



Complaints and Appeals Policy

Purpose:

To manage complaints and appeals in a transparent, consistent, and timely manner, protecting the interests of candidates and safeguarding CITB compliance.

Scope:

Applies to candidates, employers, visitors, and all Safer Greens Limited staff.

Detailed Procedures:

- **Submission of Complaints:**
 - Complaints can be submitted via:
 - Email: enquiries@safergreens.co.uk.
 - Or in writing to The Quality Manager, Safer Greens Limited, Unit D, Chadwell Heath Industrial Park, Kemp Road, Dagenham, RM8 1SL.
- **Acknowledgment:**
 - Safer Greens quality Manager must log all complaints immediately.
 - An acknowledgment email or letter must be sent to the complainant within **24 hours** (in line with Para 113 CITB Requirements).
- **Investigation:**
 - Lead Investigator: **Sola Osinowo/Oludotun Ashaye**
 - Investigative actions include:
 - Reviewing **CCTV footage, test records, and invigilator reports.**
 - Conducting interviews with staff or candidates involved, if necessary.
 - Investigation must be concluded within **5 working days.**
- **Resolution:**
 - Complainant to receive a **formal written outcome** within **10 working days.**
- **Escalation:**
 - If the complainant remains unsatisfied, they must be informed of their right to escalate to

Approval and Compliance Manager

CITB Quality Assurance Team
Sand Martin House
Peterborough
PE2 8TY

- **CITB Quality Assurance Team**
- **Email:** report.it@citb.co.uk | **Phone:** 0344 994 4020
- Safer Greens Limited must forward all complaint documentation to CITB within **48 hours** after escalation is requested.
- **Record Keeping:**
 - Maintain complaint documentation securely for **at least 2 years**.

Roles and Responsibilities:

- **Sola Osinowo:** Investigate and lead responses.
- **Funmilola Ashaye:** Log, monitor, and track complaints.
- **Oludotun Ashaye:** Review serious or escalated complaints.

Review Schedule:

- Annually — every 06 April
- Reference: CITB Guidance Paras 113-120.



Approved By: Oludotun Ashaye, Centre Administrator
Date: 06/04/2025



Invigilation Policy

Purpose:

To ensure exams are invigilated fairly, securely, and in accordance with CITB's strict test integrity requirements.

Detailed Procedures:

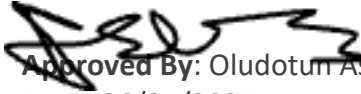
- **Pre-Test Setup:**
 - **Safer Greens** verifies:
 - Full **CCTV coverage** with **audio recording**.
 - Workstation **dividers** are minimum **600mm high**.
 - Testing room is cleared of all unauthorised materials.
- **During Test:**
 - Invigilators must:
 - Stay **physically present** in the room at all times.
 - Maintain at least **2 meters distance** from candidates unless assistance is required.
 - **Actively monitor** both in-person and via live CCTV feed.
- **Post-Test:**
 - **Sola Osinowo** reviews **20%** of all test footage quarterly to detect patterns of misconduct.
- **Emergencies:**
 - Pause and evacuate tests if needed.
 - Report to CITB and Pearson Vue **within 1 hour** if the test environment is compromised.
- **Training:**
 - Mandatory annual **Invigilation Refresher Training** (due every 10 January).

Roles and Responsibilities:

- **Funmilola/Oludotun:** Test-day invigilation.
- **Sola Osinowo:** CCTV reviews and reporting.

Review Schedule:

- Annually — every **06 April**.
- Reference: CITB Guidance Paras 51-63.



Approved By: Oludotun Ashaye, Centre Administrator

Date: 06/04/2025



Malpractice and Maladministration Policy

Purpose:

To prevent, detect, investigate, and address instances of malpractice or maladministration in a manner that ensures fairness, transparency, and protection of the CITB's assessment standards.

Detailed Procedures:

- **Reporting Suspected Malpractice:**
 - All staff must **immediately report** any concerns to **Oludotun Ashaye**.
- **Evidence Preservation:**
 - Oludotun secures:
 - All **CCTV footage** from the relevant time (Para 83).
 - **Candidate identification records** and **test logs**.
 - **Photographic evidence** of unauthorised materials or behaviors.
- **Notification to CITB:**
 - Report all confirmed or suspected malpractice cases to CITB's Quality Assurance Team via email: **report.it@citb.co.uk**.
 - Notification must occur **within 24 hours** of the concern being raised.
 - Include in the report:
 - Full description of the incident.
 - Copies of all secured evidence.
 - Initial steps taken by Safer Greens Limited.
- **Investigation:**
 - CITB will appoint an **independent investigator** if required.
 - **Oludotun Ashaye** will ensure full cooperation, providing any requested documentation or witness statements.
- **Outcome Actions:**
 - Withdraw or revoke any fraudulent test results.
 - Update the **Malpractice Register** accordingly.

