



The Client:
 The Construction Industry Training Board (CITB)
Sector:
 Professional - Health & Safety

The Challenge:
 To provide an innovative and flexible delivery model that would meet the specific construction industry needs for a robust yet flexible solution.

The Solution:
 A combination of fixed and mobile Thomson Prometric Test Centres plus invigilated Internet Based Testing (IIBT) enabled the programme to grow from 40,000 candidates in 2001 to 280,000 candidates in 2003.

Customer Profile

CITB/GB is part of ConstructionSkills, the Sector Skills Council for the UK Construction Industry. Working with the Major Contractors Group (MCG) - an industry-leading organisation made up of the 19 biggest names in UK construction - a charter was issued stipulating that all employees on MCG

sites be required to carry 'cards' that identify them as having been trained, tested and qualified in construction site Health & Safety.

The UK construction industry employs around 1 in 14 of the working population - around 2.1 million potential

test candidates. It also comprises over 35 different craft/skill sectors, each with their own particular training and testing requirements. The target was that 100% of workers on their MCG sites would be tested.

Customer Need

The construction industry faces huge skills and training challenges. Not only must it recruit and train an estimated 100,000 people each year to fulfill demand, it also needs to improve the image of the industry through developing skills and qualifying a greater number of its existing workforce.

The CITB's need was twofold. Primarily, it needed a testing partner able to provide a reliable, robust and recognised test/qualification process. Secondly, it needed a partner that could provide the

facilities to administrate, schedule, test and report on hundreds of thousands of candidates at, possibly, hundreds of locations.

The CITB's original forecast was the provision of around 50,000 tests per year. However, a growing appreciation among employers and employees that qualifications set a recognised standard - and show a commitment to improving the industry's image - has seen enrollment figures soar to 280,000 tests per year.

Currently there are 16 test categories. This growing number represents the diverse range of organisations and hundreds of different construction trades/skills within the industry. Most 'card schemes', including the Construction Skills Certification Scheme, have a renewal period of five years. In addition to the estimated 2.1 million potential candidates, the CITB predicts that 1 million construction workers will need renewal tests over every five year period.

Measuring Success

The Thomson Prometric Solution

Working closely with the CITB, Thomson Prometric was able to deliver a multi-faceted solution that included many initiatives.



TEST ADMINISTRATION

- Testing via permanent Thomson Prometric Test Centres.
- The introduction of a mobile testing facility for on-site testing.
- A 'Corporate Site' in which the Thomson Prometric Test Centre environment is replicated exactly within the customer's premises.
- Invigilated Internet-based testing, utilizing web delivery of tests on the customer's equipment, both in mainland UK and overseas.



SYSTEM MANAGEMENT

- Test centres dedicated to CITB candidates at major construction sites such as Heathrow Terminal 5.
- The provision of specific demand-driven locations.
- A partnership approach, with Thomson Prometric providing dedicated account management, contact centre staff and customer liaison.
- Joint promotion including vehicle livery and relevant information within test centres.
- Attendance at construction events with mobile testing centres and presentations to key stakeholders.



SCHEDULING AND REGISTRATION

- Extended contact centre opening hours to meet increased demand.
- Group booking facilities, plus contact centre and Internet booking facilities to optimise scheduling.



TEST PUBLISHING

- Questionbank management procedures that enable new tests and categories to be rapidly implemented across all delivery platforms.



DATA REPORTING

- Reports on volumes, pass rates and location use keep CITB continually updated on their programme.

Customer Benefits

According to figures from the Health & Safety Executive, fatal accidents in the construction industry have fallen by nearly 25%. The implementation of a recognised Health & Safety testing programme is seen as a major contributor to this compelling statistic.

In addition, CITB has enhanced its reputation by providing an innovative, cost-effective, industry-aware solution that reacts and anticipates changing

requirements. Indeed, the provision of a modern solution with key candidate benefits has been seen to improve the industry's image.

Through Thomson Prometric, CITB is able to deliver a defensible, consistent and scalable testing programme that has increased from 40,000 tests to 280,000. A testing programme that recognises that members range in size from 2 to 2,000 employees and demonstrates empathy

through on-site testing or testing at the point of training. Immediacy of results and priority booking allow fast-track qualification of personnel and with data delivered overnight, cards can be quickly issued.

Ultimately, government endorsement and the significant reduction in accidents, injuries and fatalities have made CITB recognised leaders in Health & Safety testing.

Thomson Prometric, a part of the Thomson Corporation, is the global leader in technology-based assessment and certification services, delivering over 50,000 hours of high stakes testing every day. Thomson Prometric systems enable development, authentication, delivery and scoring of tests and assessments aimed at improving outcome-oriented learning. We partner with our clients to manage the testing and assessment process to meet their desired organisational and programme needs through our integrated solutions.

"The scheme is testament to the industry's determination to improve safety standards on construction sites throughout the UK and its commitment to health and safety training."

Peter Lobban
Chief Executive
CITB