

# Internet Test Centre Scheme Rules



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## Version Control

Version	Date	Change
1.0	07/03/2022	Launch Document
1.1	11/03/2022	Appendix 5 – Candidate Rules resized to one page Appendix 8 – Test log resized to fit 7 lines
1.2	25/03/2022	Version control table added Page 5 - Link to ITC Quality Assurance document added Page 10 – Point 10.1 clarification regarding Third Party booking Appendix 3 – point 13. 31-day storage changed to 30-day storage Appendix 6 – added instruction of where Candidate Rules are stored in VSS Appendix 8 – Test log column headings amended Appendix 9 – point 8.1. 31-day storage changed to 30-day storage
1.3	05/05/2022	Join appendix 5 and appendix 6 and renumber following appendix Change link to <b>new</b> Waiver Form
1.4	17/10/2022	Appendix 2 – Her Majesty’s Prison updated to HM Prison Service References to VSS amended to Pearson VUE Connect throughout document (amended hyperlinks) Appendix 2 – (3. Geographical Coverage and Volumes) updated
1.5	27/02/2023	Appendix 6 & 8 – link changed to update ID policy.
1.6	03/05/2023	Page 10 & 11 – 10.1 & 10.3 – wording amended to add clarification so that all candidates must be shown the Fair Processing Notice. Page 20 & 21- Appendix 5 – wording amended for headings.

1.7	25/01/2024	<p>Page 8 &amp; 9 – wording amended to add clarification to the meaning of a self-proctored tests.</p> <p>Page 12 &amp; 13 – wording amended to add timescales to the reporting of fraudulent activity.</p> <p>Page 13 – wording amended to add clarity to raising a misconduct case in ServiceDirect.</p> <p>Page 14 – wording amended to add clarity to the annual renewal fee process.</p> <p>Appendix 5 – added wording to the Candidate Rules Agreement &amp; Fair Processing Notice to ensure clarity over revoked tests.</p> <p>Appendix 7 – Amendments to the ITC Test Log including the addition of "Test Station Reference".</p> <p>Appendix 8 – Information added about religious items being permitted in the test room.</p>
1.8	13/02/2025	<p>Update to links to match Pearson VUE migration.</p> <p>Page 6 – update to modernise wording and include all telephones and not just landlines.</p> <p>Page 8 – added wording about the need for the name on the administrator test to match Pearson VUE systems.</p> <p>Page 9 – added wording for clarification around contacting candidates in the event of an unexpected site closure.</p> <p>Page 10 – added clarity about payment methods for centres.</p> <p>Page 11 – added updates to clarify the scheme rules with the new eVisa ID.</p> <p>Page 12 – added guidance in the event a centre suspects a false ID.</p> <p>Page 12 – added a bullet point about not skipping the photograph or signature stage.</p> <p>Appendix 3 – wording amended to add clarity regarding CCTV requests.</p>

## Internet Test Centre Scheme Rules

### Contents

<b>Version Control .....</b>	<b>2</b>
<b>1. Introduction .....</b>	<b>5</b>
<b>2. General Requirements Applying to ITCs .....</b>	<b>5</b>
<b>3. Security and Confidentiality .....</b>	<b>6</b>
<b>4. Premises and Facilities.....</b>	<b>6</b>
<b>5. Test Room .....</b>	<b>7</b>
<b>6. Technical Requirements.....</b>	<b>7</b>
<b>7. Data Protection.....</b>	<b>8</b>

<b>8. Structure and Obligations .....</b>	<b>8</b>
<b>9. Insurances and Indemnity .....</b>	<b>10</b>
<b>10. Testing Process .....</b>	<b>10</b>
10.1.Booking Tests.....	10
10.2.Booking Candidates under the age of 16.....	11
10.3.Booking-in Candidates for the Test.....	11
10.4.During and Completion of Testing .....	12
10.5.Candidate Misconduct .....	12
10.6.Responsibilities .....	13
10.7.Process .....	13
<b>11. Fees.....</b>	<b>14</b>
11.1.ITC Fees .....	14
11.2.Test Fees .....	15
11.3.Testing Payment and Invoicing.....	15
<b>Appendix 1. Types of Health, Safety and Environment (HS&amp;E) tests.....</b>	<b>16</b>
<b>Appendix 2. Internet Test Centre – Application Criteria.....</b>	<b>17</b>
1. Specific Eligibility Criteria .....	17
2. Additional Requirements .....	17
3. Geographical Coverage and Volumes .....	17
<b>Appendix 3. CCTV Specification .....</b>	<b>18</b>
<b>Appendix 4. Required Photo Standards .....</b>	<b>20</b>
<b>Appendix 5. Candidate Rules Agreement. ....</b>	<b>21</b>
<b>Appendix 6. ID Policy.....</b>	<b>23</b>
<b>Appendix 7. CITB Testing Services – ITC Test Log .....</b>	<b>24</b>
<b>Appendix 8. Provisions for inclusion in the ITC Contract with Candidates.....</b>	<b>25</b>
<b>Appendix 9 – Revision Materials.....</b>	<b>27</b>

## 1. Introduction

This document contains the Scheme Rules that support the delivery of all CITB Health, Safety and Environment (HS&E) tests at Internet Test Centres (ITCs).

By becoming an ITC with your own Administrators, you have the flexibility to test when it is most convenient for the ITC, employer and candidate.

As an ITC, you can offer all current types of the CITB HS&E test.

These Scheme Rules must be read in conjunction with the following documents:

- The Contract and Standard Terms (“the Contract”)
- ITC Quality Assurance Requirements
- PVTC Technical Requirements – full ITC Technical Requirements will be made available once you have been approved
- Application Form

## 2. General Requirements Applying to ITCs

- The ITC requirements shall apply to the ITC and Test Room, as specified in the ITC Technical Requirements, and shall not be transferred to any other ITC or Test Room operated by the ITC.
- The ITC must comply with all the requirements set out in the ITC Application Form, Scheme Rules, Quality Assurance Requirements and ITC Technical Requirements as well as the Pearson VUE Policies and Procedures.
- The ITC must operate the Tests only through equipment that complies with the minimum ITC Technical Requirements.
- The ITC has up to **3 months** from the date of the Form of Agreement to install all the necessary systems and software, and to complete the training of Test Administrators, to make sure CITB’s Tests are delivered correctly.
- Before the ITC can commence testing, all required training (which may include any other training that CITB deems necessary) and testing of the ITC Test Administrators must have been completed and the ITC must have at least one authorised Chief Administrator who can also act as a Test Administrator at the ITC.
- Updates and changes to relevant documents, not limited to the ITC Scheme Rules, ITC Technical Requirements, Quality Assurance Requirements and Policy and Procedures, will be undertaken in accordance with the Contract and Standard Terms.
- All updates to procedures and technical information relating to the Tests will be communicated via email to the nominated ITC contact (in accordance with the Contract and Standard Terms) no less than **30 calendar days** before the update comes into effect.
- If the ITC requires more Test Stations than stated on the Application Form, the ITC must notify CITB no less than **30 working days** before any additional Test Stations are implemented. The ITC must provide evidence to CITB that the Test Stations meet the specification set out in Appendix 3 and in the ITC Technical Requirements.
- ITCs must have systems in place to enable Candidates to pay by credit/debit card.

