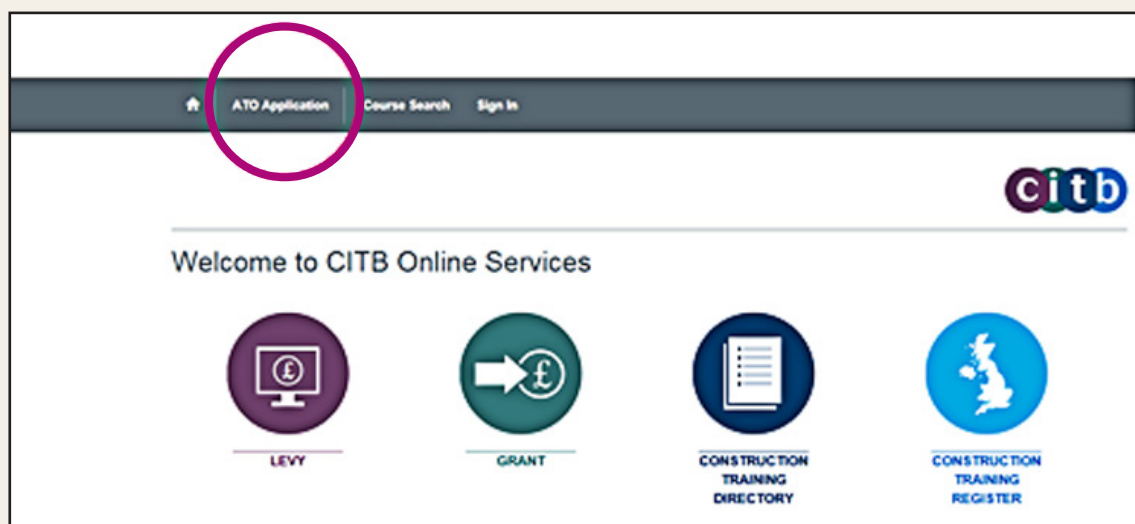
The resulting Outline page displays general information and tips about the process.
Once you have read them, click "Next".
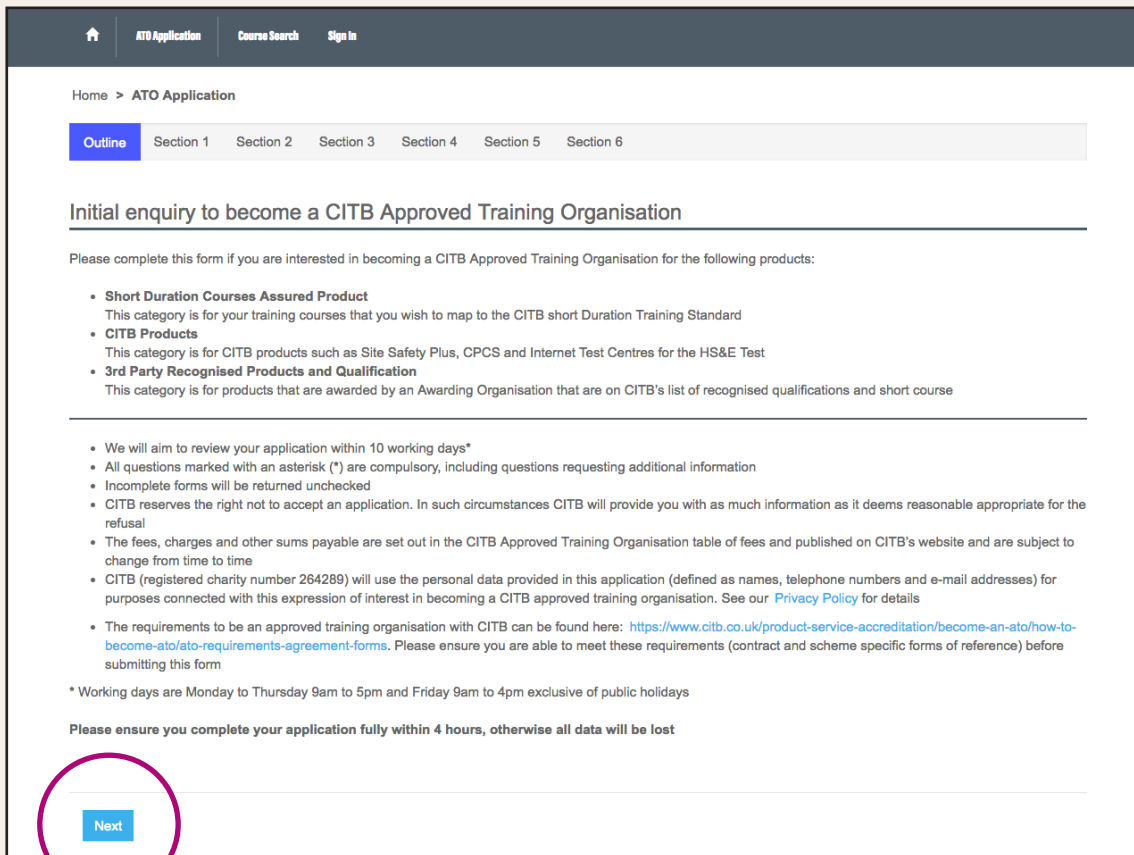
3. Section 1 is where you select the type of products you wish to offer.
You can select as many products as you need. Click "Next" to continue.
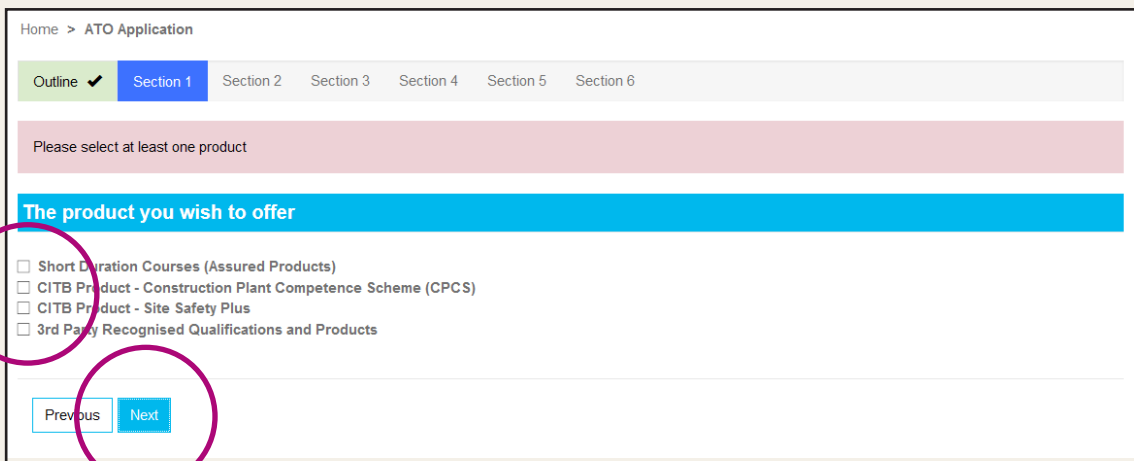
4. In section 2 you provide your **contact and company details** so that we can carry out our checks and give our approval. Fields marked with a star must be completed. Click "Next" when you are ready.

5. Section 3 is where you can tell us about who you want to deliver courses to and any existing links with the construction industry. This includes your Levy registration number and number of employees, and whether you are a registered charity, an existing CITB Provider or approved with another awarding organisation. Click "Next" to continue.

6. In section 4 your **company address** automatically fills the field boxes. You only need to change it if your ATO address is different. Click "**Next**".

7. Section 5 asks for the **contact details of the person completing the application**. He or she will become the first super user with full administration rights on the ATO portal. The super user can add other users to the system later: for details, see Managing users. Click "**Next**" when ready.

8. Section 6 is the **ATO declaration for you to confirm that you understand fully the requirements** for ATOs, the terms of agreement and that the information you have provided is correct. Links on the page take you to CITB's website if you need more information. Click "**Submit**" once you have checked the boxes.

9. You will **then receive confirmation** that we have received your application and you will hear from us soon about the outcome.

2. Getting started: logging in

If your application is successful, we will give you access to the ATO portal, where you can agree to our terms and conditions, get approval for your products and advertise your services in the CTD.
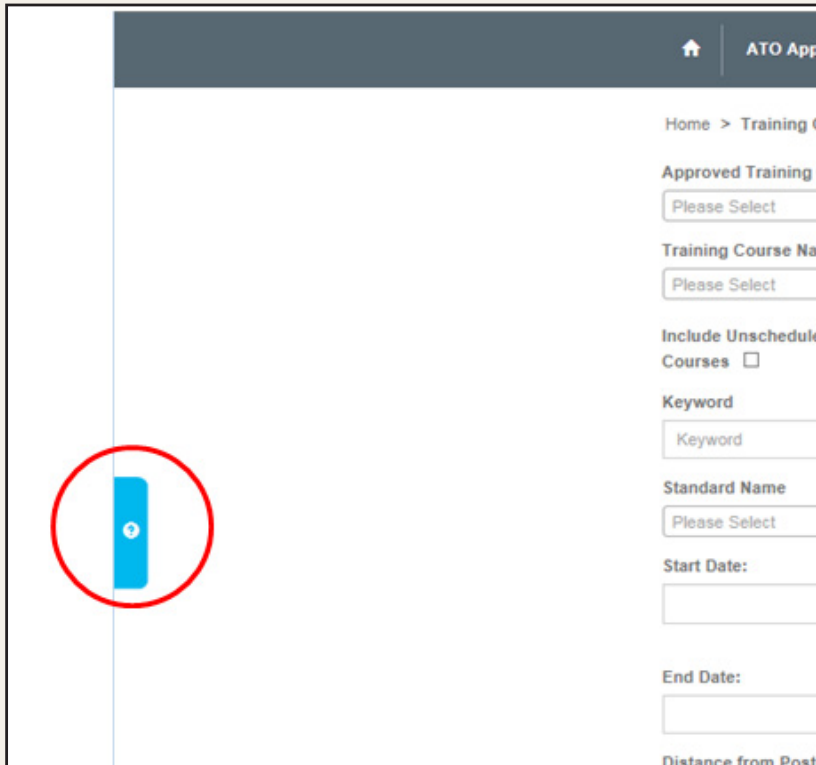
Help on the portal.

1. Many pages of the portal have a Help Tab located on the left margin of the screen. They are blue and carry a question mark. Click the **tab** to reveal guidance text relevant to the page. Click the tab again to close the information.

This is how to set up your account for the first time.

1. Successful applicants should receive an invitation email. If you haven't received your invitation email following a successful application, please contact our customer support team on ctdservices@citb.co.uk or **0844 994 4047.**

2. In the email, click "**Login to my account**".

   Enter the email address **that you provided when applying to become an ATO** and then click on the "**Send verification code**" button.

3. You will receive an email with your **verification code**.
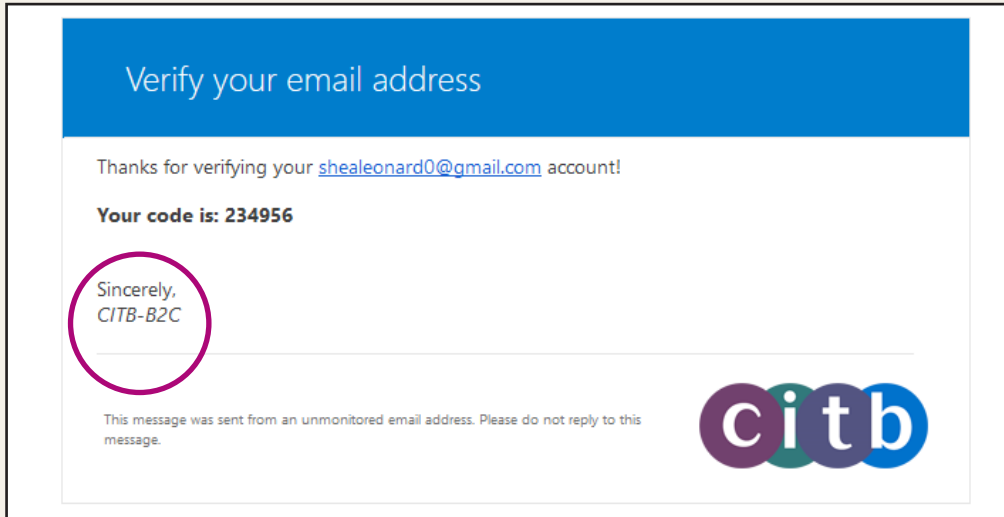
4. **Enter the code** in the verification box and click "**Verify code**".
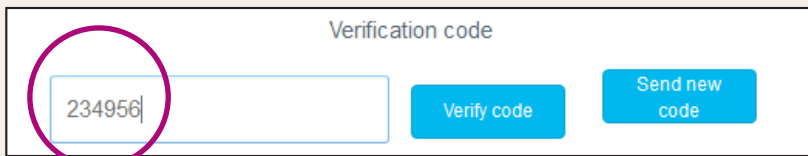
5. You will now be prompted to **create a password**.

6. When you click "Create", you will be **given your account**.

7. The loading screen will then appear whilst your account is being created.
Once loaded, you will be given the opportunity to **sign in to your account**.

8. To **log in** into the portal, click the "Sign In" button located along the top of the homepage and **enter your verified email and new password**. Click the "**Sign in**" button.
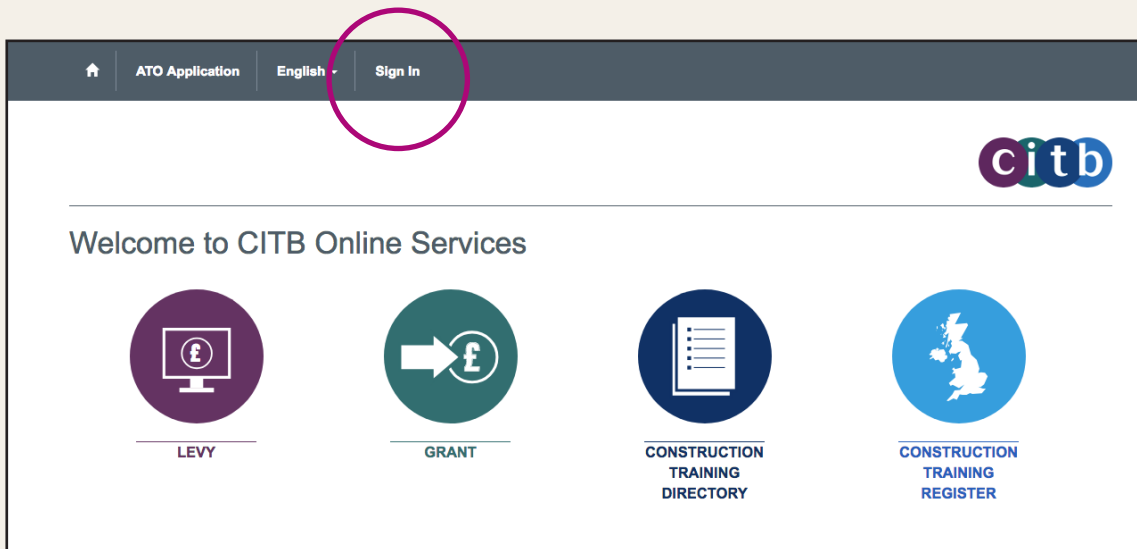
9. On your first log in to the portal, you will be prompted to **accept our terms and conditions**. Read and accept them to continue.

10. Your account is now up and running. For future visits, you can sign in from the CITB Online Services homepage. If you ever forget your password you can reset it from the "Sign in" page; a new verification code will be sent to the account email address.

3. Getting your products approved

To advertise any products on the CTD, you first have to sign our Forms of Agreement. You will also need to apply for approval of your assured products and recognised products, submitting supporting information so that we can check that they fulfil the appropriate standard. Once approved, you can advertise your courses on the Directory and reach thousands of construction employers across the UK.

Signing Forms of Agreement

Before you can advertise your products, you need to sign Forms of Agreement on the CITB Online Services portal. You can only advertise after we have checked and countersigned them, which we try to do within 10 working days of receipt.

The process is as follows:

1. **Log in** to CITB Online Services.

