



48-Hour Extenuating Circumstances Policy

Purpose

To fairly handle situations where candidates cannot meet the 48-hour notice rule for test bookings due to unexpected emergencies.

What Counts as an Emergency?

The following **unforeseen situations** qualify as emergencies if they prevent you from giving 48-hour notice:

- **Medical emergencies:** Sudden illness, injury, or hospitalization (*proof required: e.g., doctor's note, hospital discharge summary*).
- **Family emergencies:** Death of an immediate family member (*proof required: e.g., death certificate, obituary*).
- **Travel disruptions:** Accidents, extreme weather, or public transport strikes (*proof required: e.g., police report, travel advisory notice*).
- **Technical failures:** CITB/PearsonVUE system errors (*confirmed by CITB/PearsonVUE outage notification*).
- **Sudden job commitments:** Unplanned, urgent work obligations (e.g., a last-minute job offer requiring immediate relocation or an unexpected withdrawal of an employment offer).
 - *Proof required:* Official letter from the employer, withdrawal notice, or written communication confirming the urgency.

What Does NOT Count as an Emergency?

- Routine work schedules, minor illnesses (e.g., colds), personal errands, or general scheduling conflicts.

What to Do (For Candidates)

1. **Notify Us Quickly:**

- **Email:** Send to enquiries@safergreens.co.uk within 24 hours. Include:
 - Your name, CITB number, and test date.
 - Details of the emergency.
 - Proof (e.g., medical certificate).
 - **Phone:** Call 07557445389 (Mon–Fri, 9 AM–5 PM).
 - 2. **Reschedule:**
 - If approved, you can rebook once for free within 14 days, even if within 48 hours.
 - We'll email you the new date.
 - 3. **If Denied:**
 - You can appeal using our complaints process (see *Appeals* below).
- **Records:** Stored securely and deleted after 2 years.

Compliance

- We follow CITB rules. Failure to meet standards may lead to penalties (e.g., test suspension).

Appeals

Unhappy with a decision?

1. **Email Us:** Complain within 10 days at enquiries@safergreens.co.uk.
CITB Appeal: If unresolved, contact CITB Quality Assurance Team
Sand Martin House
Peterborough
PE2 8TY



Approved By: Oludotun Ashaye, Centre Administrator
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