### 3. Security and Confidentiality

- The ITC must maintain and implement such new security and operational procedures as CITB or Pearson VUE may, from time to time, demand within **30 working days** of receiving such instructions via email, sent to the nominated ITC contact (according to the Contract).
- The ITC must immediately notify Pearson VUE of any breach of security by creating a case in the Pearson VUE ServiceDirect system (“ServiceDirect”), including, but not limited to, the following:
  - Any loss of Test questions and answers as a result of a security breach.
  - Any infiltration of the ITC IT systems.
  - Any flaw in the physical or software security systems and any other security breach of which the ITC becomes aware.
- At all times, the ITC must keep the questions and answers relating to an HS&E test secure and prevent their disclosure (other than in the conduct of a Test).
- Administrators must not exchange or share passwords with each other under any circumstances.

### 4. Premises and Facilities

ITC premises must:

- Be situated in commercial premises, i.e., premises for which non-domestic rates are applicable and which are deemed in the reasonable opinion of CITB and its representatives to be a professional, business-like environment suitable for assessment in all respects.
- Adhere to all applicable UK laws including, but not limited to, regulations or codes of practice relating to the Health and Safety at Work Act 1974.
- Have adequate waiting facilities for Candidates which are separate and not visible from the Test Room, and a minimum of one seat should be available for each Test Station at the ITC.
- Have clean and presentable welfare facilities with hot and cold running water, as described in health and safety regulations under statutory welfare provisions, which can be accessed by all Candidates attending the ITC.
- Have a separate booking-in room from the Test Room, which includes a desk and a chair available for the purpose of checking-in Candidates when the ITC has more than one Testing Station.
- Have CCTV installed that operates in accordance with the specification set out in Appendix 3.
- Have individual secure lockers for each Candidate’s belongings. The lockers must be separate from the Test Room and at least one locker per Test Station must be available. Lockers are to be used by Candidates to store personal belongings (e.g. mobile phones, wallets, handbags) before testing, and they must retain the key until the Test has been completed.
- **Have a telephone available outside the Test Room for emergency purposes.**

- Be sufficiently resourced to make sure that invigilation and administration tasks are carried out in line with the Scheme Rules.

## 5. Test Room

The Test Room must be maintained as a permanent testing room, with all equipment set up in its permanent position.

- A layout detailing how the Test Room should be configured is shown in Appendix 3.
- The Test Room must be free of any materials that could assist a Candidate in taking their Test, including, but not limited to, Test-related materials and paperwork. All educational materials displayed on the walls must be removed before Tests are taken.
- Test Stations must be set out so that all Candidates can always be clearly seen by the Test Administrator from a designated stationary position within the Test Room.
- All equipment and power supplies must meet current legislative requirements.
- Test Stations must be located a minimum distance of 1.25m away from each other, with dividers in place between each Test Station (at least 60cm in height and ensuring that the length of the dividers is to the end of the Candidate's chair) to prevent any opportunity for Candidates to make eye contact with those in the Test Station next to them (see Test Room layout in Appendix 3).
- The Test Room must have adequate lighting, ventilation, and a reasonable temperature during the delivery of Tests.
- The lighting should be appropriate to allow the CCTV system to provide clear images of the whole room and each of the Test Stations.
- The Test Room must be free of noise (including but not limited to conversations and telephones) during testing.
- During Tests, the Test Room must not be used for any additional purpose.

## 6. Technical Requirements

- The ITC must always comply with the minimum ITC Technical Requirements supplied to them and detailed in the Software Installation Instructions accessed via downloads on the Pearson VUE Support Service site.
- The ITC must adhere to the details in the ITC Technical Requirements that outline prohibited equipment and software.
- The ITC acknowledges and agrees that rights set out in the Pearson VUE Software Licence shall be exercisable against the ITC by either CITB or Pearson VUE. You must obtain your site's site license file from the [Connect](#) portal Site system information page.
- Measures must be in place to prevent glare on Visual Display Units (VDUs), in line with current legislative requirements.
- The ITC must have appropriate software access to enable the transfer of CCTV footage files, including but not limited to MP4 format.

## 7. Data Protection

- CITB reserves the right to request copies of Candidates' data as a part of routine audits or during investigations.
- The ITC shall ensure it complies with all applicable data protection legislation with the provision of the Test and other services.

## 8. Structure and Obligations

- Each ITC must appoint a Chief Administrator and a Test Administrator. The Test Administrator can also be the Chief Administrator.
- The **Chief Administrator** is responsible and accountable for the following:
  - Giving assistance to any CITB Quality Assurance representative who is carrying out a monitoring visit at the ITC or remotely, to include providing access to Test Logs, ID and relevant CCTV footage, and any other relevant documents required by CITB to carry out an audit detailed in the Quality Assurance Requirements.
  - Monitoring and maintaining the security of both physical and digital activities during testing.
  - Booking and confirming the times of Tests with Candidates and communicating any re-schedules or cancellations to the Candidates.
  - Making sure that every Candidate sits the Test that they have booked.
  - Making sure that all relevant documents relating to the delivery of Tests are recorded and stored, as required in these Scheme Rules.
  - Making sure that the relevant systems, e.g. Pearson VUE Site Manager, are continually updated, and any changes in ITC personnel are updated.
  - Making sure that a copy of the ITC Test Log (available from Pearson VUE Connect and in Appendix 7) is made available to the Test Administrator before the Test session begins. Each Test Log must be retained on file for **2 years** from the date of the Test. After **2 years**, the Test Logs must be securely disposed of. ITC Test Logs will be requested for inspection at the time of audit by CITB.
  - Making sure that all ITC Test Administrators have passed the CITB ITC Test Administrator test before conducting any Tests on behalf of CITB. All Test Administrators need to take the Test once every **12 months**. The Test is contained in the exams list of your Registration Manager and has the title 'CITB\_PVTC: ITC Administrators Test'. **Please note that the name entered for each administrator when sitting the test must match what is listed on any Pearson VUE system.**
  - **Conflicts of Interest** - Test invigilators and administrators should avoid a conflict or perceived conflict, which can be defined as a situation in which a person has a private or personal interest, sufficient to appear to influence the test result, for example, an administrator's family member or a company employee.