2. Click on the "**ATO**" button on the top menu bar
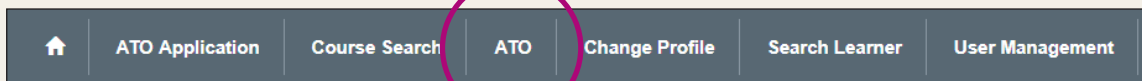
3. Click "**Forms of Agreement**" in the menu on the left of the page.
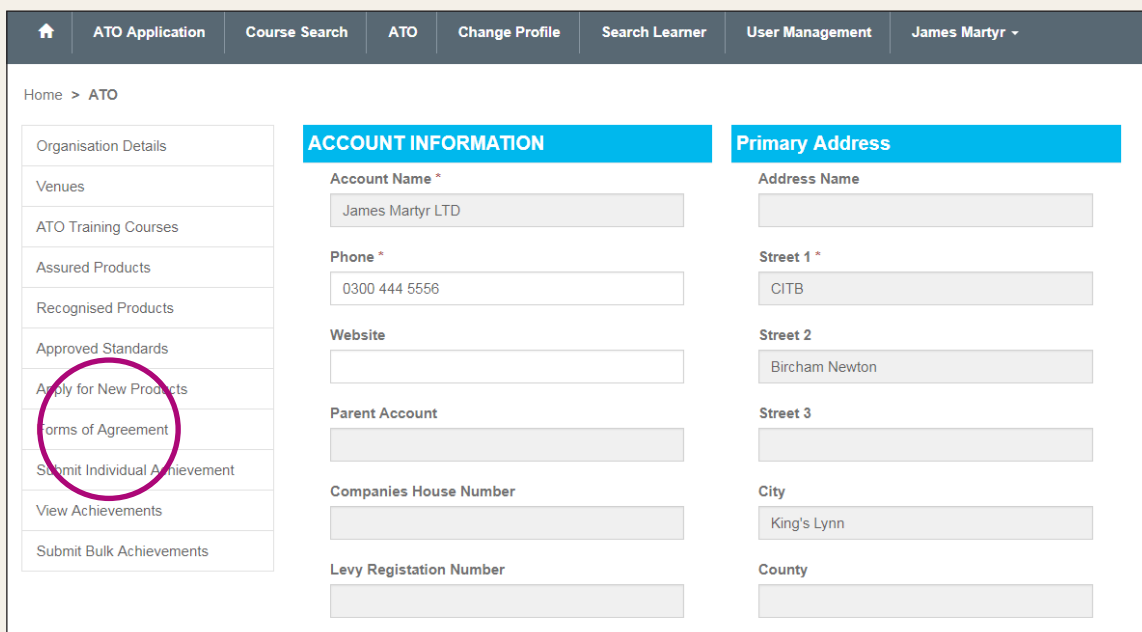
4. A list appears of the Forms of Agreement relevant to the products you are offering. If that includes different categories of products, you will have more than one set of Forms of Agreement to sign.

5. To view and sign the Forms of Agreement, click on either the **company name** or the small arrow to the very right of the form. Click "**Details**" from the dropdown menu.

6. There are **different forms** for different categories of products.

The assured form **requires a signature**.

Once you click on the "**Sign**" button, you will be prompted to read the **Assured Form of Agreement – Interim Terms**. When you are ready, check the tick box at the bottom of the page and click "**Submit**"

The recognised products form needs the **agreement date**, the **name of the awarding body**, and a **signature**.

7. When you have signed the forms, it will be acknowledged on the display.

In order to offer standards and courses for the relevant product categories, please ensure all Forms of Agreement are signed by appropriate personnel.

Forms of Agreement

Company	Form Type	Date Signed	Signed By	Signed by User	Status Reason	Created On ⬆	
Vvd Enterprises	Recognised	20/03/2018	Virgil Van Dijk	Yes	Signed by ATO	17/01/2018 10:31 PM	⌄
Vvd Enterprises	Assured	20/03/2018	Virgil Van Dijk	Yes	Signed by ATO	20/03/2018 2:02 PM	⌄

8. We will try to countersign them in 10 working days, and will notify by email when we have done so. Once countersigned, the display will update.

In order to offer standards and courses for the relevant product categories, please ensure all Forms of Agreement are signed by appropriate personnel.

Forms of Agreement

Company	Form Type	Date Signed	Signed By	Signed by User	Status Reason	Created On ⬆	
Vvd Enterprises	Recognised	20/03/2018	Virgil Van Dijk	Yes	Countersigned by CITB	17/01/2018 10:31 PM	⌄
Vvd Enterprises	Assured	20/03/2018	Virgil Van Dijk	Yes	Countersigned by CITB	20/03/2018 2:02 PM	⌄

9. You are now ready to get approval for your assured or recognised products. You can also advertise your CITB products, which are pre-approved, and products that do not yet have a defined standard.

Adding new categories of product

If you want to add a new category of product (for example, perhaps you are approved to offer CITB products but would like to add assured products to your portfolio), you don't need to go through the whole process of an ATO application again.

You can do it quickly by going through the stages below.

1. Log in to CITB Online Services.

2. Click on the "**ATO**" button on the top menu bar.
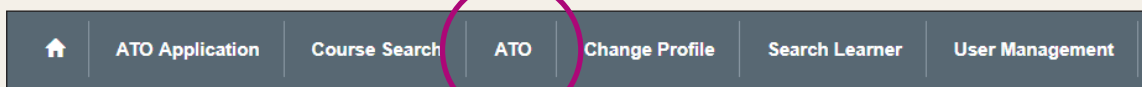
3. On the menu on the left-hand side, click on "**Apply for new products**".
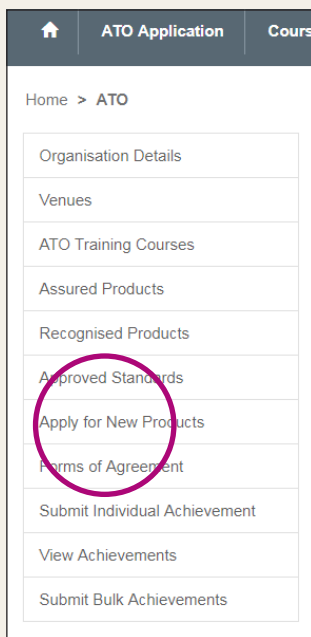
4. You will see a list of the available product categories. Any product categories that you are already approved to deliver will be automatically checked in the tick box. In the following example, the ATO is already offering SSP products.
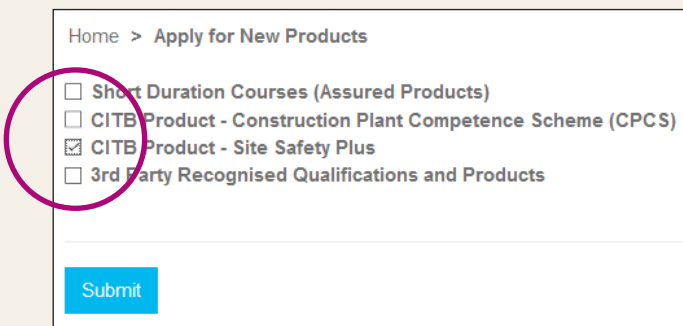
5. Select the **product option** you want and click "**Submit**". If you already provide all product options, you will not be able to make a submission.

6. If you are successful, the primary contact for the ATO will receive a notification email. This may not be the same person who is adding the new products. You will then need to sign the Forms of Agreement for those new products and wait for our countersignature. Once they have been countersigned you can advertise your CITB products on the Directory or apply for approval for your assured and recognised products.

Applying to offer assured products

To gain approval for your assured products, you must submit a self-assessment for each training standard for our consideration.

This is how you do it:

1. Log in to CITB Online Services.

2. Click on the "**ATO**" button on the top menu bar.

3. On the left-hand menu, click on "**Assured Products**".
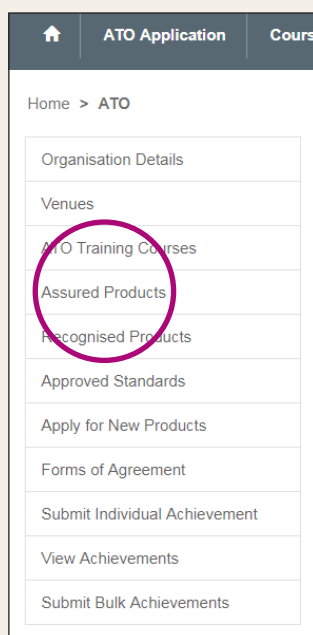
4. Click on the "**Create**" button located in the top right corner of the **Assured Products page**.
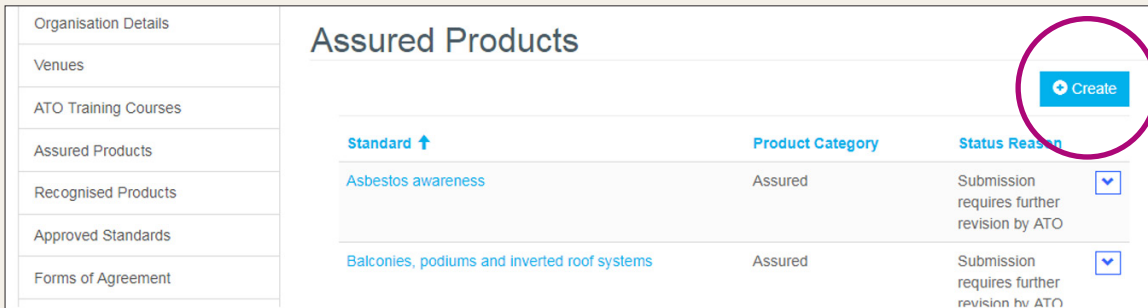
5. A window will appear and you will be prompted to **select a standard**. Click on the magnifying glass icon and search for the standard. Only assured product standards will appear; some may still be in development.
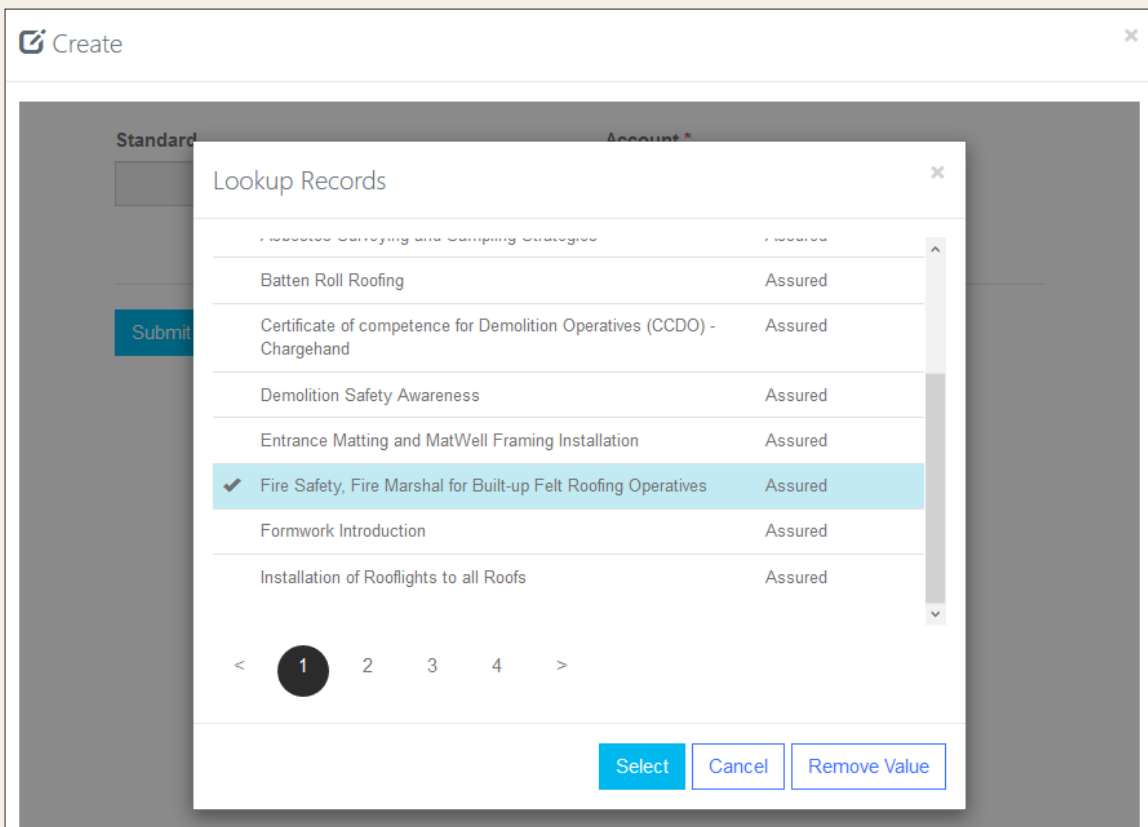
6. Select the standard you want, and you will be taken back to the Assured products page where you will see the standard you have selected.

7. Click on the standard name or the dropdown arrow to the right of standard and click "**Details**". You will then be taken to a page containing your company information, information relevant to the standard, and three description fields for completion.

Duration	**Duration confirmation**
Minimum 3 learning hours	
Instruction/Supervision	**Trainer Names**
As a minimum, course instructors must be able to demonstrate that, in relation to this standard, they have:	
• A train the trainer or instructional techniques course certificate	
• Successfully completed training to this standard	
• At least 2 years relevant industrial experience	
• A verifiable CV	
Delivery	**Describe where & how you will deliver the course**
Delivery may be in an on or off the job environment.	
All materials and equipment must be of a suitable quality and quantity for candidates to achieve learning outcomes, and must comply with relevant legislation.	
The class size and candidate/instructor ratio must allow training to be delivered in a safe manner and enable candidates to achieve the learning outcomes.	
The following delivery methods may be used in the delivery of this standard:	
• Classroom	
• E-learning	

8. Learning outcomes for the standard are also listed on the same page. To outline how your course meets them, click on the **small arrow on the right-hand side** of the learning outcome and click "**Edit**" to open a description box.

Learning Outcomes

The Learner will be able to ↑	Describe how your course will cover it	
Identify the difference between licensable work and non-licensed (notifiable and non-notifiable) work		☑ Edit
Identify the properties of asbestos and its effects on health, including the increased risk of developing lung cancer for asbestos workers who smoke		
List the types, uses and likely occurrence of asbestos and asbestos materials in buildings and plant		
Outline how to avoid the risk of exposure to asbestos		
Outline the general procedures to deal with an emergency, e.g. anuncontrolled release of asbestos dust into the workplace		
Outline the procedures to follow on discovery of asbestos containing materials		

9. Once you have completed it, click "**Submit**" and do the same for all of the learning outcomes.

10. When the learning outcome section is complete, you will see two boxes for the CITB quality and verification team to enter any rationale for accepting or rejecting your application.

11. You can upload evidence to support your self-assessment such as a course outline or course presentations. This can be done by clicking the "**Upload**" button at the bottom of the page, then the "**Browse**" button to locate the file, and "**Upload**" again.

    We accept scanned copies of documents as image files (such as JPEGs or PNGs), or PDF or MS Word files. You can upload as many files as you wish to support your application, but each file **must be less than 10MB**. Please rename your files so they are **easy for us to identify**.

12. When you are ready, check the box at the bottom of the page to confirm you have provided all your information and you would like to submit. Click "**Save**" at the bottom of the page and you will be returned to the Assured products list page.

13. The status should now be "**Submission Requires Further Revision by CITB**". If the application is successful, the status will change to "**Submission verified and successful**" and we will send an email **within 10 days** to the person who created the initial self-assessment (please contact CITB if you need to amend the email recipient) informing the recipient that the courses relating to this Standard can now be advertised. The Standard will also appear in your list of approved Standards.

    If unsuccessful, the person who completed the self-assessment will receive an email advising that more information is needed. The CITB quality and verification team will also have left details on your self-assessment record about what else you need to provide for approval (see point 10).

Applying to offer recognised products

To offer recognised products, you need to show us evidence that you have permission from an awarding body, such as City and Guilds, to deliver those products. This will involve uploading documents to our system, such as certification or a contract of agreement between your organisation and the awarding body.

1. Log in to CITB Online Services.

2. Click on the "**ATO**" button on the top menu bar.

3. On the left-hand menu, click on "**Recognised Products**".

4. Click on the "**Create**" button located in the top right corner of the Recognised Products page.

5. Click on the **magnifying glass icon** and search for the recognised standard which you would like to advertise.

6. Select the standard and then click "**Submit**".

7. The Status Reason on the Recognised Products page will now be "**Submission requires further revision by ATO**".

8. Click the details drop-down arrow, and then click "**Details**" to begin the self-assessment process for the Standard.

IPAF Demonstrator	Recognised	Submission ▼
		Details
		revision by ATO

9. Now you can upload your supporting documents and evidence. In the "**Documents**" area near the bottom of the page click "**Choose file**" or "**Browse**" (**NB** the images may vary according to which browser you are using).

Documents

Choose File	No file chosen	Upload
No files uploaded		
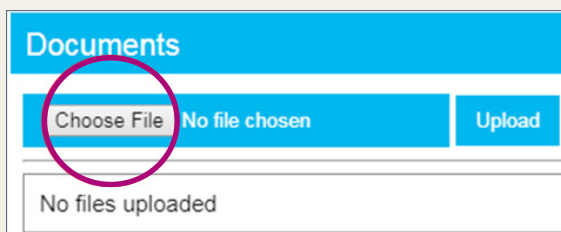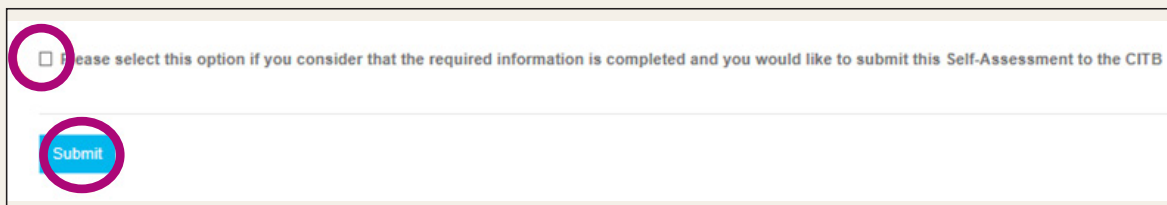
10. Locate and select supporting evidence from your files, to upload one at a time.