Roles and Responsibilities:

- **Sola Osinowo/Oludotun shaye:** Lead malpractice reporting and CITB liaison.

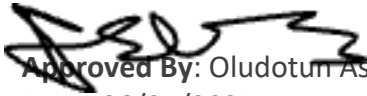
- **Funilola Ashaye:** Ensure evidence is preserved immediately post-incident.

Training:

- Mandatory **Annual briefing must** for all test centre staff.

Review Schedule:

- Annually — every **06 April**.
- Reference: CITB Guidance Paras 78-94.



Approved By: Oludotun Ashaye, Centre Administrator
Date: 06/04/2025



Special Considerations and Reasonable Adjustments Policy

Purpose:

To ensure equal access to assessments for candidates with disabilities, learning difficulties, or temporary conditions, maintaining compliance with CITB's special arrangements guidance.

Detailed Procedures:

- **Request Submission:**
 - Candidates must submit requests during booking.
- **Assessment of Requests:**
 - **Sola Osinowo** reviews requests against CITB criteria, considering the nature of the condition and the reasonable support options available.
 - Decision to approve or deny must be made **within 3 working days**.
- **Implementation:**
 - **Funmilola Ashaye/Oludotun Ashaye** ensures accommodations are set up, such as:
 - **Voiceover software** where necessary.
- **Referral to Pearson Vue:**
 - For more complex cases (e.g., candidates requiring a **British Sign Language interpreter**), referrals must be made via the email or Phone to the candidate .

Accessibility Note

Safer Greens **does not have disabled access** (e.g., no ramps, elevators, or hearing loops).

For Candidates Needing Adjustments:

- Contact **PearsonVUE Ilford** instead:
Address: 226 High Road, Ilford IG1 1QF
Phone: 020 8553 9876
Email: ilforditc@pearsonvue.com

Our Responsibilities

- **Staff:** Will review your claim within 24 hours, keep records for 2 years, and guide you to Ilford if needed.
- **Documentation:**
 - All adjustments must be log in
 - Records to be kept for **at least 2 years**.

If the candidate remains unsatisfied, they must be informed of their right escalate to:

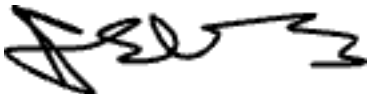
Approval and Compliance Manager
CITB Quality Assurance Team
Sand Martin House
Peterborough
PE2 8TY

Roles and Responsibilities:

- **Sola Osinowo/Oludotun Ashaye:** Assessment of requests.
- **Funmilola Ashaye/Oludotun Ashaye:** Delivery of approved accommodations.

Review Schedule:

- Annually — every **06 April**.
- Reference: CITB Guidance Paras 71-76.



Approved By: Oludotun Ashaye, Centre Administrator

Date: 06/04/2025



Booking Process Policy

Purpose:

To ensure a consistent, efficient, and CITB-compliant candidate booking process, maintaining candidate confidentiality and operational fairness.

Detailed Procedures:

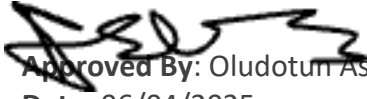
- **Standard Bookings (≥48 hours notice):**
 - **Oludotun** uses the Pearson Vue System to book candidates at least 48 hours prior to the test date.
 - Mandatory data collection includes:
 - Full name, home address, contact details.
 - Valid CITB registration number.
 - A scanned copy of valid photographic ID (passport or driving licence).
- **Under-48-Hour Bookings:**
 - Permitted only in **exceptional circumstances** (e.g., lost CSCS card, urgent job requirement).
 - **Oludotun** must log justification in the **Under-48hr Register**
- **Pre-Test Candidate Communication:**
 - Oludotun must send:
 - Confirmation email with date, time, location, and ID requirements.
- **Post-Booking Record Management:**
 - Update the **Test Log** immediately after booking.

Roles and Responsibilities:

- **Oludotun:** Booking management and candidate communication.
- **Sola Osinowo:** Oversight and review of exceptional bookings.

Review Schedule:

- Quarterly — next review **06 August 2025**.
- Reference: CITB Guidance Paras 22-28.



Approved By: Oludotun Ashaye, Centre Administrator
Date: 06/04/2025



Safer greens

Health, Safety, and Welfare Policy

Purpose:

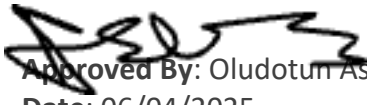
To provide a safe, healthy, and compliant environment for both candidates and staff at the Safer Greens Limited ITC, maintaining the highest health and safety standards during all activities.