It is however acknowledged that for colleges or other ITCs that solely test their own students or company employees, that the test administrator may know the candidate. Although this practice may be unavoidable, the ITC should mitigate risk with the selection of the invigilator (where possible) to



avoid any suggestion that there is a conflict of interest for the test. Details of any conflict of interest must be recorded, in line with your Policy, on the conflict-of-interest log and be made available to the quality consultant for audit on the annual audit. If the conflict of interest is considered too high to mitigate, the candidate should test at a neutral venue.

- **Self-Proctor** - Self-Proctor is different to a Conflict of Interest. The ITC must ensure no self-proctored Tests are undertaken. This means the Centre registered Chief Administrator or Administrator cannot launch and administer their own test. Pearson Vue will always make CITB aware of any instances of Self-Proctor, which will result in a suspension of testing.
- The **Test Administrator** is responsible and accountable for the following:
  - Booking Candidates in 48 hours before their HS&E test. CITB will waive this rule only in exceptional circumstances (see 10.1).
  - Making sure that every Candidate sits the type of Test that they have booked.
  - Ensuring compliance in all respects with CITB and Pearson VUE rules and procedures, as issued to Test Administrators or published on Pearson VUE Connect from time to time.
  - Making sure that each Candidate Test start and finish time is recorded according to the actual Candidate Test time on the Test Logs.
  - Making sure that, once a Candidate leaves the Test Room after completing the Test, the leaving time is logged.
  - Being present in the Test Room to make sure that the Tests are correctly invigilated while a Test is in progress. For the avoidance of doubt, the Test Administrator must always be physically present in the Test Room during the entire testing process. The use of viewing windows or CCTV Test monitoring is not permitted. Without exception, the Test Administrator must not have a mobile phone or any personal electronic device in the Test Room or on their person during the testing process.
  - Keeping secure and not sharing their Test Administrator login details or password with anyone and not allowing any other person to use their login details or password.
- The ITC must:
  - Notify CITB of the identity of its Chief Administrator and Test Administrators at the Commencement date and notify within **10 working days** the identity of any new Chief Administrator or Test Administrator appointed.
  - Always make sure that during a Test, Test Administrators are present within the Test Room, in a ratio of at least one Test Administrator for every eight Candidates present.
  - Make sure ITC staff are sufficiently competent in the English language to make intelligible announcements during the Test if required, and to liaise with CITB staff.
  - Make sure that any individual who intends to act as either Chief Administrator or Test Administrator adheres to the Scheme Rules.
  - Make sure that details of the ITC location, authorised administrators and ITC opening hours are kept up to date on Pearson VUE Connect
  - Make sure that it notifies CITB via Pearson VUE Connect and emails. [itc@citb.co.uk](mailto:itc@citb.co.uk) of any temporary period of closure of an ITC lasting more than **14 calendar days**.
  - **Make sure that they notify candidates who have their tests affected by an unexpected site closure.**

- Updates to HS&E tests will be communicated to all ITCs as and when they are undertaken. Communication will be in advance and be no less than **30 calendar days** before an update takes effect.

## 9. Insurances and Indemnity

The ITC will make sure that it has the following insurances set at the following amounts:

- Employers' Liability Insurance set at the minimum as required by law.
- Professional Indemnity Insurance set at £2 million.
- Public Liability Insurance set at £5 million.
- In addition to the requirements set out in the Contract, the ITC shall indemnify and keep Pearson VUE indemnified from and against all cost, damage, loss, proceedings, or expense howsoever arising out of or in connection with the conduct of Tests or its operation as an ITC.

## 10. Testing Process

### 10.1. Booking Tests

- It is the ITC's responsibility to make sure that Candidates are made aware of the date and time of their Test booking. All bookings must be entered onto the Pearson VUE booking system no less than 48 hours before the actual Test is undertaken. For the avoidance of doubt, this means that no Test must be launched on the system without being pre-booked. 'Walk-in Tests' are no longer permissible.
- In extenuating circumstances, or in the case of an emergency circumstances, ITCs may be able to book a Test within 48 hours. In such circumstances, the ITC must make a record of the specific reason(s) for allowing the Test. This record must be made available for auditing purposes. CITB reserves the right to remove this facility from ITCs at its sole discretion where concerns are identified.
- Candidates must be informed of the types of identification that are acceptable. A list of these can be found on the [CITB website](#) or via [Pearson VUE Connect](#).
- Candidates must be informed that they will not be able to take a Test if they do not present appropriate identification on arrival at the ITC.
- If a Candidate does not have appropriate identification, they can complete a waiver form, together with a letter giving guidance for completion before the Test date (available on the [CITB website](#) at or from [Pearson VUE Connect](#)).
- The waiver form, when offered as identification for a Test, must be fully and correctly completed, with all required documents attached. If the form has not been completed correctly, the Candidate must be refused a Test. These forms must be kept at the ITC for **2 years** for audit purposes.
- **The ITC must have a system in place that enables prospective Candidates to book and pay for a Test to be taken at the ITC using a credit or debit card. This is not limited to a physical machine and can include bank transfer and an online payment system.**
- Pearson VUE Vouchers cannot be redeemed at an ITC.

- When booking, re-scheduling or cancelling Tests *on behalf of a Candidate*, the ITC shall follow the booking procedure and shall be subject to the CITB Terms and Conditions, as set out on the [Pearson VUE booking system](#).
- The Candidate must be given a copy of the Candidate Rules and Fair Processing Notice to read before signing the electronic e-pad and sitting the Test – see Appendix 5.
- ITCs are not permitted to facilitate bookings made by third parties whose activities meet one or more of the criteria listed in the CITB Third Party Booking Agent Resale Policy. This is to safeguard candidates against fraudulent activities and overcharging (section 10.7). The CITB Third Party Booking Agent Resale Policy can be found on the [CITB Website](#).