Documents

Choose File

No files upload

❓
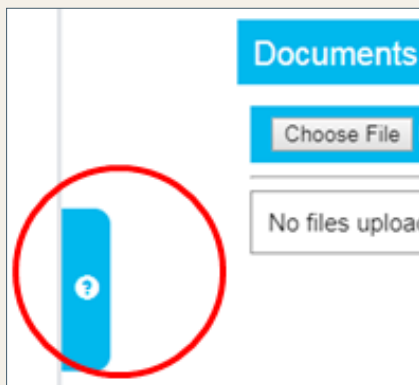
- Click the help tab for extra guidance on suitability of evidence.

- We accept scanned copies of documents as image files (such as JPEGs or PNGs), or PDF or MS Word files. You can **upload as many files as you wish to support your application**, but **each file must be less than 10MB**. Please rename your files so they are easy for us to identify.

- Click "**Upload**" for your evidence selection to appear with your submission

Choose File No file chosen	Upload	
File Name	**Status**	
ApprovalCert_2018_06_20_091859616.xlsx	Evidence not reviewed ▼	⬇
CCDOEvidence_2018_06_20_091844777.xlsx	Evidence not reviewed ▼	⬇
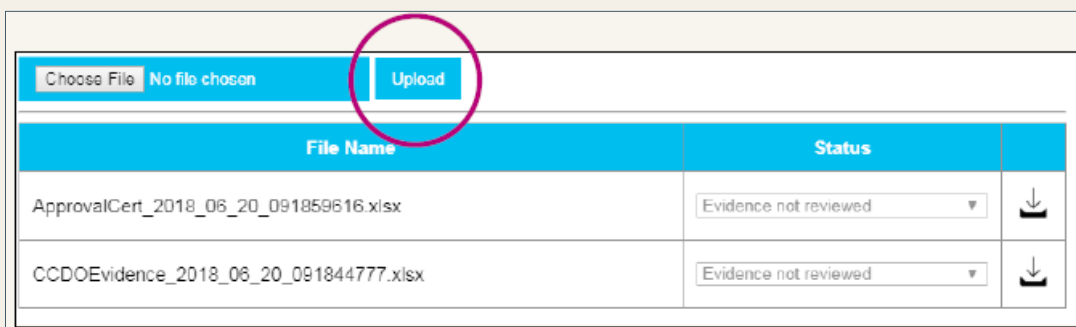
11. When all the evidence you wish to submit has been uploaded tick the box, then click **"Submit"**.
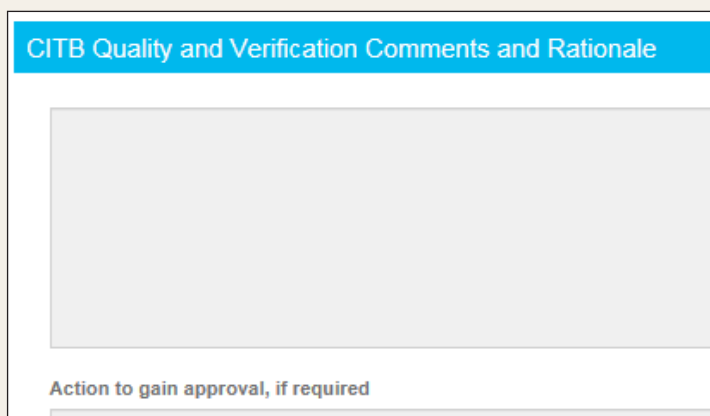
☐ Please select this option if you consider that the required information is completed and you would like to submit this Self-Assessment to the CITB

Submit

12. The status should now be "**Submission under assessment**". If the application is successful, the status will change to "**Submission verified and successful**" and we will send an email to the person who first made this application (please contact CITB if you need to amend the email recipient) informing the recipient that the courses relating to this Standard can now be advertised. The Standard will also appear in your list of approved Standards.

    If unsuccessful, the person who completed the self-assessment will receive an email advising that more information is needed. The CITB quality and verification team will have provided feedback in the '**Comments and Rationale**' area

CITB Quality and Verification Comments and Rationale

Action to gain approval, if required

4. Advertising your products in the Directory

Once you have approval for your assured and recognised products, you can advertise them on the Construction Training Directory. You can check the approval status of your courses by logging in to your account on CITB Online Services and clicking on "ATO", and then "Approved Standards". CITB products are pre-approved, so you can publish them without uploading supporting evidence to us.

To advertise your products, you first need to add venues and courses to your account. Then you add training schedules to your courses, giving the dates, times, locations and other important details your customers will need to know. After that, you're ready to publish them in the Directory.

Find out more about how to advertise your products in the Directory in our video Set up venue and courses.

Adding a venue

This first stage of getting your products published in the Directory is to add your course venues to your account. When you create your courses, you can then link them to your venues.

Potential customers will be able to search for your courses by venue and see exactly where your courses are on a map.

To view, edit, deactivate, reactivate or search for venues, see Managing venues.

1. Log in to CITB Online Services.

2. Click on the "**ATO**" button on the top menu bar.
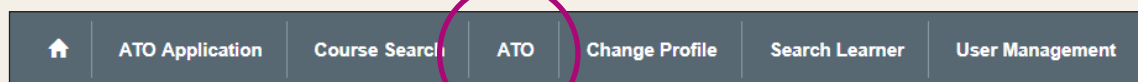
3. Click on "**Venues**" in the left-hand menu.
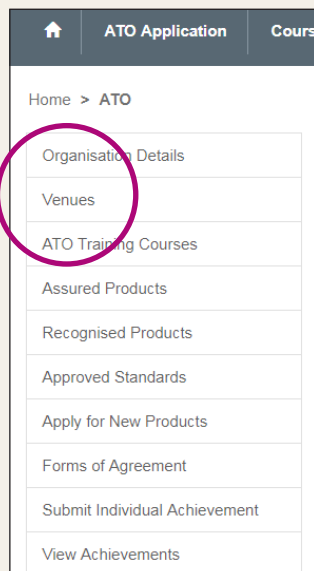
4. Click on "**Add New Venue**".
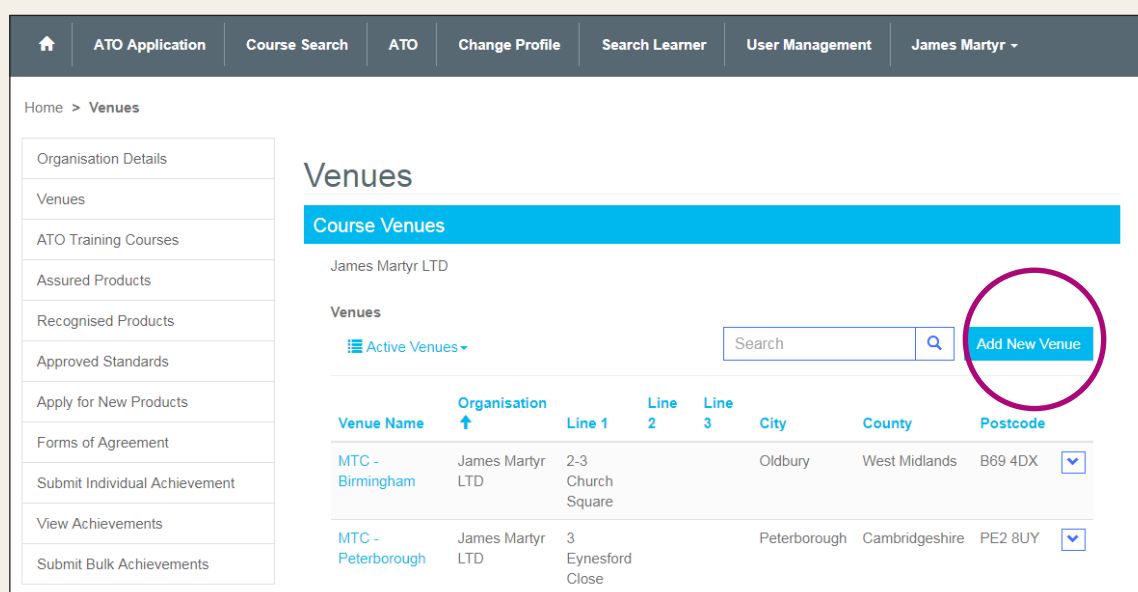
5. To enter your venue details, it's best to start with the postcode or Line 1 field. A list of addresses appears for you to choose from. Click on the one you want and the field boxes fill for you automatically. If there isn't an exact match, click the closest and amend the field boxes by hand. **It is important you select an address so that the system properly registers it**, otherwise your venues may not appear on map search results.

6. When you are ready, click "**Submit**" at the bottom of the page.

7. You will return to the Venues page where you will be able to see your newly added venue. You can repeat the process to add more venues. To view, edit, deactivate, reactivate or search for venues, see Managing venues.

Adding a course

Now that you have venues in your account, you can add courses that you are approved to deliver.

1. Log in to CITB Online Services.

2. Click on the "**ATO**" button on the top menu bar.

3. Click on "**ATO Training Courses**" in the left-hand menu.
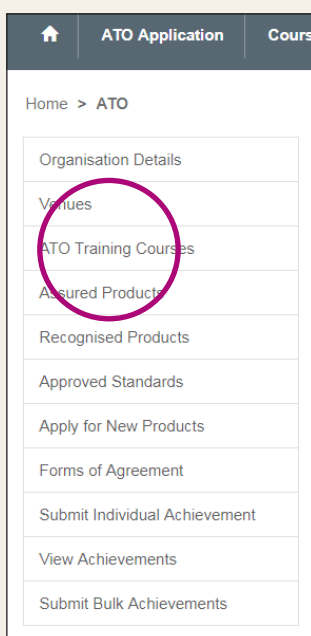
4. Click "**Create Training Course**" to the right of the search box.
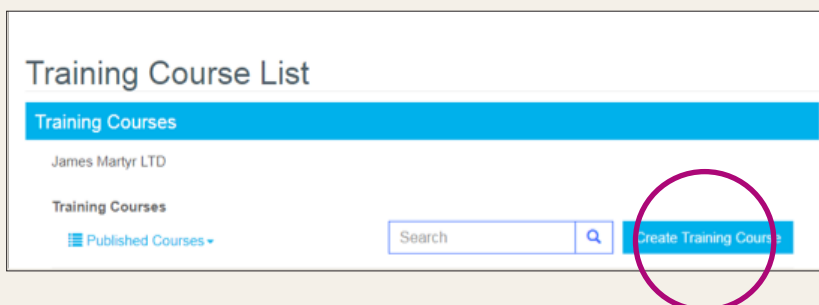
5. To enter your course details, **click on the magnifying glass** located beside the Course box. A list of course standards that you are approved to deliver appears.

6. To search these courses, either use the full name or use an asterisk (*) before and after a search word for partial names, as in the example. The asterisks let the system know there are other words before and after the search term.

7. Choose your course and click "**Select**".

8. Now you can fill in the mandatory course details boxes, including **title**, **duration**, **units** (for the duration of the course in hours, days or months), **price**, **availability for on-site delivery**, and **description** (to add course details).

9. When you have completed all the boxes, click "**Submit**" at the bottom of the page.

10. You will return to the Training Course List page where you will be able to see your newly added course. You can **repeat the process to add more courses**. To edit your course details, **click on the arrow to the right of the course** and select "**Edit**".

11. Now you need to add a training schedule to your course with information such as **dates**, **times** and **venues**. Go straight to point 4 in Adding a training schedule.

Adding training schedules

By adding a training schedule to a course, you can link it to a venue, add dates, times, and the current and maximum number of attendees.

1. Log in to CITB Online Services.

2. Click on the "**ATO**" button on the top menu bar.

3. Click on "**ATO Training Courses**" in the left-hand menu.
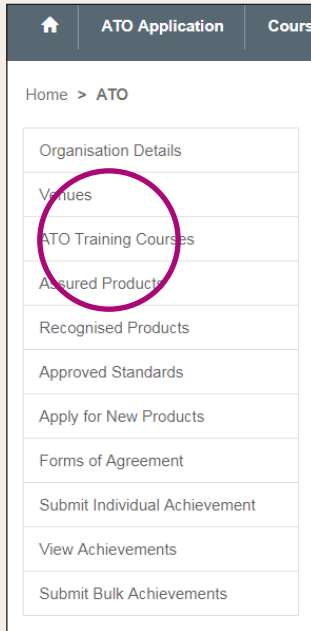
4. On the Training Course List page, you will see your courses. **Click the arrow to the right of the course you want**, and select "**Training Schedules**".
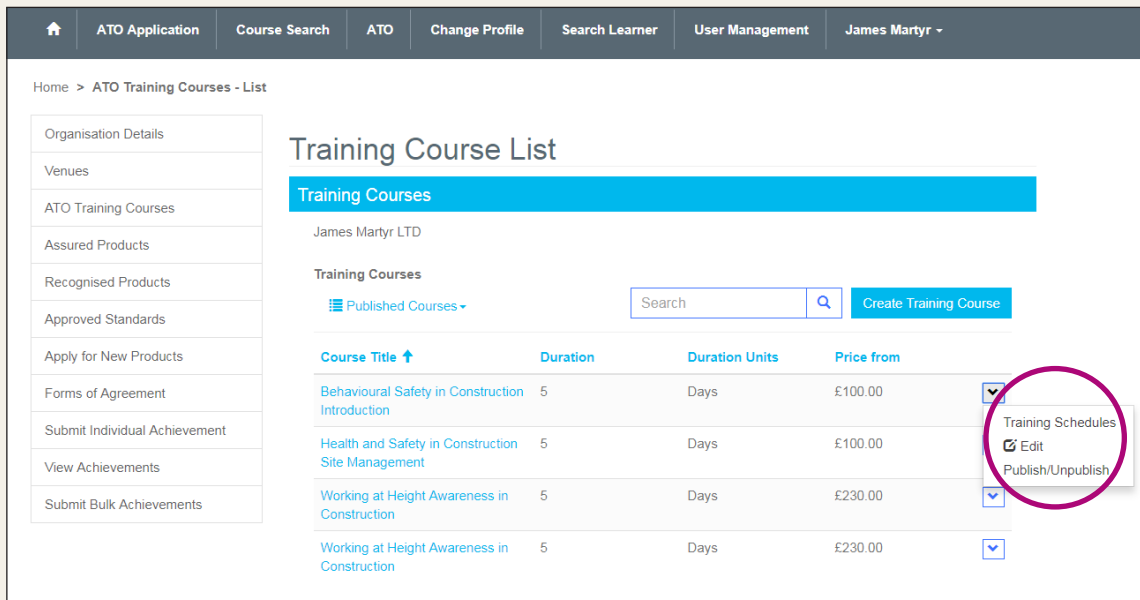
Removing a course from the Directory

If you no longer want a course to appear in the Directory, you can unpublish it. This will remove it from search results. The course will still be saved in your account, so that you can publish it again at a later date if you want to.

1. Log in to CITB Online Services.
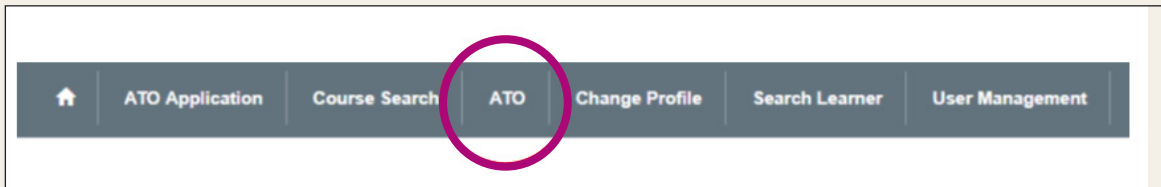
2. Click on the "**ATO**" button on the top menu bar.

3. Click on "**ATO Training Courses**" in the left-hand menu.
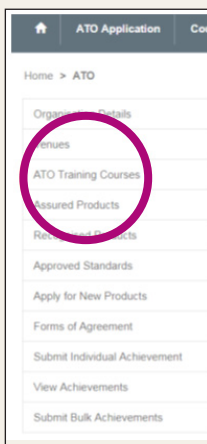
4. On the Training Course List page, you will see your courses. **Click the arrow to the right** of the course you want, and select "**Publish/Unpublish**".
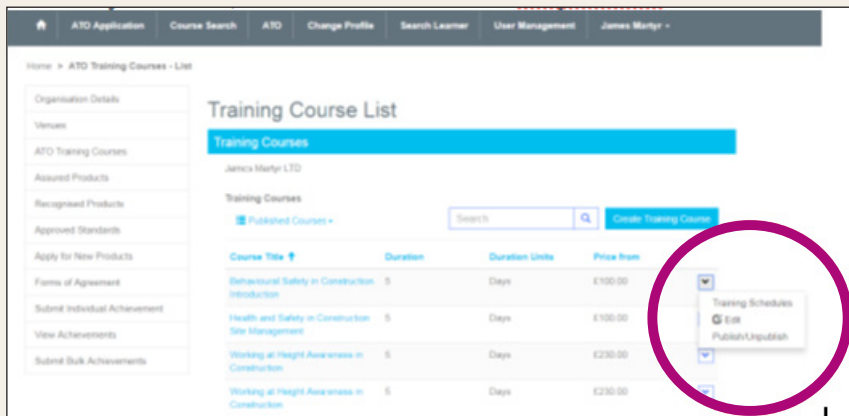
5. In the dialog box, you can choose the published status of your course. Select "**Unpublished**". Click "**Submit**".

