

## CITB – COUNTER FRAUD GUIDANCE TO SITE MANAGERS

### Who are we?

We are CITB – the Industry Training Board and Sector Skills Council for the construction industry. It's our job to deliver a safe, professional and fully qualified UK construction workforce. We are designated as a non-departmental public body (NDPB) and the company is appointed by government as the industrial training board for construction under the Industrial Training Act. We are also the Sector Skills Council responsible for developing professional occupational standards.

### What do we do?

A comprehensive system of assessments and qualifications exists in the UK construction industry to show that workers are qualified, competent and safe to work. It's vital that these assessments and tests, that are carried out in order to issue individuals with cards and qualifications, are not subject to fraud.

Our Quality Assurance & Verification department at CITB is responsible for delivery of these services and establishing processes to identify patterns of fraud, undertaking counter-fraud activities at testing events, developing new policies to counter fraud and liaise closely with law enforcement agencies including the Police, National Crime Agency (NCA) and the Home Office Border Force/Immigration Enforcement Teams.

## HEALTH, SAFETY AND ENVIRONMENT TEST

One of the simplest ways to ensure workers' health and safety knowledge is up-to-date is to sit the CITB *Health, safety and environment (HS&E) test*. This helps to prove that workers have met the minimum standard and helps them qualify for most card schemes.

Once the candidate has passed the HS&E test they can apply for one of the various scheme cards that are available, depending upon their profession within the construction industry.

## CONSTRUCTION SKILLS CERTIFICATION SCHEME (CSCS)

The Construction Skills Certification Scheme (CSCS) card is the industry's largest scheme and, at present, covers more than 350 occupations including trades, technical, supervisory and management.

CSCS cards list the holder's qualifications and in the vast majority of cases are valid for five years. The card also shows that the holder has health and safety awareness, as all cardholders have to pass the appropriate CITB HS&E test.

Most contractors and clients now demand proof of training and qualifications, which is provided by a CSCS card, before allowing workers onto their sites.

## OTHER CARD SCHEMES

CSCS works closely with a number of other card schemes, which display the CSCS logo. These are the Partner Card schemes.

Partner Card schemes represent the very specialist sectors in construction, such as plant, demolition and scaffolding. Partner Card schemes are based on the same standards as CSCS, requiring cardholders to have a recognised qualification and to have passed a health and safety test.

To find out more about CSCS's Partner Card schemes please call the CSCS helpline (number below), or refer to the website:

<https://www.cscs.uk.com/about/partnercard-schemes/>

## CHECKING CSCS CARDS

The quickest and easiest way to check that a CSCS card is valid is to carry out an electronic card check. All CSCS cards are Smart; they contain a chip that stores information on the cardholder's identity, qualifications and training. Site managers can read this information using a smartphone, tablet or PC with the Gosmart app installed, allowing them to instantly record the cardholder's information, and be secure in the knowledge that the cardholder is qualified for the job they do on site.

If you are an employer you can also use Online Card Checker – CITB's web service – to view individual's HS&E tests and card scheme memberships.

[www.citb.co.uk/cardcheck](http://www.citb.co.uk/cardcheck)

Alternatively, to check that a card is valid you can call the CSCS helpline:

 CSCS on 0344 994 4777

## CONTACT DETAILS

If counterfeit scheme cards are found during site access checks or suspected of being either issued under false details or fraudulently produced, please email [report.it@citb.co.uk](mailto:report.it@citb.co.uk) with the details, attaching images of the cards, where available. We will then check the scheme databases and provide guidance and advice.

## WHAT SHOULD I DO IF I SUSPECT SOMEONE IS USING A FRAUDULENT CSCS CARD?

1. Retain the card, if possible.
2. Make photocopies of the front and back of the card.
3. Record the cardholder's name and address.
4. Ask the cardholder where the card was obtained from.
5. Call the local police and report the matter.\*
6. Refuse access to site (subject to company rules).
7. Forward copies of all evidence to:

SUSPECTED FRAUDULENT CARD  
The Operations Team  
CSCS Ltd  
85 Tottenham Court Road  
London  
W1T 4TQ

Alternatively, scan the information and email it to [report.it@citb.co.uk](mailto:report.it@citb.co.uk) making sure you include copies of all evidence. CSCS and CITB will fully support any prosecution with technical and factual evidence.

\* Please note: Contacting the police is at the discretion of each individual site and subject to company rules. CSCS and CITB always recommend contacting the police, as this information can be helpful to the authorities when investigating issues such as modern day slavery, people trafficking and right to work investigations.

**IF IN DOUBT CHECK IT OUT**

## WHAT TO LOOK FOR ON A CSCS CARD

There are a number of security features built into CSCS cards. The main things to look for are shown below.

The card should have a CSCS hologram in the top left-hand corner. If you move the card slightly you will see the words 'construction skills certification scheme' in the reflective part.

The printing and colours should be sharp and clear. Many forgeries have spelling mistakes or blurred or dull printing.

The card should have either a small silver 'H&S Tested' logo in a silver-colored box next to the ID photo or, on newer cards, a gold 'HS&E Tested' logo in a gold-coloured box next to the ID photo.

The card should have a smart chip embedded into the card. If you rub your finger over the chip you should be able to feel the ridges on the chip inset. If the card is completely smooth this indicates that it is counterfeit.

There should be an ID photo on the right-hand side of the card. Is this a good likeness of the person before you?

The card holder's name should be printed below the smart chip.

The card holder registration number should be printed below their name, along with the card's expiry date. The registration number is repeated on the rear of the card.

The card colour should go right to the edge of the card. Some forgeries have what appears to be a white edge to the front of the card.

The type of card is shown on the front. Does it match the role that the card holder is undertaking?