## 10.2. Booking Candidates under the age of 16

- If booking needs to be made for a Test for a Candidate under 16 years of age, please contact the Pearson VUE helpline on **0344 994 4488**.
- CITB must have proof of parental permission to register and hold a record for Candidates under the age of 16.
- Parental consent must be obtained before booking a Candidate under the age of 16. The parental consent form is available on the [CITB website](#) at or via [Pearson VUE Connect](#).
- In exceptional circumstances, where the under-16 Candidate does not have any form of photographic identification (e.g. passport), they can present the Under 16 confirmation of ID form, which is available on the [CITB website](#) at or via [Pearson VUE Connect](#). This form must be signed by the college or school the Candidate attends. The Test Administrator(s) invigilating the Test cannot sign this form on behalf of the Candidate.
- The ITC must store the signed [Parental Consent Form](#) and Under 16 confirmation of ID form at the ITC for **2 years** for audit purposes.

## 10.3. Booking-in Candidates for the Test

- The Candidate must be given a copy of the Candidate Rules and Fair Processing Notice to read before signing the electronic e-pad and sitting the Test – see Appendix 5.
- When the signature is collected on the e-pad, the Candidate is signing to confirm that they have read and understood the:
  - Candidate Rules.
  - Fair Processing Notice.
  - Fire Safety Briefing, giving details of evacuation procedures and meeting points in the event of an emergency.
- The Chief Administrator or Test Administrator needs to check that the signature on the electronic e-pad matches the signature on the identification presented by the Candidate. **Please check the full [ID Policy](#) for any exceptions.**
- If the signature does not match the identification provided, the Candidate must be given another chance to sign. If this second signature does not match, the Candidate must be refused a Test.

- The Candidate's current valid passport, photographic driving licence or other appropriate form of identity must be inspected and copied. All copies must be retained securely for **2 years**. Acceptable forms of ID are listed on the [CITB website](#).
- Within Pearson VUE Connect the centre will find full guidance on the eVisa, this can be found by searching "eVisa Guidance" within the support materials.
- The Chief Administrator or Test Administrator needs to check that the photo of the ID matches the individual sitting the test.
- If the ITC believes any ID presented is false or not genuine, the ITC must refuse access to the test and report this to Pearson VUE through a ServiceDirect case and email report.it@citb.co.uk immediately. Wherever possible, the ITC should retain the presented false ID document, or if the candidate refuses, the ITC must keep a **copy** of the false ID presented to assist with any future investigation.
- Images of the Candidate must be taken to the required standards – see Appendix 4. If the initial image does not meet the required standards, it will need to be re-taken.
- The Candidate is required to sign the Test Log (see Appendix 8) to confirm the time of the Test and consent to having their image taken.
- Any Candidate who is unable or unwilling to provide the required identification as set out above must not be admitted into the Test Room.
- **The ITC must not bypass the signature or photograph stage under any circumstance.**

#### 10.4. During and Completion of Testing

- After a Test begins, if a technical problem occurs with the computer equipment, or there is a power failure, the Test Administrator can re-start the Test. If this fails, the Pearson VUE Technical Support team must be contacted on **0800 145 6084** (available 24 hours a day with worldwide coverage).
- The ITC must ensure that Candidates are given their Test Results upon leaving the Test Room. These should be printed and folded before being given to the Candidate.

#### 10.5. Candidate Misconduct

- If a Candidate is suspected of breaching CITB testing rules or if they direct threatening behaviour towards a member of the ITC staff, the ITC will need to raise a case in the ServiceDirect system, accessed through [Pearson VUE Connect](#).
- Candidate misconduct is defined as any act by a Candidate that compromises the security of a Test and includes but is not limited to:
  - Suspected impersonation/proxy testing – where it is believed that the Candidate has engaged another individual to take the Test on their behalf.
  - Breach of testing rules – applies primarily to prohibited items, including but not limited to Bluetooth devices or computer programmes such as Team viewer, which allow remote access by someone outside the Test Room, being taken into the Test Room, regardless of whether it can be proven that the item was used to cheat during the Test or used to steal Test content.

- Verbally and physically abusive behaviour – this applies in any instance where a Candidate has used language and/or threatening body language and or been physically abusive that would reasonably cause any individual present in the ITC to consider to be verbally and/or physically abusive conduct. This includes directing hateful, insulting, or threatening language at others in the ITC, based on any of the protected characteristics listed in the Equality Act.
- The ITC Chief Administrator is responsible for reporting all instances of misconduct involving CITB Candidates and must immediately raise a ServiceDirect case and email [report.it@citb.co.uk](mailto:report.it@citb.co.uk). Failure to report instances of misconduct to CITB will result in sanctions being applied to the ITC.
- The process for any Candidate misconduct is to be followed as set out on [Pearson VUE Connect](#).
- In situations where you fail to comply with the requirements to take action, CITB reserves the right to impose sanctions on your organisation's status.

## 10.6. Responsibilities

- **ITC Chief Administrators** are responsible for reporting all instances of Candidate misconduct involving CITB Candidates and must immediately raise a ServiceDirect case. Each centre is responsible for notifying CITB by the end of the ITCs next working day of discovery.
- **The Pearson VUE Customer Service Centre** is responsible for notifying CITB of any reported incidents of misconduct involving CITB Candidates will be reported to CITB's fraud team by end of centre's next working day of discovery.
- **The Pearson VUE Compliance Team** is responsible for monitoring the number and types of misconduct incidents involving CITB Candidates and assisting CITB with further action.
- **CITB** is responsible for reviewing the incidents and notifying the Pearson VUE Compliance Team should any further action be necessary.

## 10.7. Process

### Suspected impersonation/proxy testing

- If at any point in the check-in process the Candidate fails a check that leads the Test Administrator to believe that they are not a genuine Candidate, the Candidate must be turned away and an incident report raised. Please make sure that any details that you have already gained from the Candidate are kept for reporting and investigation purposes. This includes, but is not limited to, any photographs taken of the Candidate, personal details such as address, any copies of ID, and details explaining why the Candidate was turned away.