Viewing your published/unpublished courses

On the Training Course list page, you can toggle between viewing your published and unpublished courses, by clicking the "**Published Courses**" dropdown menu.
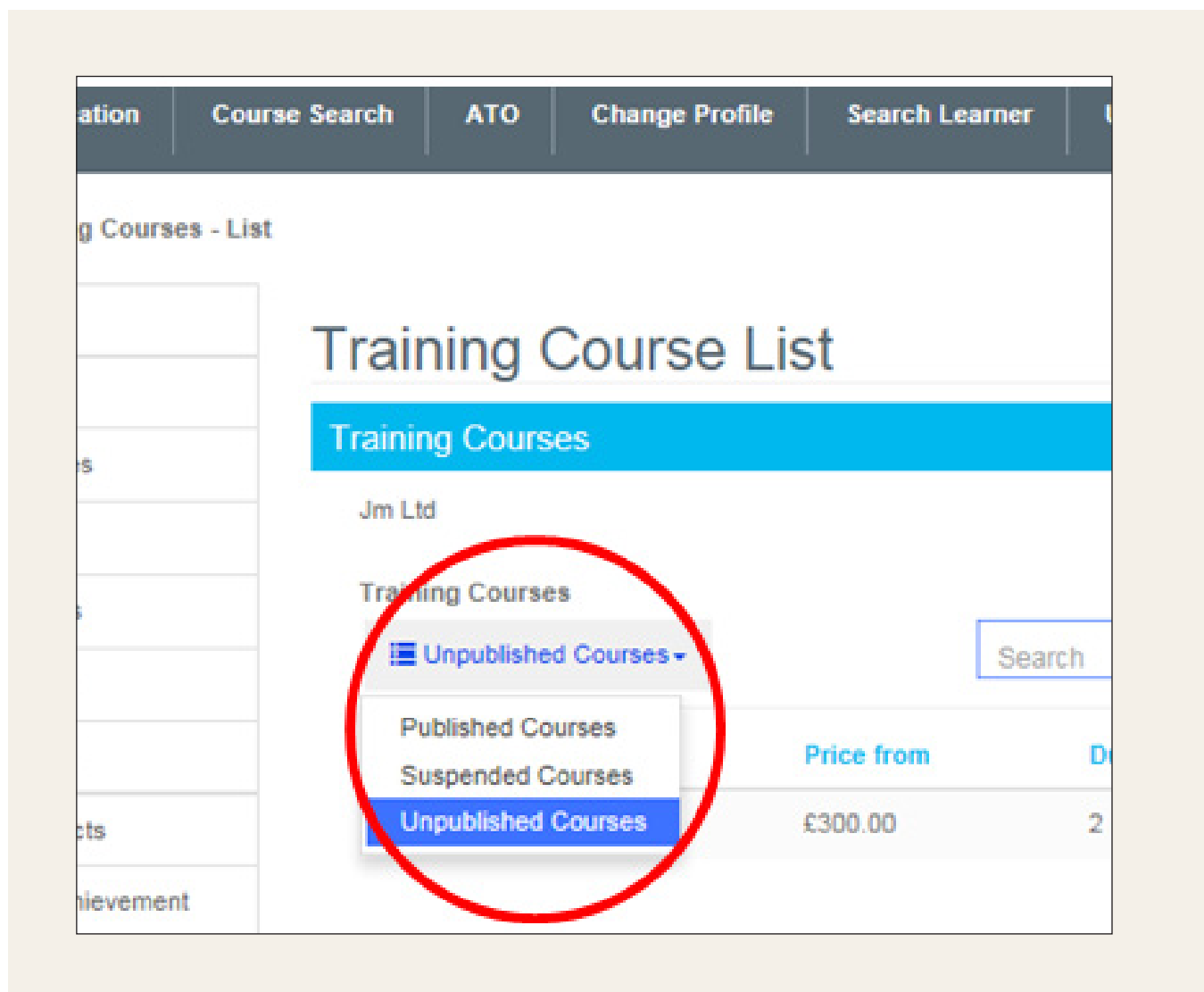
To re-publish a course that is saved in your account

1. Follow the instructions given in **Removing a course from the Directory**, points 1-4 to select publish/unpublish.

2. At **point 5,** in the dialog box, you can choose the published status of your course. Select "**Published**". Click "**Submit**".

3. Back on the Training Course List page, you can view the status of your courses by following the instructions given in this section.

Managing venues

From the Venues page, you can **view**, **edit**, **deactivate**, **reactivate**, **filter by status**, and **search venues**.

1. Log in to CITB Online Services.

2. Click on the "**ATO**" button on the top menu bar.
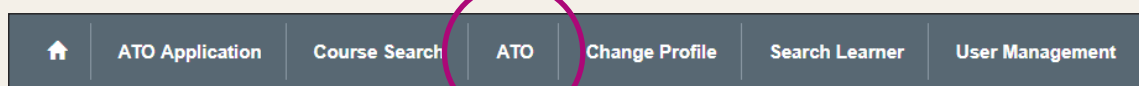
3. Click on "**Venues**" in the left-hand menu.
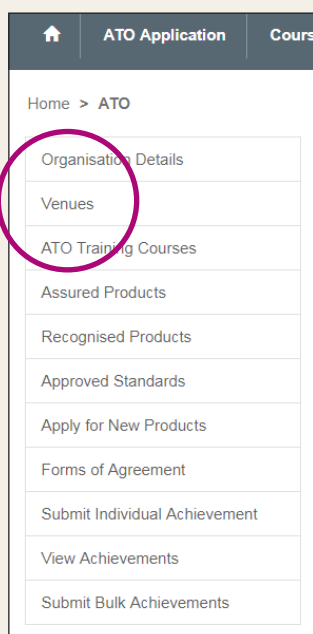
4. You should now be on the Venues page displaying a list of all your venues. From here **you can view**, edit (including deactivating and reactivating), **and** search venues, and filter them by status.

Viewing venue details

1. On the Venues page, **click the small arrow located to the right** of the venue you want to view.

2. In the dropdown menu, select "**Details**".

Editing a venue

This is how to edit, deactivate or reactivate a venue

1. On the Venues page, either **click on the name of the venue you want to edit**, or **click on the arrow to the right of the venue** and select "**Edit**" in the dropdown menu.

2. You can now edit the details of the venue. You can make a venue **inactive** if you are no longer using it by clicking "**Deactivate Venue**" at the bottom of the page. It will still appear in your list of venues in case you need it in the future, when you can click the "**Reactivate Venue**" button in the same place.

Filtering venues by status

You can switch between viewing your active and inactive venues.

1. The Venues page will show your active venues by default. To see your **inactive venues**, click on "**Active Venues**" and select "**Inactive venues**" from the dropdown menu. You can change it back in the same way.

Searching for venues

You can search for specific venues by building name, city, or other keyword related to venues.

1. Type a search term in the search box on the Venues page. In this example, the term 'belfast' has found all the venues listed within the Belfast area.

5. Uploading learners' achievements

One of the vital functions of ATOs is to upload learners' achievements to the Construction Training Register within 10 days of completion of a course. ATO's must capture learner information detailed in the booking form provided on page 79.

Find out more about why it's important for ATOs to upload achievements promptly.

You can upload achievements individually or in bulk. Once they are uploaded you have 48 hours to make changes or delete them. After 48 hours they will be processed and cannot then be changed without contacting CITB.

CITB will upload achievements to the Construction Training Register (CTR) on your behalf for the following products: Site Safety Plus (SSP), Health, safety and environment (HS&E) tests.

To upload an individual achievement, you will need to supply information about the learner which you will have captured in the booking form on page 79. We do not need to know anything more than:

- the learner's name

- the learner's date of birth

- the learner's home address and postcode

- the learner's National Insurance Number or Individual ID/Registration number

- the learner's Unique Learner Number

- the employer's registration number (if a grant is to be paid)

- the title of the completed course

- the course achievement date

You can share our Fair Processing Notice with learners outlining how their details will be used.

Uploading individual achievements

1. Log in to CITB Online Services.

2. Click on the "**ATO**" button on the top menu bar.
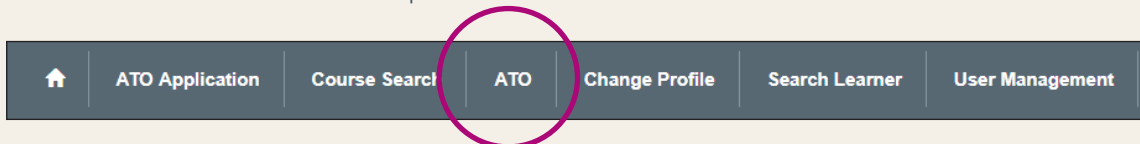
3. On the left-hand menu, click "**Submit Individual Achievement**".
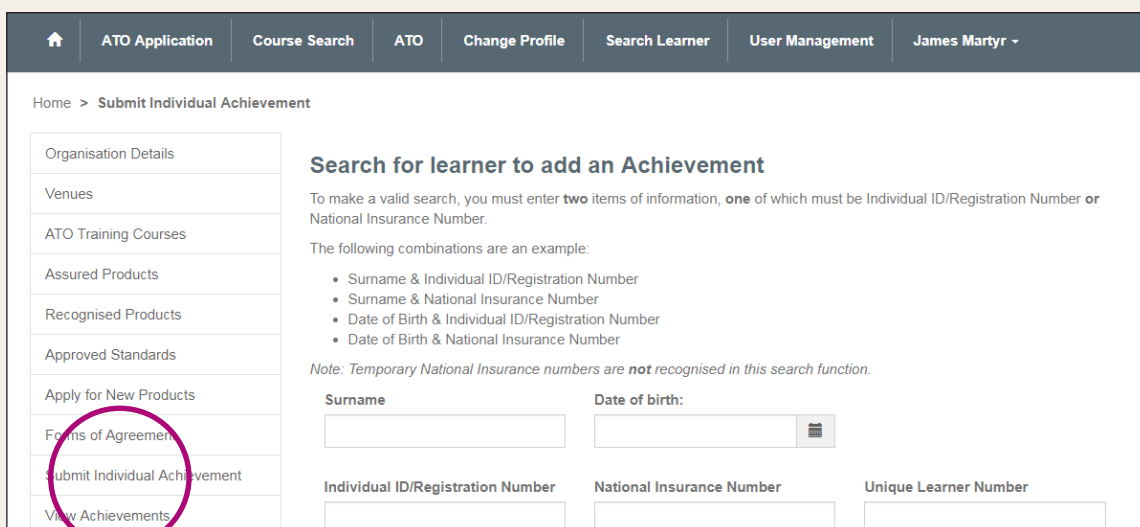
4. Search for the learner following the instructions on the page.

5. You will then be presented with the relevant **learner profile** or be prompted to **create one** if it doesn't already exist.

6. When the learner profile is ready, click on the "**Add Achievement**" button.

7. Supply the details of the training course such as **standard**, the **employer registration number** and **achievement award date**. The employer **registration number is needed** for the automated grant process to work.

8. Check that the **employer registration number is correct**. Tick the relevant box if the employee is employed by a different employer from the one receiving the grant. **Failure to do so may mean that the grant payment is paid to the wrong employer.** Click "**Submit**" when you are ready and have accepted the data use statement.

Uploading bulk achievements

You can upload multiple achievements in one go. This is easiest if you set up your own IT systems to export the data following our CSV scheme.

If this isn't possible, you can still make a bulk upload using a blank CSV file into which you should input the achievement data.

1. Log in to CITB Online Services.

2. Click on the "**ATO**" button on the top menu bar.
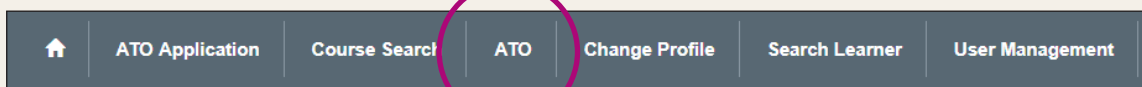
3. On the left-hand menu, click "**Submit Bulk Achievements**".
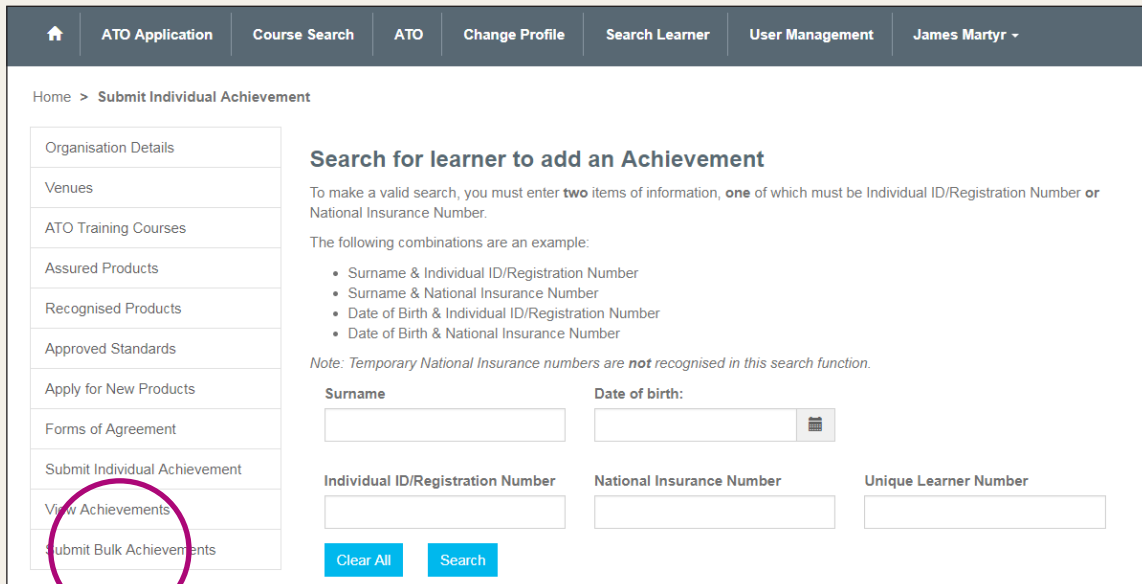
4. You will see four buttons at the top of the page. This is where you can download our technical CSV scheme and guidance notes to help you set up your own system. Once you have done this, you can click "**Upload a new bulk achievement**".
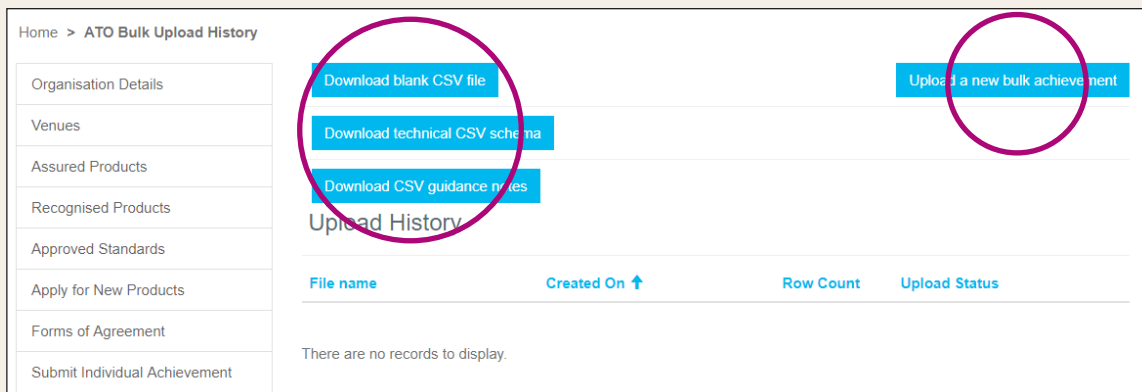
5. If you do not have your own system to export the information, click on "**Download blank CSV file.**" A blank template will download for you to fill. If you see a yellow "**read only**" bar along the top of the screen, click "**Enable editing**" to allow you to input your information.
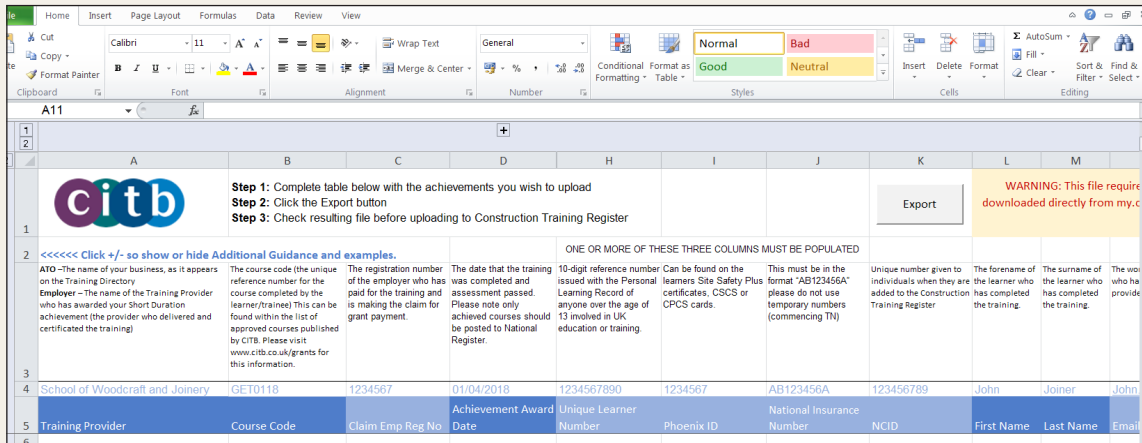
6. Above each of the columns you will see guidance notes about the data required for each. For example, enter the course code in column B; see our list of short duration course codes for more details.