Detailed Procedures:

- **Test Room Compliance:**
 - Workstations must have **600mm high dividers** to prevent communication (Para 47).
 - Clear **signage** displayed stating:
 - **“CCTV with audio recording is in operation.”** (Para 59).
- **Daily Inspections:**
 - **Oludotun** must inspect:
 - Fire exits (unobstructed).
 - Emergency lighting.
 - First aid supplies.
 - General cleanliness and hazards (e.g., cables, wet floors).
 - Daily checklist logged in **Daily Room Inspection Form**
- **Emergency Protocols:**
 - **Quarterly fire drills** scheduled (Next drill due: 06/08/2025).
 - **Monthly fire alarm checks** with battery replacement if needed.
- **First Aid:**
 - A certified first aider (**Oludotun Ashaye**) must be present during all test sessions.
 - First Aid Kit to be checked and replenished weekly.
- **Risk Assessments:**
 - Maintained and reviewed annually, stored **Roles and Responsibilities:**
- **Oludotun Ashaye:** Health & Safety Officer (oversees compliance and emergency readiness).
- **Funmilola Ashaye:** Conducts daily inspections and pre-test safety checks.

Review Schedule:

- Quarterly — next review **06 August 2025**.
- Reference: CITB Guidance Paras 67-70.



Approved By: Oludotun Ashaye, Centre Administrator

Date: 06/04/2025



Safer greens

Candidate Feedback Policy

Purpose:

To continually improve the candidate experience by systematically collecting, analyzing, and acting on feedback received from test participants.

Detailed Procedures:

- **Feedback Collection:**
 - **Oludotun** issue all candidates the **Candidate Feedback Form**
 - This must be given to the candidate post-assessment.
- **Analysis of Feedback:**
 - **Sola Osinowo** compiles responses **quarterly**.
 - Metrics evaluated include:
 - Overall satisfaction (rated 1–5).
 - Specific feedback on invigilation, facility quality, and the booking process.
 - Suggestions for improvement.
- **Action Based on Feedback:**
 - Compile an **Annual Feedback Report** summarizing results.
 - Identify actionable changes (e.g., improved signage, additional invigilator training).
 - Track changes and note improvements against feedback received.
- **Storage:**
 - Reports and raw data securely stored for 3 years.

Roles and Responsibilities:

- **Funmilola/Oludotun:** Distributes surveys and tracks responses.
- **Sola Osinowo:** Data analysis and action planning.

Review Schedule:

- Quarterly — next review **06 August 2024**.
- Reference: Appendix 1 (5.2)



Approved By: Oludotun Ashaye, Centre Administrator

Date: 06/04/2025



CCTV Policy

Purpose:

To maintain the integrity of test environments, protect staff and candidates, and ensure all surveillance practices comply with UK law and CITB policies.

Detailed Procedures:

- **Technical Setup:**

- **Test Room:** Full **video and audio recording** must be operational (Para 61).
- **Reception/Booking Area:** Video only (no audio), covering entry points and waiting areas.
- **Daily Checks:**
 - **Funmilola/Oludotun** verifies each morning that:
 - Cameras are working correctly.
 - Recordings are synchronized with an **atomic clock** to ensure timestamp accuracy.
 - All candidate stations are visible.
 - Log findings in the **CCTV Daily Check Log**.
- **Footage Retention:**
 - All CCTV footage must be retained for a **minimum of 30 days**.
- **Footage Access:**
 - Only **Oludotun Ashaye** is authorized to retrieve and review footage.
 - Access must be logged whenever footage is viewed or downloaded.

Roles and Responsibilities:

- **Funilola/Oludotun:** Daily system checks and fault reporting.
- **Sola Osinowo/Oludotun:** Weekly random footage audits.

Review Schedule:

- Annually — every **06 April**.
- Reference: CITB Guidance Paras 57-63.



Approved By: Oludotun Ashaye, Centre Administrator
Date: 06/04/2025



Conflict of Interest Policy

Purpose:

To identify and mitigate any conflicts of interest that could compromise the impartiality of assessment and operational integrity.

Detailed Procedures:

- **Annual Declarations:**
 - All staff must complete and submit the **Conflict Declaration Form**
 - Disclose any:

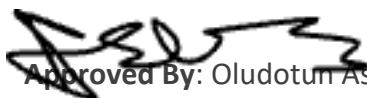
- Family relations with candidates.
- External roles or secondary employment.
- **Conflict Mitigation:**
 - **Oludotun Ashaye** reviews all declarations and takes appropriate action, such as:
 - Reassigning invigilation duties.
 - Restricting access to candidate records.
- **Ad-Hoc Declarations:**
 - If a new conflict arises during the year, it must be reported immediately.

Roles and Responsibilities:

- **All Staff:** Full disclosure annually and on change of circumstances.
- **Oludotun Ashaye:** Review, manage, and resolve conflicts.