### Breach of testing rules

- All Candidates must be informed of the testing rules before being admitted to their Test. If at any point during the Test the Candidate is witnessed breaching the testing rules, the Test Administrator must discreetly stop the Test and quietly ask the Candidate to step into the waiting area. The Candidate must not be permitted to re-enter the Test Room and an incident report must be raised.

### Verbally abusive behaviour

- If at any point during the Test a Candidate is witnessed behaving in a verbally abusive way, the incident must be reported to the Police and an incident report raised.

### Physically abusive behaviour

- If at any point during the Test a Candidate is witnessed behaving in a physically abusive way, the incident must be reported to the Police and an incident report raised.

### Raising an incident report for CITB Candidate misconduct

- When a misconduct incident occurs, an incident report must be raised on ServiceDirect **immediately** using the 'CITB Candidate Error or Misconduct' category.
- The Candidate Misconduct ServiceDirect case must be completed with as much detail and evidence as possible (Please check the Policies and Procedures guide in Pearson VUE Connect if you need any help in raising these cases).
- You must then email [report.it@citb.co.uk](mailto:report.it@citb.co.uk) to report the incident and provide the ServiceDirect case number.
- In line with the Candidate Warning Marker Process, a blocked Candidate will be sent a letter notifying them that a block has been placed on their name to prevent future bookings and providing CITB's contact details should the Candidate wish to appeal.
- Once a block has been placed on a Candidate due to violent behaviour (physical and/or verbal), this may be lifted only if authorisation is received from CITB to do so. This will be sent to the Compliance Team, who will arrange for the block to be lifted and the evidence of approval retained.
- If a blocked Candidate attempts to book a further Test, they may be prevented from doing so.
- If a blocked Candidate attends an ITC and exhibits further violent or abusive behaviour, the Police should be contacted as appropriate, and an incident raised on ServiceDirect.
- The ITC must inform CITB within **7 working days** of any approach by a person or third-party offering money or other inducements or incentives to any other person to assist Candidates at your ITC or undertake any other malpractice, maladministration or fraudulent activities.

## 11. Fees

### 11.1. ITC Fees

- As an approved CITB ITC, you will be charged an annual subscription fee. For more information about the fee, please visit the [CITB website](#). The fee is subject to change by CITB from time to time.

- The annual subscription fee will cover your Quality Assurance visits and associated services (unless the Scheme Rules specify any additional charges are required for audits).
- The ITC will be liable for all fees, regardless of whether they choose to test or not.
- In the event of maladministration, malpractice, or fraud as a result of an investigation carried out by CITB where Candidates are required to re-sit their Test, the ITC shall be liable for costs incurred by CITB and include the re-test and any reasonable costs as a result of the investigation.

### 11.2. Test Fees

- The ITC will advise Candidates of the current Test Fee – current fees are on the [CITB website](#).
- The Test Fee, as set out on the CITB website, excludes any other charges which a Candidate may incur for other services.
- If the ITC does not clearly separate the Test Fee from the costs for other services that are charged to the Candidate, CITB will apply sanctions to the ITC.

### 11.3. Testing Payment and Invoicing

- CITB will invoice for any Tests delivered, a week in arrears.
- ITCs must apply the “100% CITB discount” option when booking Tests and pay the weekly invoices from CITB (credit/debit card and voucher details should **NOT** be entered into ‘Registration Manager’). If an ITC does not use the correct payment method as set out above, it will still be charged on its weekly invoicing from CITB. No refunds for Tests paid by other methods will be given.

## Appendix 1. Types of Health, Safety and Environment (HS&E) tests

All HS&E tests consist of 50 multiple choice questions.

There are 50 core knowledge-based questions to check knowledge of health, safety, environmentally safe working practices and sustainability.

For specialist tests, the 50 multiple choice knowledge questions consist of 44 core questions and six questions on the specific specialism (such as supervisory, tunnelling etc.). The Managers and Professionals (MAP) test consists of 50 core questions, including on the Construction (Design and Management) Regulations, demolition, plumbing or gas and highway works. The time allowed for each test is 45 minutes.

The cost of each HS&E test is listed on the [CITB website](#).

The following tests are available at ITCs:

- HS&E test for Operatives
- HS&E test for Managers and Professionals
- HS&E Specialist Supervisors test
- HS&E Specialist Demolition test
- HS&E Specialist Plumbing test
- HS&E Specialist Highway Works test
- HS&E Specialist Working at Height test
- HS&E Specialist Lifts and Escalators test
- HS&E Specialist Tunnelling test
- HS&E Specialist HVACR Heating and Plumbing Services test
- HS&E Specialist HVACR Pipefitting and Welding test
- HS&E Specialist HVACR Ductwork test
- HS&E Specialist HVACR Refrigeration and Air Conditioning test
- HS&E Specialist HVACR Services and Facilities Maintenance test.

Tests are available with voiceover options. These are listed on the [CITB website](#) under the 'Special assistance for the test' tab.

Candidates who require additional support, such as a reader/recorder, an interpreter or sign language, need to take their test at a Pearson VUE centre. Call the Special Assistance booking line on **0344 994 4491** or email [citb.testingspecialassistance@pearson.com](mailto:citb.testingspecialassistance@pearson.com).



## Appendix 2. Internet Test Centre – Application Criteria

Applicants must represent an organisation from Section 1, below. Applicants must be able to evidence that the application is supporting at least one of the criteria laid out in Section 2.

On receipt of an application, CITB will review the existing HS&E testing network to ensure any new centre supports testing capacity/access for candidates, as laid out in Section 3.

### 1. Specific Eligibility Criteria

Applicants must represent one of the following:

- a. Employer: a CITB Levy-registered employer that wants to test their own staff and/or supply chain.
- b. Training provider: Training provider approved by an awarding organisation, an existing CITB Approved Training Organisation (ATO) or a training provider approved by CITB that delivers construction-related training.
- c. Further Education (FE) or Higher Education (HE): this includes colleges, universities and sixth form colleges providing construction-related training.
- d. Registered Charity: A registered charity that has the objective of advancing education linked to the construction industry; applications must include the Registered Charity Number.
- e. Prison: HM Prison Service, Probation Service or a Young Offender Institution that aims to rehabilitate and train offenders.