7. Once you have entered the data, click on the "**Export**" button and save the file on your computer.
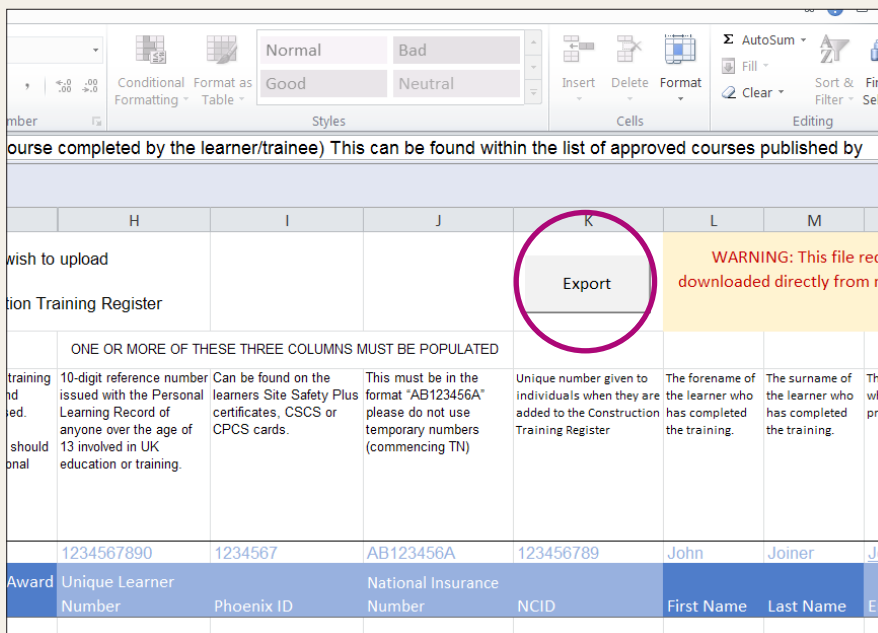
8. Once saved, go back onto the "**Submit Bulk Achievements**" page of the portal and click "**Upload a new bulk achievement**". Locate the file and click "**Upload**".

9. Accept the terms and conditions in the upload dialogue box.

10. It can take a few minutes to upload the data. If the upload is successful, the **upload status will change to passed**, and you will see the number of rows uploaded and the file name. When the process is complete, **a message will say that the data is valid**.

Viewing, editing and deleting achievements

Once you submit an achievement you have 48 hours to edit or delete it before it is processed. After 48 hours, you will not be able to make any amendments without contacting CITB.

1. Log in to CITB Online Services.

2. Click on the "**ATO**" button on the top menu bar.

	ATO Application	Course Search	ATO	Change Profile	Search Learner	User Management
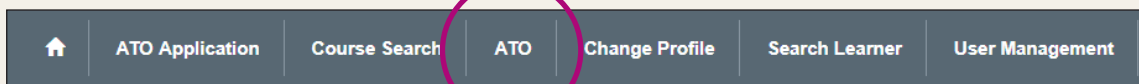
3. On the left-hand menu, click "**View Achievements**".
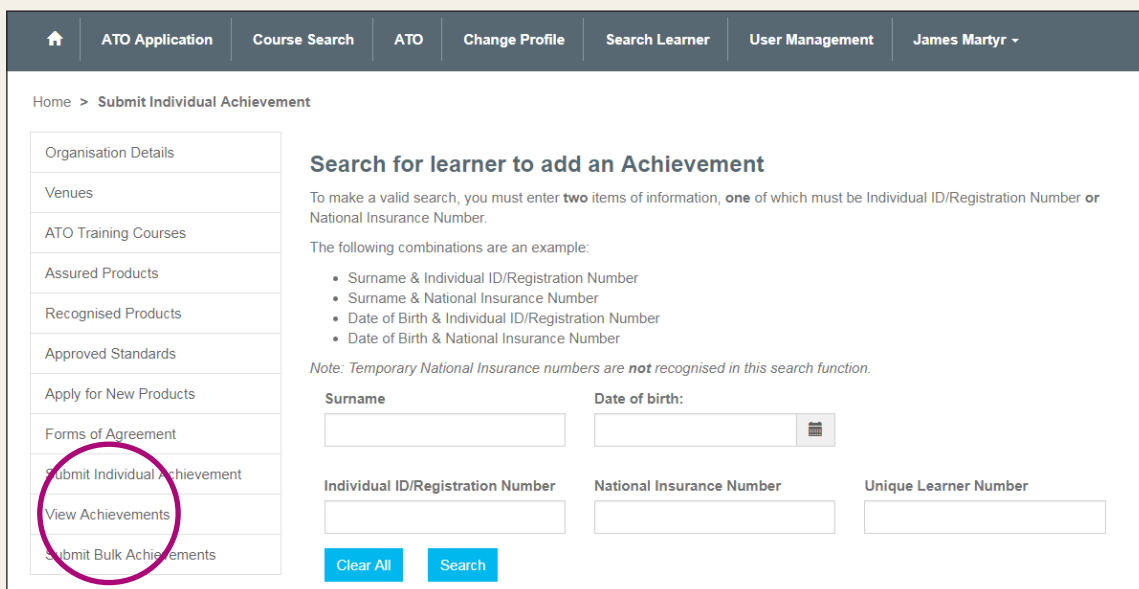
4. You will see a list of all achievements, divided between those that are awaiting processing and those that have been processed.

Achievements (Awaiting Processing)

Training Course	Learner	Training Standard	Achievement Award Date ↑	Achievement Expiry Date	Recommended Refresher Date	Standardised Training	Occupation
(Bricklaying)	Shea Leonard	(Bricklaying)	31/03/2018			Yes	Card Category

Achievements

Training Course	Learner	Training Standard	Achievement Award Date ↑	Achievement Expiry Date	Recommended Refresher Date	Standardised Training	Occupation
BRICKLAYING LEVEL 2	Shea Leonard	BRICKLAYING LEVEL 2	31/03/2018	31/03/2020	01/04/2020	Yes	Card Category
Diamond Drilling	Shea Leonard	Diamond Drilling	31/03/2018	31/03/2019	01/04/2019	No	Drilling and Sawing

5. Click the arrow to the right of an achievement awaiting processing to reveal options to **edit** or **delete it**.

6. Select "**Edit**" to make amendments. You can change the **Employer Registration Number**, **Sub Employer Registration Number**, and the **achievement award date**.

Select "**Delete**" to delete the achievement. A **dialogue box** will appear asking you to confirm that you want to delete the achievement.

Click "**Delete**" to delete the achievement.

6. Managing your account

Adding a new user/editing permissions of an existing user

The person who first set up the ATO account is a super user, with full administration rights within the ATO portal. A super user can assign up to three other super users within an organisation and add other new users and amend existing users to perform certain functions. They can do this on the User Management page.

Watch our short User management video to find out more.

1. Log in to CITB Online Services.

2. Click on the "**User Management**" button on the top menu bar.
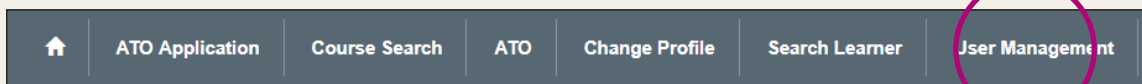
3. The User Management page displays a list of users, their contact details and administration permissions. Click the "**Create**" button to the right of the search box. Or to amend an existing user, select their profile from the existing users.
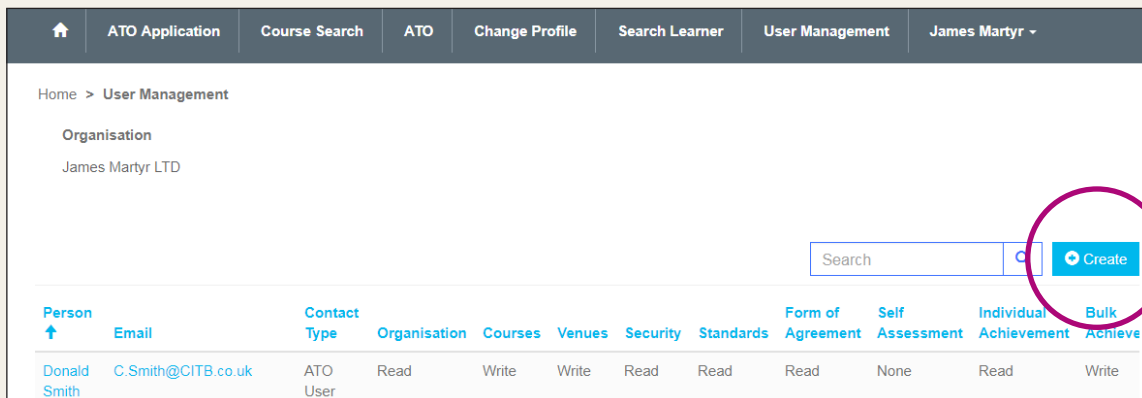
4. Fill in the details of the new user, taking care to complete all the required asterisked fields. Or for an existing user; simply amend the details as required.

Home > User Management > **Portal Admin - Create**

Contact Details

First Name *   Last Name *   Email *

Security Details

Company Name *   Contact Type *

Vvd Enterprises

Organisation   Courses   Venues   Standards

Form of Agreement   Self Assessment   Individual Achievement   Bulk Achievements

Submit

In Contact Type box reveals a dropdown menu for you to choose the type of user you want to create/amend. They are:

- **ATO Remove Access** – to remove access to the portal for the user

- **ATO Super User** – your organisation can have up to four super users with full administration rights

- **ATO User** – can add venues and courses and publish them, but only view other pages

- **ATO Bespoke** – for you to set custom user permissions using the eight permissions boxes:

  o **Organisation** – whether the user can update the organisation details
  o **Courses** – whether the user can submit courses, view the information or neither
  o **Venues** - whether the user can add venues, view the information or neither
  o **Standards** – whether the user can add new standards or not
  o **Form of Agreement** – whether the user can sign Forms of Agreement or not
  o **Self Assessment** – whether the user can complete self-assessment
  o **Individual Achievement** – whether the user can upload individual achievements or not
  o **Bulk Achievements** – whether the user can upload bulk achievements or not

5. When you are ready, click "**Submit**" to create the new user or to update an existing user. You will return to the User Management page, where all the users are listed.

6. An **invitation email will be sent to the new contact**, inviting them to log in to the portal. If the new user is already registered in the CITB system under another organisation they may need to change profiles to undertake activities for the correct organisation.

Changing profiles

If you are user for more than one organisation in the portal – for example an ATO that belongs to a larger organisation, or an ATO that is also a grant-claiming employer – you may need to change your profile in the portal to undertake activities for the correct organisation.

1. Log in to CITB Online Services.

2. Click on the "**Change Profile**" button on the top menu bar.
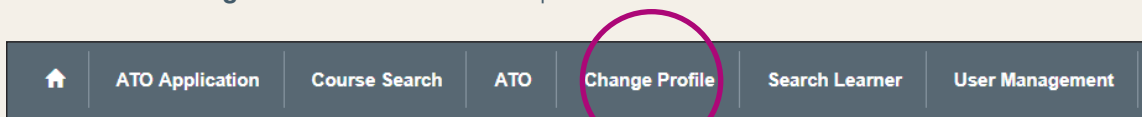
3. You will now see any other accounts that you are linked too. For grant-claiming employers, the profile can be identified by the **seven digit Levy registration number.**
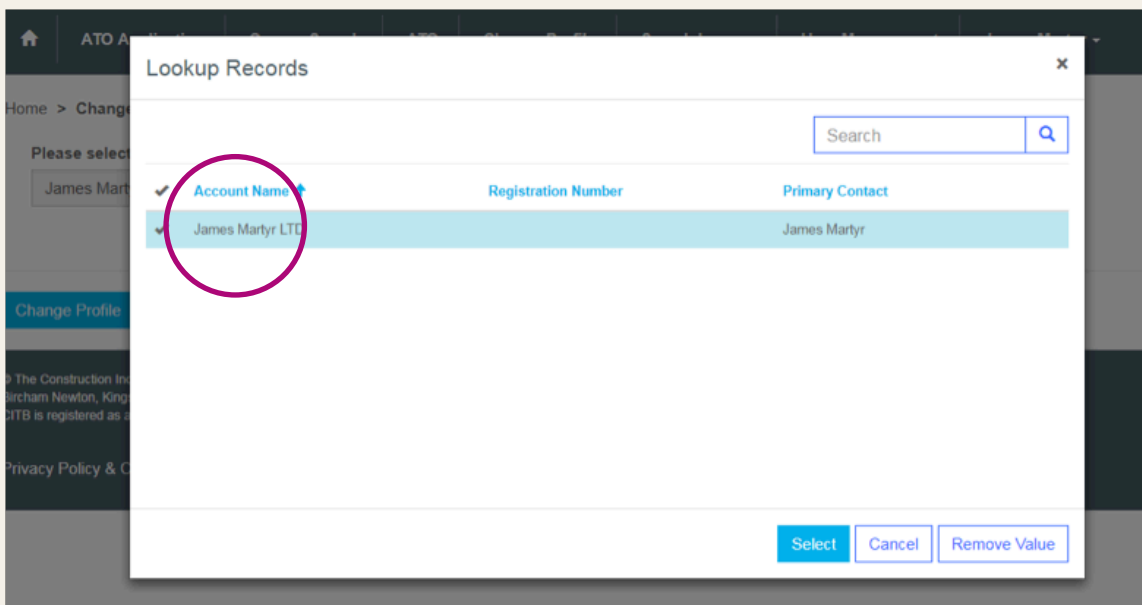
4. Select the profile you want to switch to. Click "**Change profile**".
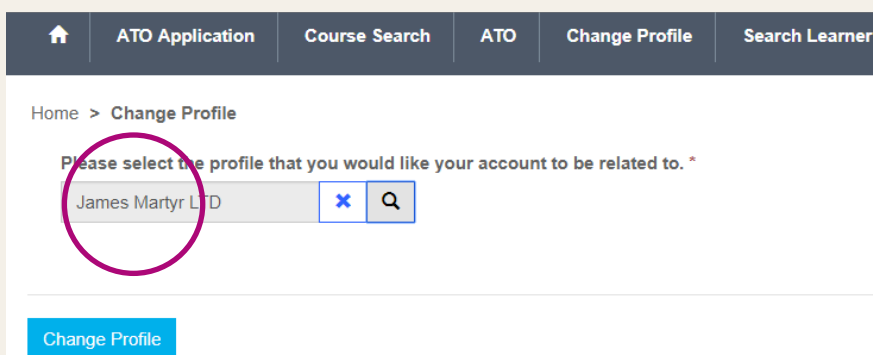
5. You will then be taken to the Organisation Details page. You will now see that the name of the organisation has changed. The menu at the top of the page will either say **ATO** or **Employer** depending on which profile you are in.

Updating your user profile

It's important that your personal details are correct, as potential customers may access them to contact you. This is how to update your personal details, such as job title, phone number, email, address and communication preferences.

1. Log in to CITB Online Services.

2. Click on your **username** in the top right of the menu bar and select "**Profile**".

3. You will now be taken to the Employee's Profile page, where you can update your **personal details** and **contact preferences**. When you are ready, click "**Submit**".

Updating your organisation's details

It's important to keep your organisation's details up to date on the system, so that potential customers can contact you easily to book courses.

You can update details, such as phone number, website, email, and company description, by logging in to your account.

But some details, such as the company address, account name and registration numbers, you can only change by contacting CITB.

1. Log in to CITB Online Services.

2. Click on the "**ATO**" button on the top menu bar.
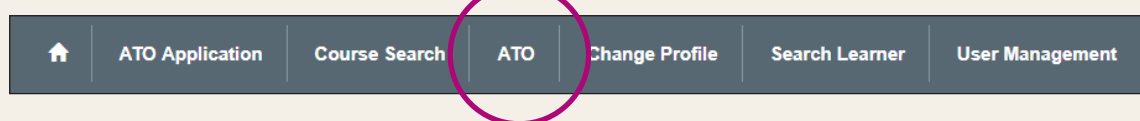
3. On the ATO landing page, you can update any of the fields that are not greyed out such as phone number, website, email and company description. Contact CITB to update any greyed-out fields.