Review Schedule:

- Annually — every **06 April**.
- Reference: CITB Guidance Paras 101-104.



Approved By: Oludotun Ashaye, Centre Administrator
Date: 06/04/2025



GDPR and Data Protection Policy

Purpose:

To protect all personal data held by Safer Greens Limited and ensure full compliance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

Detailed Procedures:

- **Data Collection:**

- Only essential candidate data must be collected, including:
 - Full name.
 - Contact details.
 - CITB registration number.
 - Valid ID document (passport or driving licence).
- No unnecessary personal information should be requested (Para 23).
- **Data Storage:**
 - Digital candidate records must be securely kept
 - Physical documentation must be stored in a **locked, fireproof cabinet** within the secure office.
- **Access Control:**
 - Only **Sola Osinowo** and **Oludotun Ashaye** have authorized access to candidate data.
- **Data Retention and Disposal:**
 - Candidate personal data must be securely deleted or shredded **two years** after the test date unless longer retention is legally required.
- **ICO Compliance:**
 - Safer Greens Limited maintains active registration with the **Information Commissioner's Office (ICO)**(Certificate ZA789654).
 - Annual renewal is required each January.

Roles and Responsibilities:

- **Oludotun Ashaye:** Data Protection Lead — oversees compliance and incident reporting.
- **Funmilola/Oludotun:** Daily data management tasks and encryption responsibilities.

Review Schedule:

- Annually — every **06 April**.
- Reference: CITB Guidance Para 77.



Approved By: Oludotun Ashaye, Centre Administrator
Date: 06/04/2025



Modern Slavery Policy

Purpose:

To comply with the Modern Slavery Act 2015 and ensure that Safer Greens Limited and its suppliers operate free from any form of forced labor, human trafficking, or exploitation.

Detailed Procedures:

- **Staff Training:**
 - All staff must be briefed about the Safer Greens Limited and **CITB Modern Slavery policy** and requirements annually.

- **Reporting Mechanism:**
 - Any suspicion of modern slavery must be reported immediately to **Oludotun Ashaye** for investigation and action.

Roles and Responsibilities:

- **Oludotun Ashaye:** modern slavery compliance monitoring.
- **Oludotun/Funmilola:** Training tracking and reporting suspected cases.

Review Schedule:

- Annually — every **06 April**.
- Reference: CITB Guidance Paras 107-109.



Whistleblowing Policy

Purpose:

To encourage and protect individuals who report concerns about unethical behavior, wrongdoing, or illegal practices within Safer Greens Limited.

Detailed Procedures:

- **How to Report:**

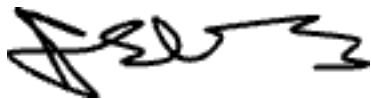
- Concerns can be reported confidentially via email: **enquiries@safergreens.co.uk**.
- Reports may be submitted anonymously if preferred.
- **Investigation:**
 - **Oludotun/Olusola** will conduct discreet and impartial investigations into whistleblowing reports.
 - Where appropriate, external advice may be sought to ensure objectivity.
- **Protection of Whistleblowers:**
 - Safer Greens Limited operates a strict **no retaliation policy**.
 - Whistleblowers will not suffer detriment to employment or opportunity.

Roles and Responsibilities:

- **Sola/Oludotun:** Lead investigator for whistleblowing reports.

Review Schedule:

- Annually — every **06 April**.
- Reference: CITB Guidance Para 82.



Approved By: Oludotun Ashaye, Centre Administrator

Date: 06/04/2025



Equal Opportunities and Diversity Policy

Purpose:

To foster an inclusive environment that values diversity, promotes equality of opportunity, and eliminates unlawful discrimination across all operations.

Detailed Procedures:

- **Non-Discrimination:**

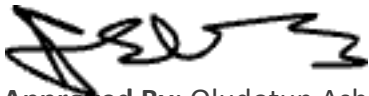
- All candidates and staff must be treated fairly regardless of race, gender, age, disability, religion, sexual orientation, or socioeconomic background.
- **ITC and Safer Green EOD policy and requirement** briefing will be given to for staff annually.
- **Accessibility:**
 - Candidates with physical disabilities who cannot climb a staircase will also be informed to book and take the test at the closest ITC Pearson Vue center at Ilford.
 - Provide **large-print versions** of all test candidate ITC rules upon request.
- **Monitoring and Improvement:**
 - Analyze candidate demographics annually to identify trends or areas for improvement in access and fairness.

Roles and Responsibilities:

- **Oludotun/Funmilola:** Implement accessibility measures and coordinate adjustment requests.

Review Schedule:

- Annually — every **06 April**.
- Reference: CITB Guidance Paras 74-76.



Approved By: Oludotun Ashaye, Centre Administrator

Date: 06/04/2025