### 2. Additional Requirements

Applicants will have to provide evidence of direct links to the construction industry through partnerships such as:

- a. National employers: e.g. BAM, Mace, Costain.
- b. Construction-related employers: detail which services these employers provide.
- c. Local and national construction projects: such as HS2, Hinckley Point C.
- d. Prison Service and Probation Service: delivering training within prisons, back-to-work schemes on release.
- e. Local job centre: such as return-to-work programmes directly linked to the construction industry.
- f. Local council: e.g. co-ordinating services for transferring skills of refugees.

### 3. Geographical Coverage and Volumes

ITC approval is subject to applicants demonstrating that the new centre will positively impact the capacity and geographical coverage of CITB HS&E testing. CITB will consider the following points:

- a. Distance from other ITCs and Pearson VUE centres: number of centres within a 10-mile radius if outside London, or a 5-mile radius if within London (M25). ITC applications can still be approved within this radius if there is anticipated benefit to industry and/or the ITC demonstrates there is a gap in provision that will be fulfilled.
- b. Capacity: projected volume of CITB tests and availability of test appointments.
- c. Accessibility: e.g., infrastructure links, parking, public transport access.
- d. Opening hours: to support industry/local demand.

## Appendix 3. CCTV Specification

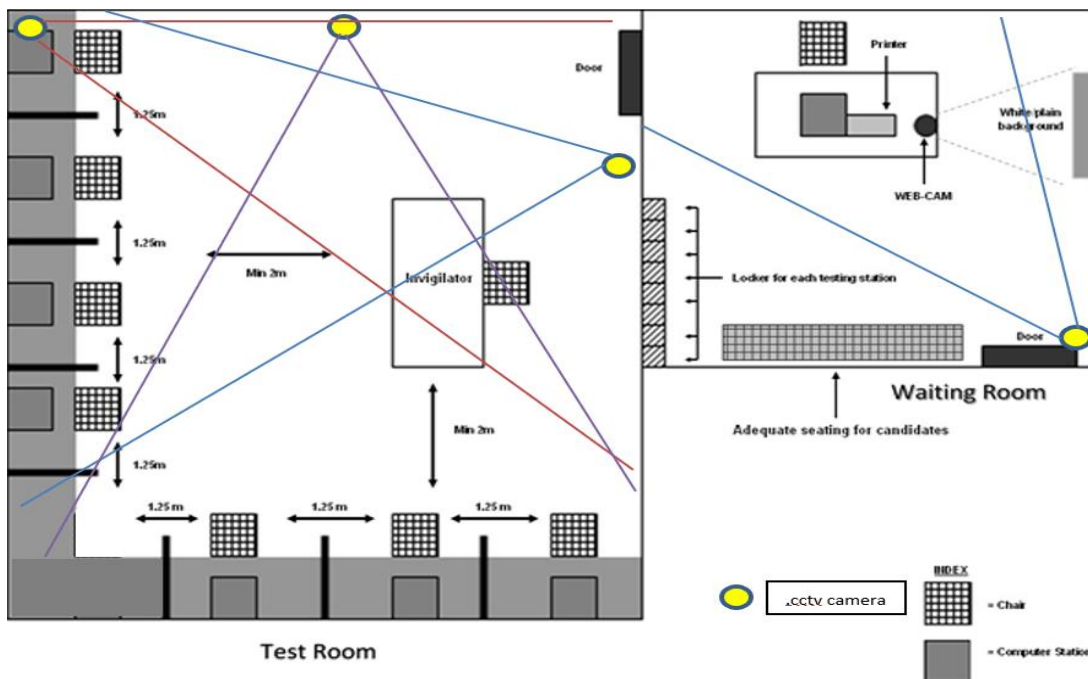
1. The ITC must advise Candidates that CCTV cameras are in use, and prominent signs must be displayed throughout the premises advising that CCTV surveillance is in operation.
2. The Test Room must have cameras with audio recording to cover the whole Test Room, including the invigilator(s) present in the Test Room and all Candidates when they are taking their Tests.
3. The CCTV system must be capable of recording both video and audio. The sound can be recorded by external or internal microphones connected to the CCTV. However, video and sound must be synchronised.
4. The ITC must make sure that the video footage from the CCTV cameras that they install is clear and in colour.
5. The ITC must have, comply with, and make available, a CCTV Policy.
6. The ITC must make sure it complies with all applicable data protection legislation and that the CCTV is installed, operated, and used in accordance with the applicable guidance provided by the Information Commissioner's Office (ICO). CCTV must be digital not analogue.
7. The ITC must be registered with the ICO – information can be found at <https://ico.org.uk/registration/new>.
8. The Test Room must have appropriate lighting to allow clear footage to be recorded.
9. Test Stations must be individually identified (numerically or alphabetically) and must all be visible to a CCTV camera.
10. CCTV footage must always be held for **30 calendar days**, even if you have been audited within this time period.
11. CCTV footage if requested must be **continuous** and contain **all** visual and audio footage of a Candidate held by the ITC from the time of the Candidate's arrival at the Test Station until the Candidate has completed the Test and leaves the Test Station.
12. CCTV footage must be made available to CITB within **2 calendar days** of a request. Details of how the footage will need to be provided will be included in the CITB request. Failure to comply within this request will result in immediate suspension from delivering Tests.
13. CCTV systems must be compatible with the **30-day** storage requirement and must continuously record activity in the Test Room, commencing 15 minutes before the Test starts and stopping 15 minutes after the end of the Test. It cannot be set for motion sensor activation only.
14. ITCs must have appropriate software to enable the transfer of CCTV footage files and the downloading of footage onto an external driver/storage system when footage is requested by CITB.
15. CITB can and may ask for CCTV footage as part of its quality assurance, and for audit and/or investigation purposes.
16. Any postage and delivery costs will be met by the ITC for any CCTV requests by CITB where an electronic medium, such as Microsoft Teams, cannot be used.
17. ITCs must have an internal procedure to make sure that timings shown on CCTV and Test Stations are synchronised and are consistent with Test Logs. CCTV must always show the correct date and time.
18. ITCs must have an internal procedure to make sure that CCTV is operating correctly.
19. If the CCTV system or a camera at an ITC breaks down or ceases to work for any reason, all testing must be stopped and CITB notified immediately. No testing can resume without CITB's written approval.

Provided that all the CCTV requirements noted above are met, the number of cameras used and where they are situated is left to the discretion of the ITC. All CCTV requirements will be checked by a CITB representative at the survey and audit stage to make sure all required areas are captured as stated above. These requirements are mandatory.