7. Searching the Directory and Register

For more information about searching the Construction Training Directory and Construction Training Register, watch our short video CITB Training Directory and Register: an overview.
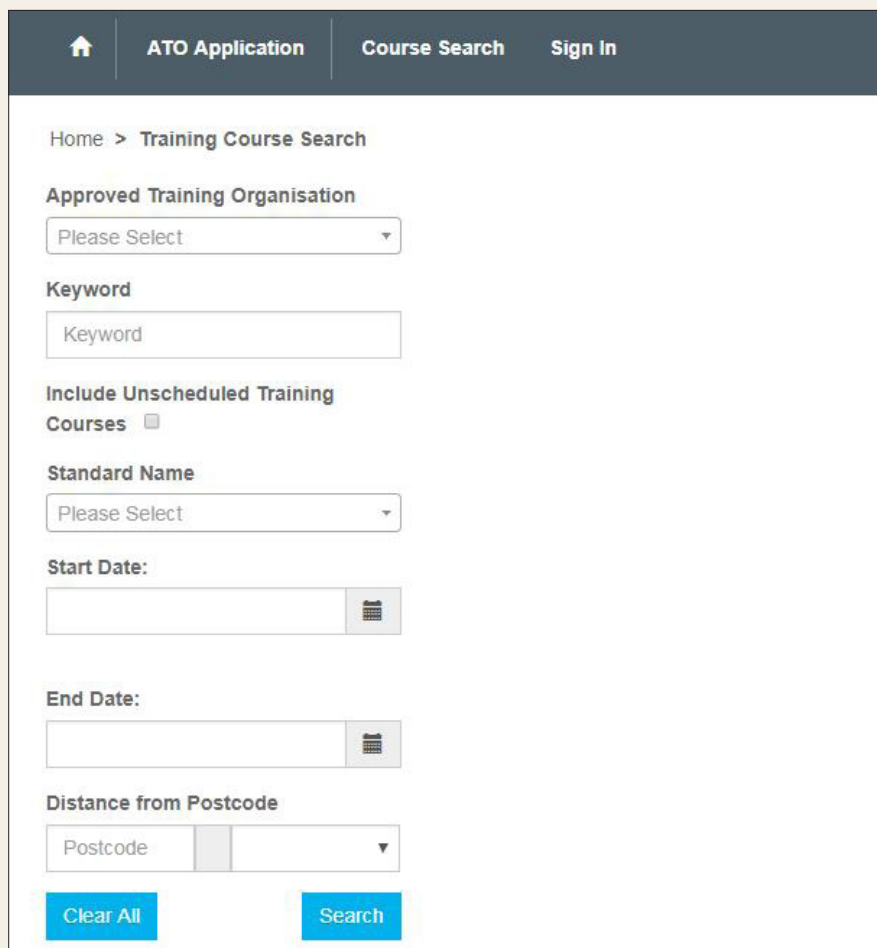
Searching the Directory for courses

Anyone can search for courses published in the Directory, without having to be logged in. You can search by a number of methods, including by ATO, location and date.

1. On the CITB Online Services homepage, click on "**Construction Training Directory**".
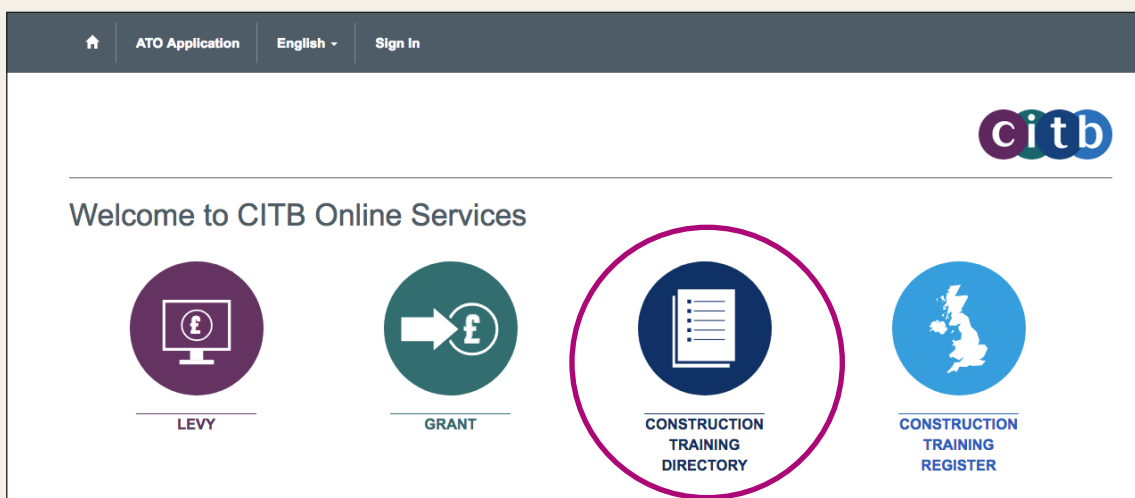
2. You will now be given a number of different search options. You can search using a single field or a combination of several fields to narrow your results.

They are:

- **Approved Training Organisation** – click on the box and a list of all ATOs appears. You can search for a particular one by typing in the box.

- **Keyword** – use a keyword to search for a course. This can be a partial course name or abbreviated terms such as SMSTS. Words commonly used in industry in relation to courses are also being linked through the Keyword search.

- **Include Unscheduled Training Courses** – ticking this box will include available courses that do not yet have dates or venues. Leave the date and postcode fields empty if using this feature.

- **Standard Name** – select an industry standard name to find courses linked to that standard.

- **Start Date and End Date** – the whole duration of the course must be within these dates for the search to work. For example, for a course on 20 May, the search range should be 19 to 21 May.

- **Distance from Postcode** – for searching for courses within a specified radius from a postcode. A full postcode must be used to utilise this function.

3. Click "**Search**" when you are ready. Your results will appear on the right.

4. You can sort your results by any of the headings, such as ATO name, cost or grant tier.
   You can also search within your results using the search box at the top right of the screen.
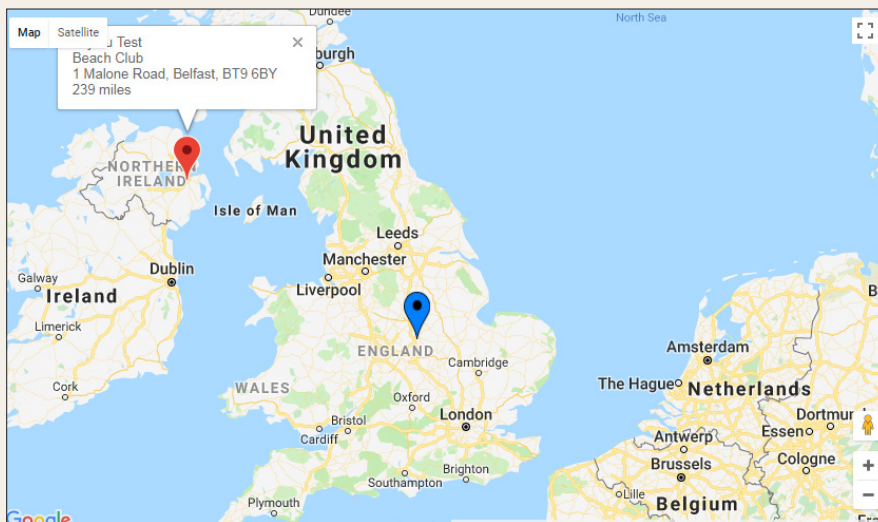
The location of the listed courses is shown by the red markers in a map below the search results.
The blue marker shows your location. You can control the map as you would for Google Maps
– for example, zooming in and out using the zoom buttons in the bottom right-hand corner.

Clicking on a marker brings up information about that venue.
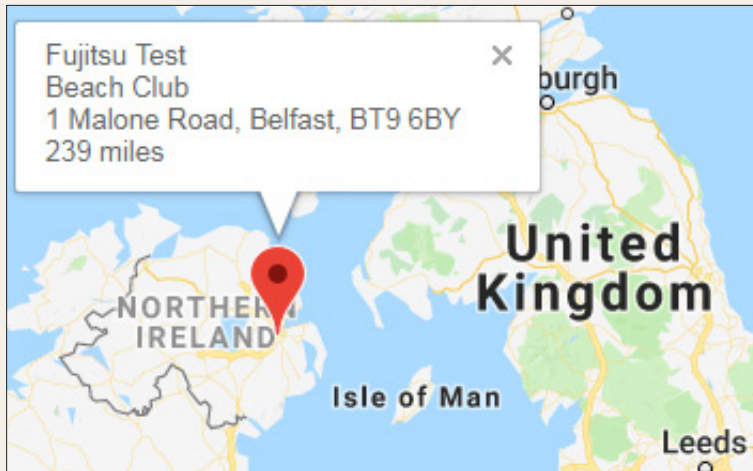
5. Once you have found the course you want, **click on the course name** to get the course description and training schedules, or **click on the standard for the grant tier and grant value**. If you click the course name, various course dates are listed in the Training Schedules section; you can get further details on each by **clicking the arrow to the right of the course** and selecting "**View details**".

6. To book the course, **click on the ATO** for their contact details.

Searching the Register for a learner

To search for a learner, you need to log in and have two of the following pieces of information about them:

- surname
- date of birth
- Individual ID/Registration Number
- National Insurance Number
- Unique Learner Number

A search must include either their Individual ID/Registration Number or their National Insurance Number. The National Insurance Number must be in the format "AB123456A". Please do not use temporary numbers (starting with TN).

The Unique Learner Number is a ten-digit reference number given to anyone over the age of 13 involved in UK education or training.

The Individual ID is a seven-digit number which can be found on a learner's Construction Skills Certification Scheme (CSCS) card or on other paperwork issued by CITB, such as Site Safety Plus (SSP) certificates.

1. Log in to CITB Online Services.

2. Click on the "**Search Learner**" button on the top menu bar.
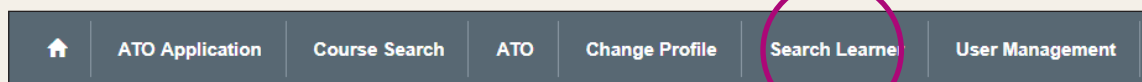
3. Enter at least **two pieces of information** about the learner in the search fields, including either the **Individual ID/Registration Number** or the **National Insurance Number**. Click "**Search**" when ready.

4. If there is a match in the database, you will see the learner's profile page, including a photo if it was provided, and a list of their active achievements. You can toggle between the active and expired achievements by clicking on "**Active Learner Achievements**."

8. Short duration training standards and grant rate search

Where to search for training standards

You can search for short duration training standards and their grant rates on the CITB website.

At the end of this section you can find guidance on how to download your search selection as an editable spreadsheet using the [Download as CSV] button.

Click this link for quick access: Short duration training standards and grant rate search to start your search.

OR:

1. Visit https://www.citb.co.uk/

2. Click on the **Standards and Qualifications** dropdown arrow, then select "**Short duration training standards and grant rate search**".
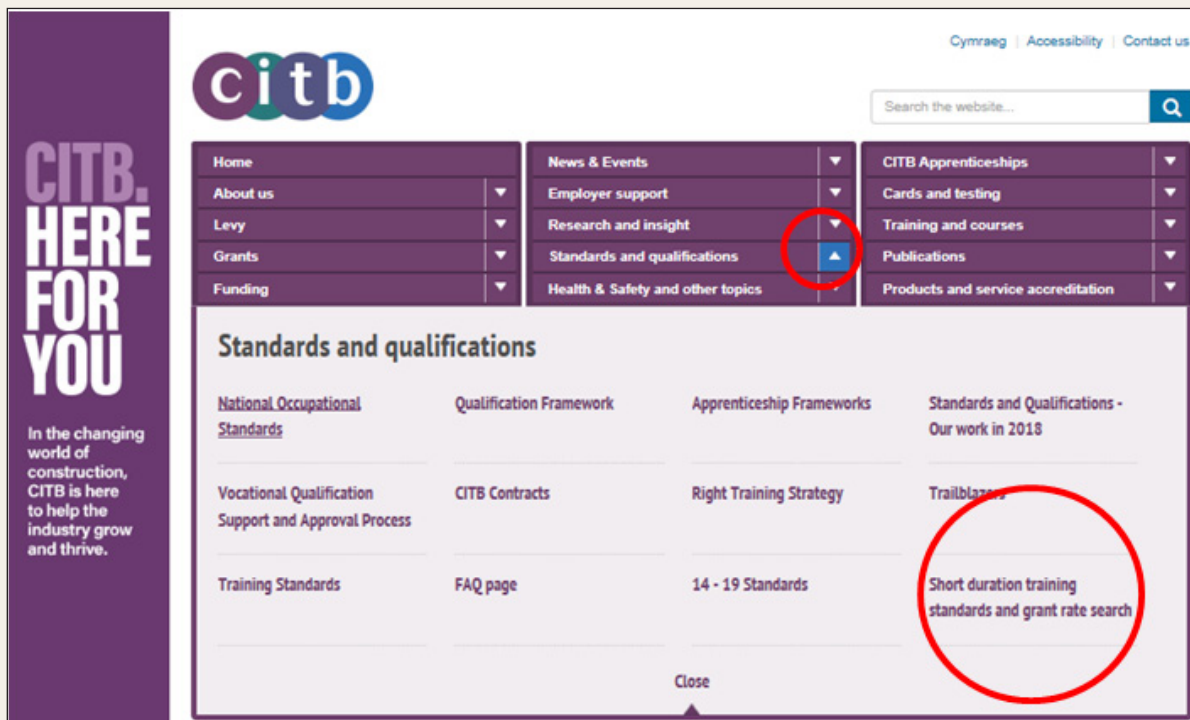
3. You will now see the Training Standards Search box.

At any time your location on the website can be seen on the page trail, as in the image below.
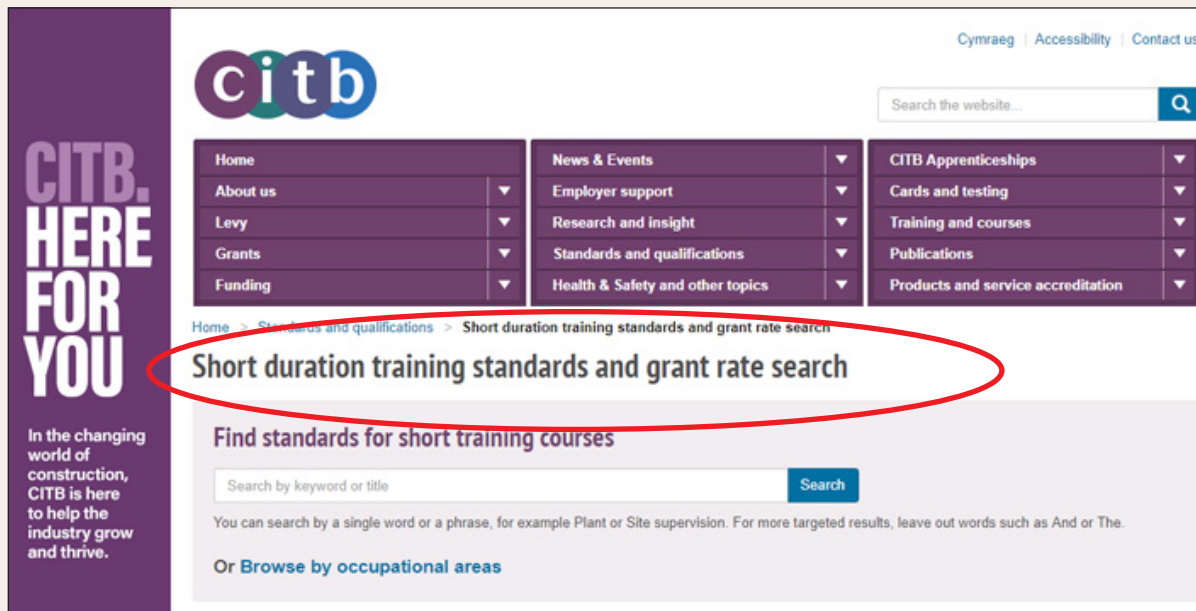
Methods to narrow your search

Searching for course standards by title:

Alternative methods for searching for a course standard:

- If you know the full standard title, type it in the box.

- Type a single keyword or a phrase, for example Plant or Site supervision. For more targeted results, leave out words such as 'and' or 'the' from the search. Words commonly used in industry in relation to courses are also being linked through the keyword search.