Please note: There must be sufficient CCTV coverage to capture and record (on both video and audio) all the Candidates taking Tests, as well as the Test invigilator at the Test Station, including ensuring that each VDU screen, keyboard, and mouse is captured, as well as any other activity which takes place in the Test Room while Candidates undertake the Test. This does not mean one camera per Test Station – see 'Example ITC Test Room and Waiting Room layout' below.

The booking-in area of the ITC must be separate from the Test Room if there is more than one Test Station in the ITC.

### Example ITC Test Room and Waiting Room layout



## Appendix 4. Required Photo Standards

It is a requirement that Candidates provide the correct photographic identification before they can take an HS&E test.

Each Candidate photo taken in an ITC must show the Candidate's head, shoulders, and upper body only, and conform to passport photograph quality and guidance at <https://www.gov.uk/photos-for-passports>.

The current image formats are as follows:

- ID photo – 384W x 512H pixels, 300dpi, RGB colour, JPG file format
- Signature – 125W x 65H pixels, 300dpi, 256-bit colour, PNG file format.

There must be no objects, for example filing cabinets, chairs, or posters, in the background. The image must be of the Candidate only.

Please note: Photographs must be reviewed by ITC staff before the Candidate takes the Test to confirm the image meets the required standard. This will help ensure an efficient customer journey if the image is to be used for a Card Scheme application. The ITC staff must also take a copy of the ID produced, retain it securely for **2 years**, and provide it to CITB on demand.

## Appendix 5. Candidate Rules Agreement.

### **To be provided to the Candidate.**

Please review the following Test Rules and ask the Test Administrator if you have any questions.

I have read the emergency notices displayed around the test centre. In the unlikely event of an emergency, where an evacuation of the premises is required, I will follow the directions of staff in a calm and orderly manner.

I will not take the following types of personal items into the test room including but not limited to: mobile phones, hand-held computers/personal digital assistants (PDAs) or other electronic devices, pagers, watches, wallets, purses, hats (and other head coverings, excluding religious headwear), bags, coats, books and notes.

I will store these items in the individual secure locker provided by the Test Administrator. Mobile phones and other electronic devices must be turned off before placing them in the designated secure locker. The Test Centre is not responsible for lost, stolen or misplaced personal items.

The Test Administrator will log me in to my assigned workstation, verify that I am taking the intended test, and start the test. I will sit in my assigned seat until escorted out by a Test Administrator. I understand that eating, drinking, smoking, chewing gum and making noise that creates a disturbance for other Candidates are prohibited during the Test.

The Test Administrator will monitor me continuously while I take my Test. The session will be recorded for security or the investigation of fraud.

There are no breaks during the Test. If for any reason I need to take an unscheduled break at any time during the Test, I understand that the test timer will not stop while I take the unscheduled break. I will take my identification with me when I leave the room, and this will be inspected before I re-enter the Test Room. I understand that, while taking an unscheduled break, I will not be permitted to leave the Test Centre or access my stored personal belongings, except for medication required at a certain time, with the approval of the Test Administrator.

If I experience problems that affect my ability to take the Test, I will notify the Test Administrator immediately by remaining seated and raising my arm.

The Test Administrator cannot answer questions related to Test content. If I have questions of this nature, I will contact CITB after I leave the Test Centre.

I will not remove copies of Test questions and answers from the Test Centre, and I will not share or discuss the questions or answers seen in my Test with other Candidates.

After the Test ends, the Test Administrator will come to my workstation and make sure my test has ended properly. After I have left the test room, I will be provided with a printed score report from the Test Administrator.

### **Fair Processing Notice.**

Your test result and ID photograph will be encrypted and transmitted to Pearson VUE and CITB and may also be shared with competency card scheme providers if you apply for their products. CITB may also share this information as part of any investigation into malpractice or fraudulent activity.

The test centre will keep your information, including when and where your test was taken, and identification evidence.

More information, including about your legal rights and how your information may be used, can be found by:

- viewing the Pearson VUE Privacy Notice online at [www.pearsonvue.com/citb/privacy](http://www.pearsonvue.com/citb/privacy);
- viewing the CITB Privacy Notice online at [citb.co.uk/privacy](http://citb.co.uk/privacy);
- asking the test centre for information about how they manage your personal data.

The information you provide will be used for administering the HS&E test 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.

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.

Your personal data will be held securely and treated confidentially and will not be disclosed to third parties other than as described above. We will not pass your personal data to third parties for marketing purposes without your consent.

Candidate Statement: By signing the digital signature e-pad, I give Pearson VUE my explicit consent to retain and transmit my personal data (including my image and signature) and Test responses to Pearson VUE and to CITB (either of which may be outside of the country in which I am testing). I understand the information provided above and agree to follow the Rules. If I do not follow the Rules, or I am suspected of cheating in any way including tampering with the computer, this will be reported to Pearson VUE and CITB, my Test may be invalidated, CITB may take other action and I will not be refunded my Test fee. In addition to this, if CITB suspect the ITC of any fraudulent activity, CITB also reserves the right to revoke any tests that may have been taken within the centre. This will be in order to maintain the reliability and integrity of the product.

\*Candidate Rules Agreements are available to download from Pearson VUE Connect, under Resources – Exam Sponsor Documentation A-M. The Candidate Rules Agreement is in the following languages: English, Welsh, Bulgarian, Czech, French, German, Hungarian, Lithuanian, Polish, Portuguese, Punjabi, Romanian, Russian and Spanish.

## Appendix 6. ID Policy

View and download the [ID Policy](#) from the CITB website.

View and download the [Waiver Form](#) from the CITB website.



## Appendix 7. CITB Testing Services – ITC Test Log

ITC name \_\_\_\_\_ ITC number \_\_\_\_\_ Test  
 date \_\_\_\_\_

Address \_\_\_\_\_  
 \_\_\_\_\_

Signature of Test Administrator conducting Test \_\_\_\_\_ Print  
 name \_\_\_\_\_

Signature of second Test Administrator (if present) \_\_\_\_\_ Print  
 name \_\_\_\_\_

Candidate's name (block capitals)	Candidate's CITB registration number or CITB testing ID*	Test Station Reference (Which test station did the candidate use?)	Type of identification presented**	Last four digits on photographic ID	Test type, e.g., Ops, Spec, MAP	I confirm the details on this form are correct.  Candidate's signature	Start time of the Test	Finish time of the Test	Test Administrator's signature

\*If a Candidate has previously taken a CITB Test, please include their Candidate registration number. If this is the first Test the Candidate has taken, please include the CITB testing ID number (this is generated at the time of registering a Candidate and included on the Candidate's booking confirmation email/letter).