- Click the Browse by occupational areas link. See the guidance below to navigate the Browse by occupational areas / Standard results.
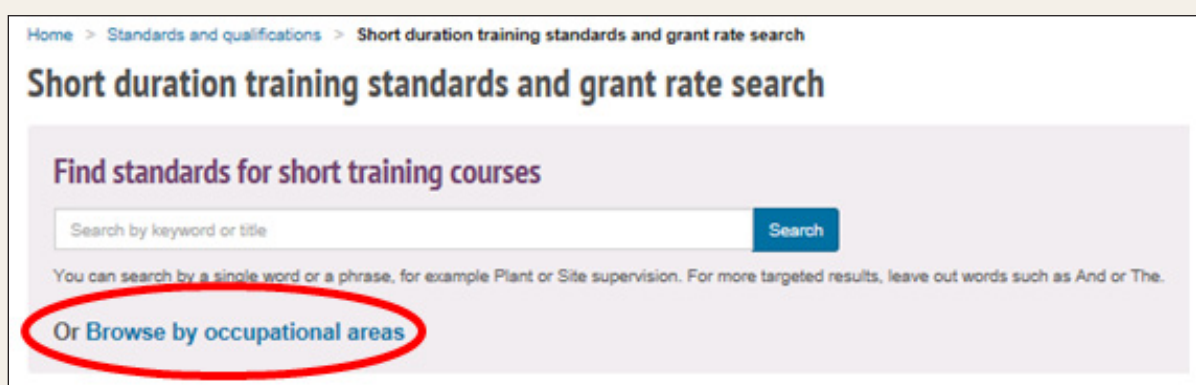
1. Select the letter of the alphabet that covers the occupational area you are searching in.

2. Select the occupational area.
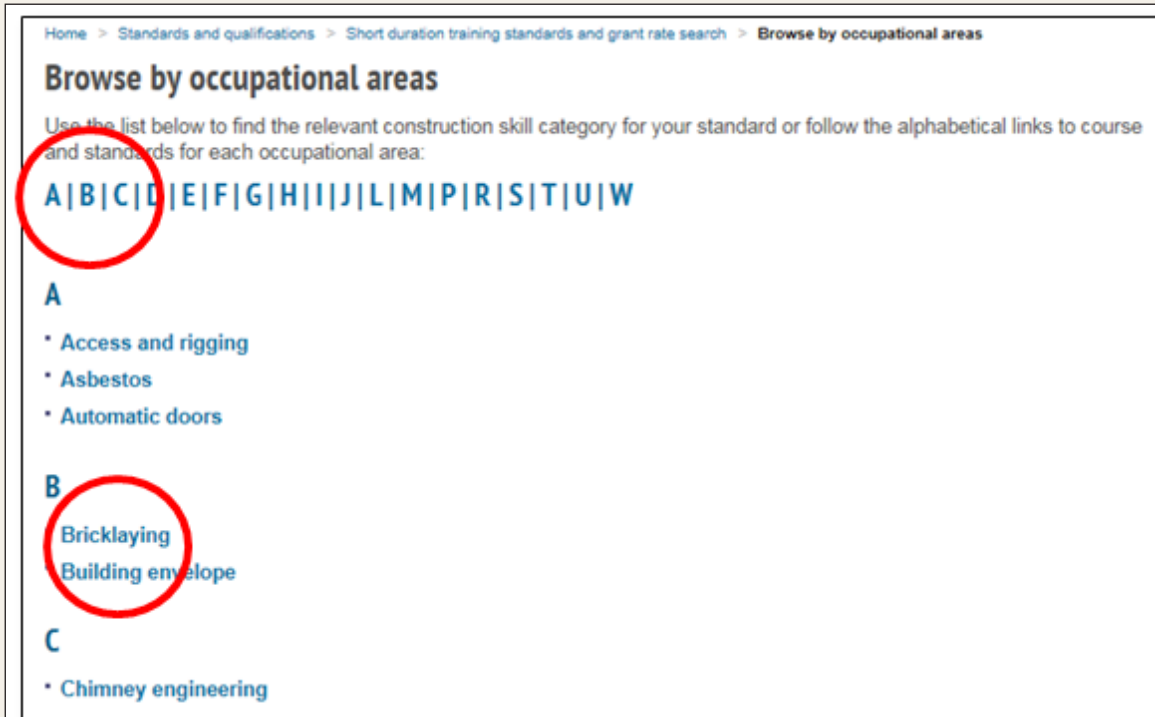
3. You are advised how many results the search has found and how to narrow the search for more targeted results:
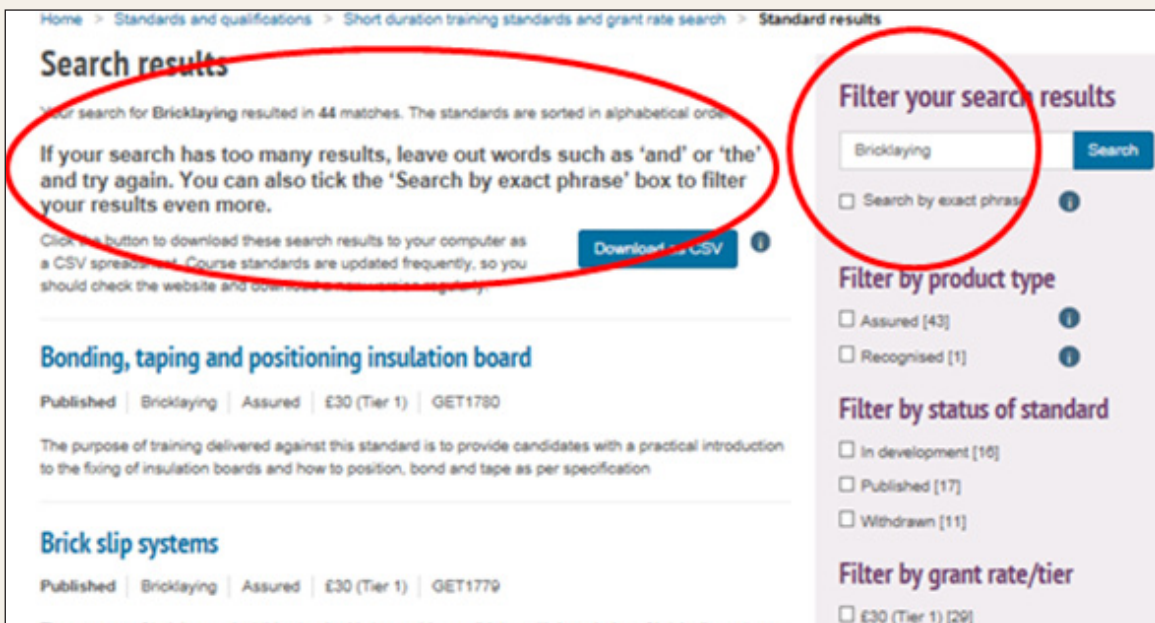
Search by exact phrase

This filter groups keywords in the search box.

The example shots below show that 'masonry cutting' returns 24 results that include either 'masonry' or 'cutting' or both. When 'Search by exact phrase' is selected only 1 result is returned.
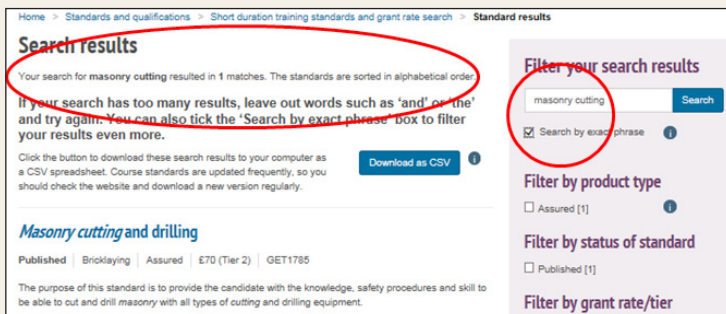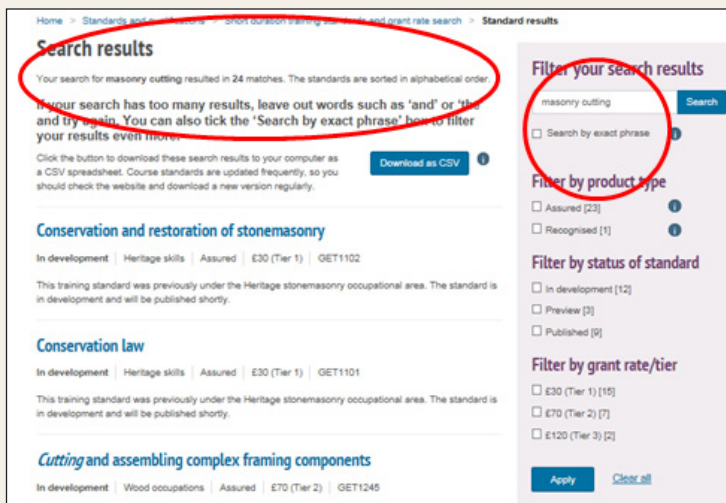
Narrowing the search for course standards by using filters

Click "**Search**"
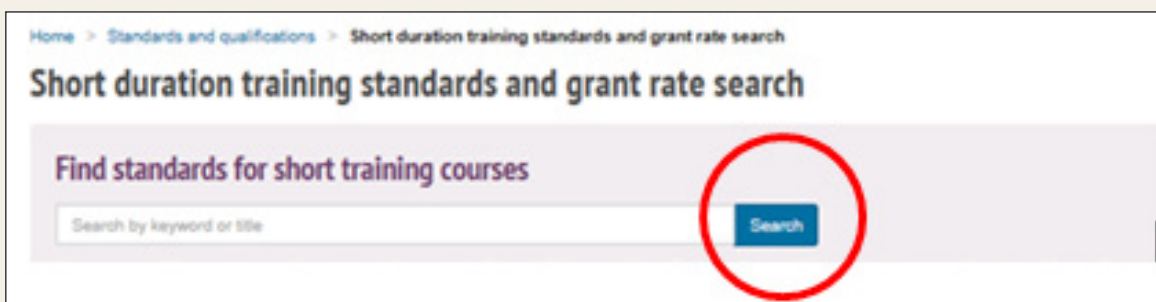
Filters can be applied in the right-hand panel, narrowing the results as you require.
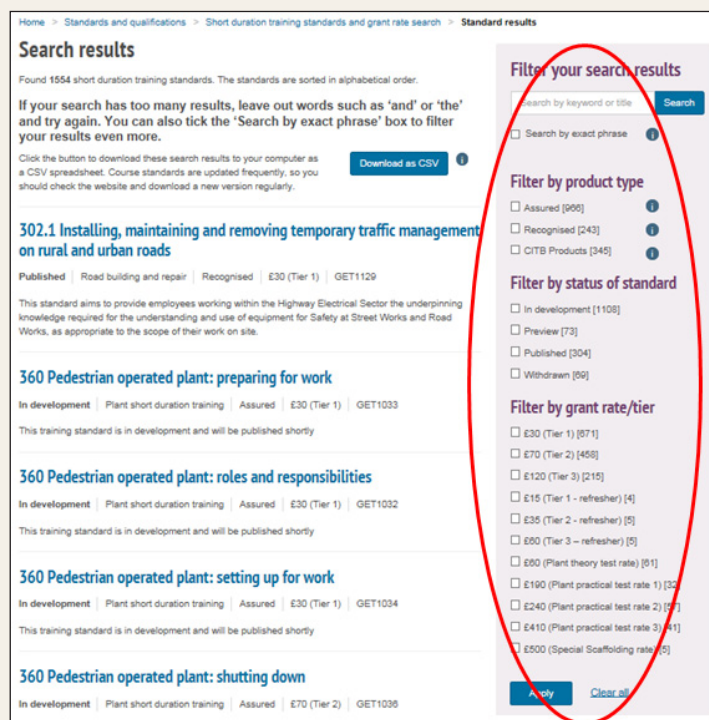
Each standard will carry the following information:

- The status of the standard, e.g. Published

- The title

- The category, e.g. Assured

- The grant tier

- The GET code

To find a course standard by its status

Click '**Filter by status of standard**' to select one of the following.

1. Click '**In development'** where you may find a course title that does not yet have a published standard.

2. Click '**Preview standards**' for full Standards which have been developed by CITB, together with industry experts and made available ahead of formal publication to allow training providers time to review their course content against the Standard requirements.

3. Click '**Published**' for Published course titles, currently available to map course content to.

4. Click '**Withdrawn**' for courses that are no longer eligible for grant.
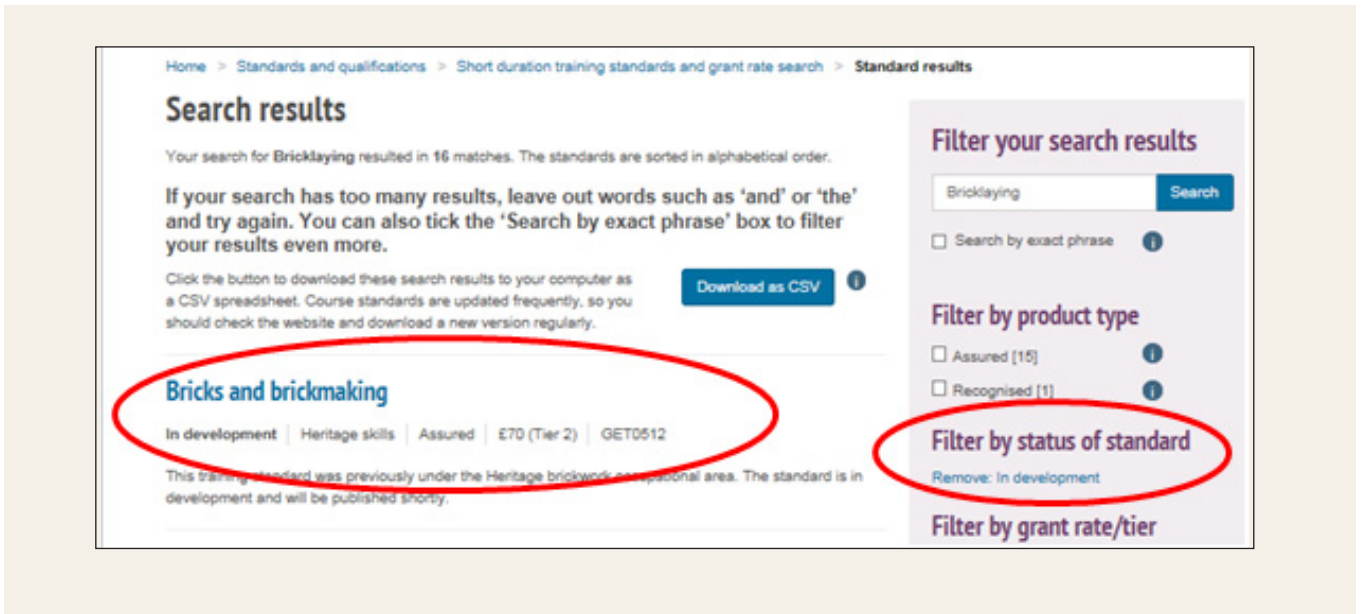
To find a course standard by its title

Click here to return to 'Searching for course standards by title:'

To find a course standard by its category / product type:

Click here to read the definitions of Assured, Recognised and Preview Standards, also for definitions of GET codes and Grant tiers.

If you know which product type you are searching for:

1. Click a tick in the box required.

2. Click '**Apply the filte**r'
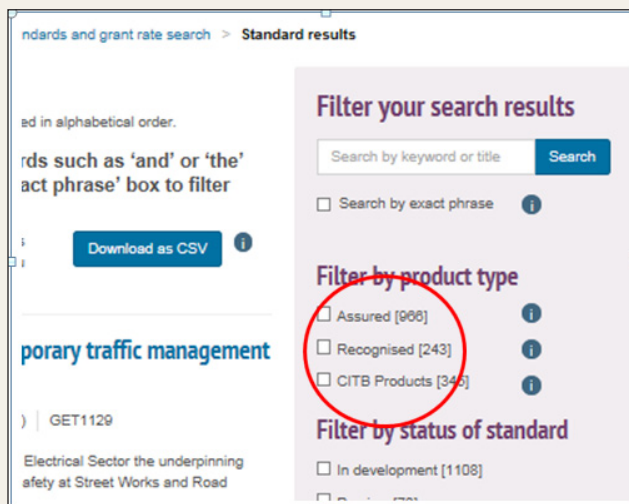
Downloading your search selection

The CSV (comma separated value) button is for downloading the details of your course search. [Download as CSV]

You can use Excel or similar software to open the CSV file. With this software you can filter, expand the columns, reorder the titles or print out the spreadsheet.

All the short duration training standards will be downloaded unless the search has been narrowed down with any of the methods above.

Course standards are updated frequently, so you should check the website and download a new version regularly.

1. Click the button to download the search results to your computer as a CSV spreadsheet.
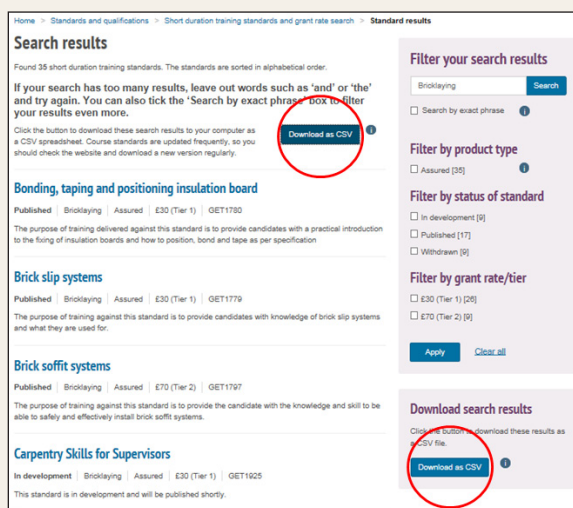
2. Open the download or use the "Save" options. Name the document according to your standard selection.

3. Each downloaded standard row has information in the following columns:

A. Standard Title

B. Occupation – the standard group the title falls into.

C. Status - e.g. Published.

D. Grant/TS code - the GET code for the standard.

E. Grant Tier

F. Product type - the category of the standard, e.g. Assured

G. URL – the web address if the course standard needs to be found online.

H. Last updated – the date to check on the website periodically

The standards will appear in alphabetical order of their titles.

4. To see a full column, expand it by double-clicking when the double-headed arrow appears on the gridline between the letter headings.

Sorting and filtering the downloaded standards

To sort the information data into the alphabetical order of a column other than "**Standard title**".

1. Select the column you wish to sort by.

2. Click the "**Sort & Filter**" icon. Ensure "**Expand the selection**" is selected in the dialogue box. Click "**Sort**".
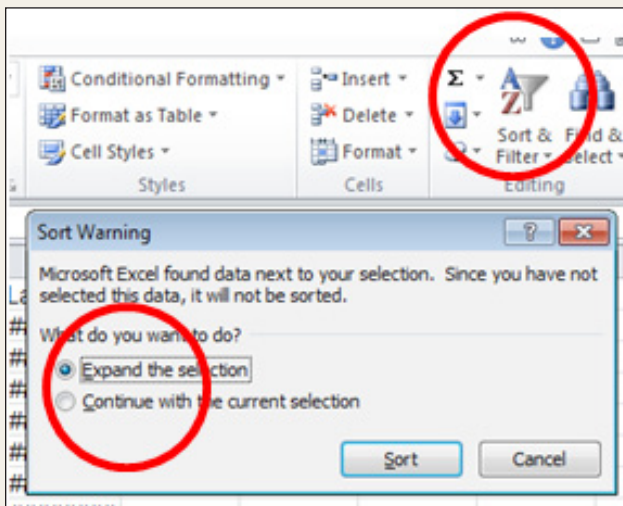
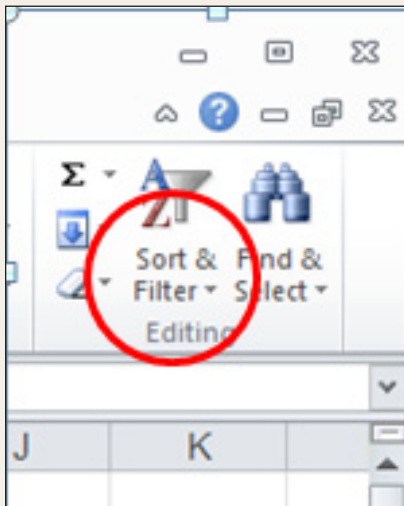**3.** The rows will then be sorted according to the column you selected. Check that all the information in each row has stayed together as it moved.
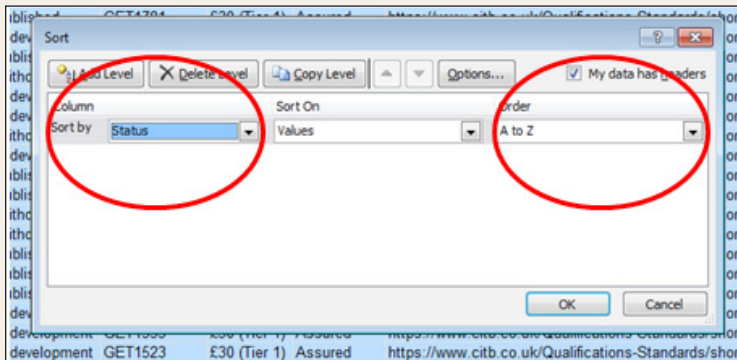
OR

1. Click on the "**Sort & Filter**" drop down arrow. Select "**Custom Sort**".

2. Sort by the column letter, or put a tick in "**My data has headers**" to select by header.

Unless you select otherwise all the rows will be sorted according to the order of the column you selected.

Searching and sorting standards after downloading

This may help you find and categorise standards suitable for your ATO.

The example below is of 173 results, from the application of the Published and Assured filters being applied.

1. To sort results according to, for example, "Occupational area" click to see the guidance above for sorting methods

2. The results will now be sorted according to the column you selected, in this case "**Occupational areas**".

Using the "Find" dialogue box
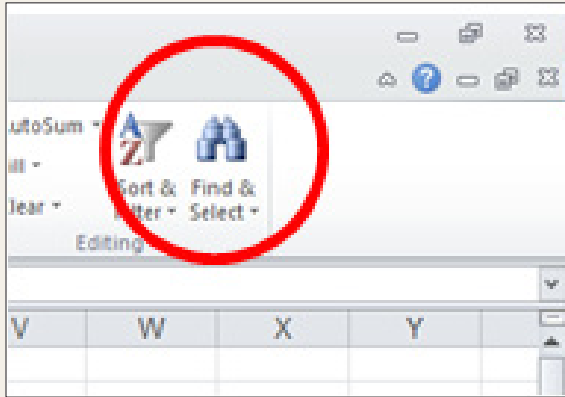
1. Click on "**Find & Select**"

2. Enter the key word you are searching for
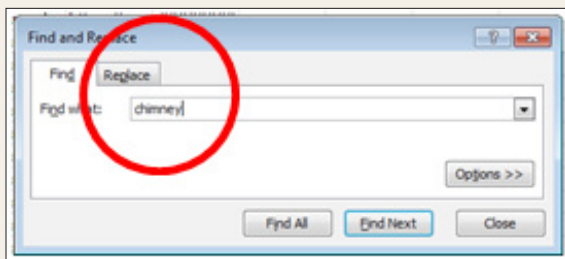
3. Click "**Enter/Return**" on your keyboard or the "**Find**" option on the dialogue box. This will highlight the cell/s containing the key word. "**Find Next**" is used to move through the spreadsheet from one "**Find**" result to the next.
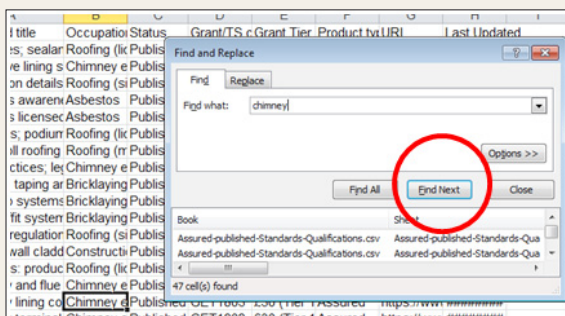
PART 3: HELP AND SUPPORT

1. Contact CITB

If you have any questions or need help using the portal, please contact Construction Training Directory services on **0844 994 4047** or email us at ctdservices@citb.co.uk

Our working hours are:

Monday to Thursday 9am to 5pm
Friday   9am to 4pm
We are closed on bank holidays.

For grant related queries, email:
levy.grant@citb.co.uk

For quality assurance queries, email:
quality.assurance@citb.co.uk

2. Privacy and data protection

We have consulted legal experts to ensure the system and processes mean are compliant with current data protection legislation, including the General Data Protection Regulation.

Read our privacy policy.

You can find information on processing and data handling issues in the ATO agreement terms – annex a.

Fair Processing Notice

We have written a Fair Processing Notice that you can share with learners, outlining how we will use their details:

Fair Processing Notice:

The information you provide to the CITB Approved Training Organisation, {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 www.citb.co.uk/privacy;

- asking the Approved Training Organisation for information about how they manage your personal data.

3. Approved Training Organisation – FAQs

Where do I find out about becoming an ATO?

All information regarding on-boarding is located on our website.

There is additional information contained in 'ATOs: Everything you need to know' and 'Employers: Everything you need to know'.

How do I apply to become an ATO?

You can apply to become an ATO by clicking on the apply link on our website.

How do I map my course to the Standards?

You can check to see if there is a Standard that matches your course on our website.

How do I know if my course meets the Standard?

You can search for the Standard which best matches your course on the CITB website

You will be able to see if the Standard is 'in development' or a 'Preview'.

Can I run a course against a 'Standard in Development' or 'Preview'?

If the Standard is a full Standard there will be a link so that you can map your course against the Standard.

If the Standard is 'Standard in Development' you are able to run your course as it is until such time as CITB develop a full Standard.

If the Standard is 'Preview' it has been made available ahead of formal publication to allow you time to review your course content against the Standard requirements.

Do I have to use the directory and register or can I just upload my learner achievements?

As an ATO you do not have to advertise your courses on the Construction Training Directory (CTD), but the CTD allows you to advertise your courses to potential customers.

As an ATO you have a contractual obligation to upload achievements to the Construction Training Register (CTR). The CTR is a tool that learners and employers can use to ascertain what training has been carried out and/or what training is required for an individual.

My course is not listed as a grant eligible course on the CITB website. What do I do?

If your course is not listed you can suggest a course on our website.

How do I add a course to the directory?

The work instruction for adding a course is detailed in 'ATOs: Everything you need to know' (page 32).

I am having issues with my login. Which email address do I use?

When applying to become an ATO you will be asked to supply an email address to register. This email address needs to be a specific (not generic) business email address.

After you have submitted your application you will receive an email inviting you to create a Login. You must use the same email address that you registered with. If you have any issues around this process please contact us on 0844 994 4047 or email us on ctdservices@citb.co.uk.

How do I apply for other products (categories of courses)?

You can apply for other products by going to your ATO Menu within the Construction Training Directory (CTD) and selecting the 'Apply for New Products' tab. Place a tick in the box next to the new product that you wish to offer and click on submit. You will then be asked to sign your 'Form of Agreement'.

The work instruction for adding new categories of product is detailed in 'ATOs: Everything you need to know' (page 23).

What are the other product categories?

There are three product categories.

- **Assured:** Standards developed by CITB and industry, which will be quality assured by CITB.

- **CITB Products:** Site Safety Plus (SSP) which is developed and administered by CITB.

- **Recognised:** existing Standards and qualifications provided by awarding bodies that are widely recognised by industry (For example: City and Guilds, NOCN or Construction Industry Scaffolders Record Scheme (CISRS) qualifications).

What are the annual ATO fees for training groups and charities?

For full details regarding pricing please refer to our website.

Any request for CITB to waiver the fee will be considered on a case-by-case basis. For more information, please contact: ctdservices@citb.co.uk.

How does the new General Data Protection Regulations (GDPR) work with the Training Model?

If you have any concerns regarding the information CITB hold about you and your training achievements, please email privacy@citb.co.uk.

The Fair Processing Notice below must be read by learners attending every ATO course and outlines how CITB will use their details.

Fair Processing Notice:

The information you provide to the CITB Approved Training Organisation, {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 www.citb.co.uk/privacy;
- asking the Approved Training Organisation for information about how they manage your personal data.

Can I use the CITB logo?

When promoting CITB approved courses you may use the line 'delivering CITB assured courses.' As an ATO you may also use the CITB logo according to the Trade Mark Licence section of the Construction Industry Training Board Centre Agreement Standard Terms.

What trainer qualifications do I need?

As a minimum, course instructors must be able to demonstrate that, in relation to this Standard, they have:

- a 'train the trainer' or 'instructional techniques' course certificate
- successfully completed training to this Standard
- at least two years' relevant industry experience
- a verifiable CV.

Who is responsible for uploading the achievement – the ATO or the employer?

If an ATO carries out the training, the ATO is contractually obliged to upload the achievement, which will automatically trigger the grant payment to the employer. An employer can only claim grant if training was not carried out via an ATO. Therefore, grant needs to be claimed manually and any related learner achievement does not get uploaded onto the Construction Training Register (CTR).

Why have I not received my grant?

If the course is eligible for CITB grant a levy registration number is required to trigger a grant payment. Please ensure the ATO has your correct levy registration number. If your ATO has not used your levy registration number, please email: levy.grant@citb.co.uk.

Are E-learning courses on the Directory?

The strategy for E-learning has been agreed and signed off and is now supported by the Grants Scheme Short Duration Grant. As full Standards are developed they will explicitly confirm that E-learning is an acceptable method of delivery, either as a standalone or blended approach.

As an ATO how do I search for a course?

You can either search for a course on the website by typing in keywords that may be related to the Standard, or use the training course search function on the Construction Training Directory (CTD) by clicking on the CTD button.

What type of training can an ATO apply for?

Grant Short Duration (3 hours to 29 days) Eligible Training. If the Standard has been developed you will be asked to show how your course meets the Standard by either submitting evidence to confirm you are authorised to provide the training (Recognised Standards) or by mapping your course to the Standard (Assured Standards).

What internet providers support the Construction Training Register (CTR) and the Construction Training Directory (CTD)?

Users can access the Construction Training Directory (CTD) and Construction Training Register (CTR) with the most recent versions of these popular browsers:

- Internet Explorer
- Microsoft Edge
- Firefox
- Chrome
- Safari.

To find the latest release for these web browsers, visit the software manufacturer's website.

What are the service level agreements (SLAs)?

Quality Assurance has a 10 day SLA for applications and self-assessment.

Once training has been completed an ATO has 10 working days in which to submit a learner's achievement.

The Construction Training Directory (CTD) can be used as an additional advertising platform for SSP and CPCS courses.

All SSP achievements and CPCS tests are submitted automatically onto the Construction Training Register (CTR) via the existing routes and you therefore do not need to upload achievements.

ATOs must submit plant training achievements through the CTR.

How do I upload learners' achievements to the Construction Training Register (CTR)?

The work instruction for uploading learners' achievements is detailed in the work instruction for uploading learners' achievements as detailed on page 43.

5. Further information

Web content
- Become a CITB Approved Training Organisation (ATO)
- Short duration courses and standards
- Grants

"How to" videos
You can get extra help and advice from our short "how to" videos:
- Becoming an ATO
- How to complete an ATO application
- Set up venue and courses
- User management
- The Construction Training Directory and Register
- Uploading learners' achievements to the Construction Training Register

Videos from the experts
- An introduction to the CITB Training Model: Braden Connolly, Director of Products and Services
- Grants scheme reform: Geeta Nathan, Head of Economic Analysis
- Training standards explained: Dawn Hillier, Head of Standards and Qualifications
- Quality assurance: Chris Simpson, Quality and Verification Manager

Webinars
- ATO webinars – you will need to register to view the webinar. This is free to do and only needs your name and email address.

6. Glossary

Assured products
Standards developed by CITB with industry, and quality assured by CITB. ATOs can apply to offer assured products.

ATO
Approved training organisation. A CITB ATO is an organisation which provides construction training courses and qualifications to a defined and industry-agreed training standard.

CITB products
Products developed by CITB.

Construction Training Directory (CTD)
The Construction Training Directory is a searchable online database of training delivered by CITB ATOs.

Construction Training Register (CTR)
The Construction Training Register is an online searchable database of construction workers' training achievements and qualifications, primarily aimed at employers. ATOs upload learners' achievements to the Register within 10 days of their completion.

Forms of Agreement
Online forms an ATO signs to agree terms and conditions of delivering approved courses. There are different forms for assured, recognised and CITB products.

General Data Protection Regulation (GDPR)
The General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union and the European Economic Area.

Grant
Grant is the money paid to employers within the construction industry to support training and development.

Recognised products
Training products provided by third-party awarding bodies that meet the standard and are widely accepted by industry. ATOs can offer recognised products once they have supplied evidence of authority from the awarding body.

Short duration courses
Short duration courses are training products that between 3 hours and 29 days.

Training standards
The standards against which training courses are assessed. Training standards are developed by industry to ensure that the training being provided by an ATO is of appropriate quality.

CITB APPROVED TRAINING ORGANISATION BOOKING FORM

Please ensure that each trainee is aware of the Fair Processing Notice before completing the form. Do not proceed unless the trainee understands and accepts the Fair Processing Notice.	
Fair Processing Notice Please read to the candidate	The information you provide to the CITB Approved Training Organisation, {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 citb.co.uk/privacy; ▪ asking the Approved Training Organisation for information about how they manage your personal data.

Course Title			
Training start date		**Training end date**	
Training venue			
Number of trainees			
Start Time		**End time**	
Cost of Course (Excluding VAT)			
Company name			
Name of course booker			
Company address	**Address**		
		Postcode	
Contact details (For the individual booking the course on behalf of the trainee/company)	**Your telephone number**		
	Your email address		
Your email address			
CITB grant number If you wish to receive grant; we must have your 7 digit CITB Levy/Grant number prior to training taking place.			

Address for Certificates (This is the address to which achievement certificates will be sent after training has taken place)	**Address**	
	Postcode	

Trainee details (Please provide details for each trainee the employer is booking onto the course)

*If you do not provide trainee details; the ATO will be unable to upload achievements to the Construction Training Register (CTR). As a result; grant will not be paid.

Name	
Surname	
Date of birth	
N.I Number/ Individual ID	
Delegate Address	
Delegate email	

Name	
Surname	
Date of birth	
N.I Number/ Individual ID	
Delegate Address	
Delegate email	

Name	
Surname	
Date of birth	
N.I Number/ Individual ID	
Delegate Address	
Delegate email	

Name	
Surname	
Date of birth	
N.I Number/ Individual ID	
Delegate Address	
Delegate email	

Name	
Surname	
Date of birth	
N.I Number/ Individual ID	
Delegate Address	
Delegate email	