\*\*In the case of a prison environment as ITC, the Prison Officer should print their name in this box and sign in the "Last four digits on photographic ID" box to confirm the identity of the Candidate. (A Test Administrator within the prison environment may sign if they are able to verify a Candidate's identity through Prison National Offender Management Information System (PNOMIS)).

The Test Log must be retained on file for at least **2 years**.



## Appendix 8. Provisions for inclusion in the ITC Contract with Candidates

### 1. The Test

- 1.1. Tests are provided by Pearson VUE on behalf of CITB.
- 1.2. CITB shall not be liable whether in contract or tort (including negligence and breach of statutory duty statute or otherwise) for any loss or damage to persons or property caused by participation in, or failure to pass, the Test. This does not prevent or limit liability in respect of personal injury or death caused by negligence on the part of CITB or any other liability to the extent it cannot be limited or excluded by Law.
- 1.3. CITB uses the personal data you provide for various purposes, including the provision of the Test and other services. For more information, visit [www.citb.co.uk/utility-links/privacy-policy-cookies/](http://www.citb.co.uk/utility-links/privacy-policy-cookies/).

### 2. Admission Policy

- 2.1. It is your responsibility to make sure that you arrive at the ITC 15 minutes before the Test time. Neither [ITC] nor CITB will accept any responsibility if you arrive late or fail to arrive due to adverse weather conditions, failure of transport or any other circumstance.

### 3. Identification Requirements

- 3.1. You are required to bring the appropriate ID with you on the day of the Test, as laid out in the [ID Policy](#) on the CITB website.
- 3.2. Photocopies of ID will not be accepted.
- 3.3. If you do not have any of the required forms of ID listed in the ID Policy, please call **0344 994 4488** for support.  
If you do not bring suitable ID, you will not be allowed to take the Test.

### 4. Special Assistance

- 4.1. If you have difficulty in reading, all Test Stations have headphones that will allow you to hear an English voiceover for **all** Tests. For the HS&E Operatives and Labourer tests, voiceovers are also available in the following languages: Welsh, Bulgarian, Czech, French, German, Hungarian, Lithuanian, Polish, Portuguese, Punjabi, Romanian, Russian and Spanish.  
British Sign Language (BSL) assistance is also available on-screen for the HS&E Operatives test. Please notify the ITC when booking your Test if you need BSL assistance. The ITC staff will explain to you how the Test will be conducted.

### 5. Revision Materials

- 5.1. Revision materials are available to purchase in book and electronic formats for all of the HS&E tests, on the online [CITB Shop](#).

### 6. Tutorial

- 6.1. It is essential that you are familiar with how the Test is conducted. After the ITC staff have explained the operation to you, you will have the option to conduct a tutorial to see how the Test will work, and to look at the screen, so that you are familiar with the functionality before you sit your Test. The tutorial

is not a practice Test, and we strongly recommend you take advantage of this tutorial, as once the Test has started, it is not possible to interrupt it.

## 7. Test Results

- 7.1. All Candidates will be given written confirmation as to whether they have passed or failed the Test. Score reports, regardless of the Test result, will also indicate subject areas of weakness where questions were not answered correctly.
- 7.2. Your Test fee is not refundable if you do not arrive at the ITC for your scheduled appointment.
- 7.3. If you fail the Test, you will not be allowed to re-sit the Test for at least **2 working days** after the date on which you undertook the Test.
- 7.4. If you require a duplicate pass certificate, you should access your score report via your online account. To request a duplicate pass certificate from the Pearson Vue Customer Service Team, you should call **0344 994 4488**. A duplicate certificate will incur a £10 administration charge.
- 7.5. CITB is unable to amend the result of a Test whatever the circumstances. However, CITB can order a re-test if it is satisfied the Test was not conducted correctly.

## 8. Conduct

- 8.1. You will not be allowed to bring anybody into the ITC with you. Any items you are carrying (including personal items such as keys, phones, bags, watches and wallets) must be stored in a secure personal locker provided at the ITC. There are certain religious items that may be an exception to the rule, a list of these can be found in the Pearson VUE Policies and Procedures Guide accessed via Pearson VUE Connect. This can be found by searching “Religious, cultural, and medical apparel”. Please note that you must not refer to any document during the Test. All ITCs must have CCTV with audio and video recording capability, with Tests recorded for security and the detection or investigation of fraud. CCTV footage is retained securely by the Test provider for a period of up to **30 days**. Any misconduct by you during the Test will result in your Test being stopped, your Test result declared void, and your Test Fee forfeited. Candidates guilty of serious misconduct, including cheating, may forfeit their right to take a further Test. In addition, CITB reserves the right to revoke a Test pass if it reasonably suspects that you have been involved in or are linked to any misconduct, fraud or cheating. CITB also reserves the right to notify any other affiliated card scheme.
- 8.2. The ITC staff will explain how you can attract their attention if you should experience any technical difficulties during your Test.
- 8.3. If you are unhappy with the way in which your Test has been conducted, you should bring the matter to the attention of the Test Administrator.
- 8.4. If you are unable to resolve the matter at the ITC, you should either ring the Pearson Vue Customer Service Team on **0344 994 4488** or email the Customer Service Team at [citb.testingcustomerservices@pearson.com](mailto:citb.testingcustomerservices@pearson.com). You must do this within **15 working days** of sitting your Test. If, after receiving a response from the Customer Service Team, you are still not satisfied, you can email the CITB Testing Services product team at [TestingServiceFeedback@citb.co.uk](mailto:TestingServiceFeedback@citb.co.uk).

## Appendix 9 – Revision Materials

HS&E revision materials include:

- Revision book for the Operatives and Specialist tests
- Revision book for the Managers and Professionals test
- Revision DVD for the Operatives and Specialist tests
- Revision DVD for the Managers and Professionals test
- Revision download for the Operatives and Specialist tests
- Revision downloads for the Managers and Professionals test

Apps are also available to purchase from the Apple or Android app store for both the Operatives and Specialists tests and the Managers and Professionals test.

Prices for HS&E revision materials can be found on the online [CITB Shop](#).