

# GIRI Accredited Training

## Scheme Rules

# Contents

1. Introduction .....	4
2. How to become a GIRI Approved Training Provider .....	6
2.1 Approval .....	8
2.2 Re-approval .....	8
2.3 Adding an additional Trainer or additional Course .....	8
3. How to become a GIRI Approved Trainer .....	9
3.1 Application form .....	9
3.2 Demonstrate Criteria for Approved Trainers .....	9
3.3 GIRI Trainer Training .....	9
3.4 Approval .....	11
3.5 Re-approval .....	11
4. Quality Assurance .....	12
4.1 Criteria for GIRI Approved Training Providers .....	12
4.1.1 Legal Entity .....	12
4.1.2 Trainers .....	12
4.1.3 Key Contact .....	13
4.1.4 Minimum Venue Requirements .....	14
4.1.5 Quality Assurance .....	16
4.1.6 Health and Safety .....	16
4.1.7 Safeguarding .....	16
4.1.8 Equal Opportunities .....	16
4.1.9 Data Protection .....	17
4.1.10 Conflicts of Interest .....	17
4.1.11 Complaints .....	17
4.1.12 Whistleblowing .....	17
4.1.13 Insurance .....	18
4.2 Criteria for GIRI Approved Trainers .....	18
4.2.1 Essential criteria for all GIRI Trainers: .....	18
4.2.2 Essential criteria for Peer Trainer, to deliver Supervisor and Manager Training: .....	19
4.2.3 Essential criteria for Individual Trainer, to deliver Supervisor and Manager Training: .....	19
4.2.4 Essential criteria for Peer Trainer, to deliver GIRI Interfaces Training: .....	19

4.2.5	Essential criteria for Individual Trainer, to deliver GIRI Interfaces Training: .....	19
4.2.6	Essential criteria to deliver GIRI Leadership Training: .....	19
4.3	Course notification.....	20
4.4	Course delivery .....	20
4.4.1	Course materials .....	20
4.4.2	Pre-course activities.....	21
4.4.3	Delegate numbers.....	21
4.4.4	Attendance register .....	21
4.4.5	Late arrivals.....	21
4.4.6	Partial attendance.....	21
4.4.7	Course pre-requisites.....	21
4.4.8	Identity Checks.....	22
4.5	End Tests .....	23
4.6	Certification.....	23
4.7	CITB Grants.....	24
4.8	Evaluation .....	24
4.9	Audits .....	24
4.10	Non-compliance and Sanctions.....	25
4.10.1	Approved Training Providers: .....	25
4.10.2	Approved Trainers:.....	25
5.	Code of Conduct.....	26
6.	Scheme Fees .....	27
7.	Support.....	28
8.	Complaints Procedure.....	28

## Figures

Figure 1: CITB Recognised GIRI Training Schemes .....	4
Figure 2: Three models for delivery of GIRI training.....	5
Figure 3: How to become a GIRI Approved Training Provider .....	7
Figure 4: How to become a GIRI Approved Trainer .....	10
Figure 5: Classroom layout - chairs in horseshoe .....	15
Figure 6: Classroom layout - breakout tables .....	15

## 1. Introduction

The Get It Right Initiative (GIRI) is a group of industry experts, organisations and businesses dedicated to eliminating error and improving productivity in the UK construction industry.

To improve quality and productivity we need to engage leadership and change attitudes. We want to create a working culture that gets it right from the start, engaging all stakeholders in eliminating construction error, from project inception to completion.

The cost of error is estimated to be between £10-£25 billion per annum across the sector. Funded by the Construction Industry Training Board (CITB), research carried out by the [Get It Right Initiative \(GIRI\)](#) in 2015, identified the most economically significant errors and their root causes.

In response to GIRI's research, the CITB launched a £500k productivity commission in 2017. This commission called upon industry to address the identified skills gaps that are contributing significantly to the cost and frequency of errors and to the volume of defects and re-work in construction.

GIRI consortia bid for, and were awarded, CITB funding to develop innovative training to address three of the headline issues identified in the GIRI research. Consequently, three streams of training were created:

**Figure 1: CITB Recognised GIRI Training Schemes**

<b>Training for Supervisors &amp; Managers on construction sites</b>
GIRI SM-01 'Reducing errors on construction sites – Part One: Supervision Skills' (half-day)
GIRI SM-02 'Reducing errors on construction sites – Part Two: Planning Skills' (half-day)
<b>Training for Designers &amp; Managers of construction interfaces</b>
GIRI IN-01 'Avoiding construction errors at interfaces – Part One: Collaboration' (half-day)
GIRI IN-02 'Avoiding construction errors at interfaces – Part Two: Designing for construction' (half-day)
<b>Training for Leaders in the construction industry</b>
LE-01 'Strategies to eliminate error for leaders of construction organisations' (one day)
PL-01 'Strategies to eliminate error for leaders of construction projects – Part One' (one day)
PL-02 'Strategies to eliminate error for leaders of construction projects – Part Two' (one day)

Collectively, these training programmes were stringently tested with over 800 delegates, from over 60 construction organisations, to ensure the training could deliver maximum impact on error reduction and productivity for the construction industry.

This comprehensive suite of courses has been developed by industry, for industry, and will contribute significantly to the reduction in the volume and cost of errors in construction. This will be achieved by ensuring all industry workers can develop the right skills to collaboratively understand, pre-empt and avoid error in their daily work.

To view further details of our courses, including the supporting ‘Train the Trainer’ courses, please visit the [GIRI Website](#).

CITB has now appointed GIRI to be the ‘Recognised Training Organisation’ for the GIRI suite of training courses and to set up and administer the associated Accredited Training Scheme in line with CITB’s stringent Quality Assurance requirements. The vision for the GIRI Accredited Training Scheme is to:

- Ensure GIRI training is accessible to industry at all levels
- To build capacity and capability to upskill the industry on error-avoidance, whilst maintaining standardisation of training
- To maintain consistency in quality of training delivery
- To achieve maximum impact on construction productivity and profitability

This Scheme is designed to promote, support and enable delivery and uptake of these courses via three models, whilst maintaining quality of delivery and consistency in the achievement of the intended learning outcomes:

**Figure 2: Three models for delivery of GIRI training**

<p><b>Model 1:</b> Courses delivered directly by GIRI (professional internal GIRI Trainers)</p>
<p><b>Model 2:</b> Courses delivered by GIRI Approved Training Providers (Commercial Training Providers)</p>
<p><b>Model 3:</b> Courses delivered in-house by GIRI Approved Training Providers (Industry employers)</p>

The GIRI Scheme Requirements are laid out in the following documents:

- The ‘Scheme Rules’
- The Terms and Conditions of the ‘Sub License Agreement’

GIRI has delegated the administration of the GIRI Accredited Training Scheme to GIRI Training and Consultancy Limited.

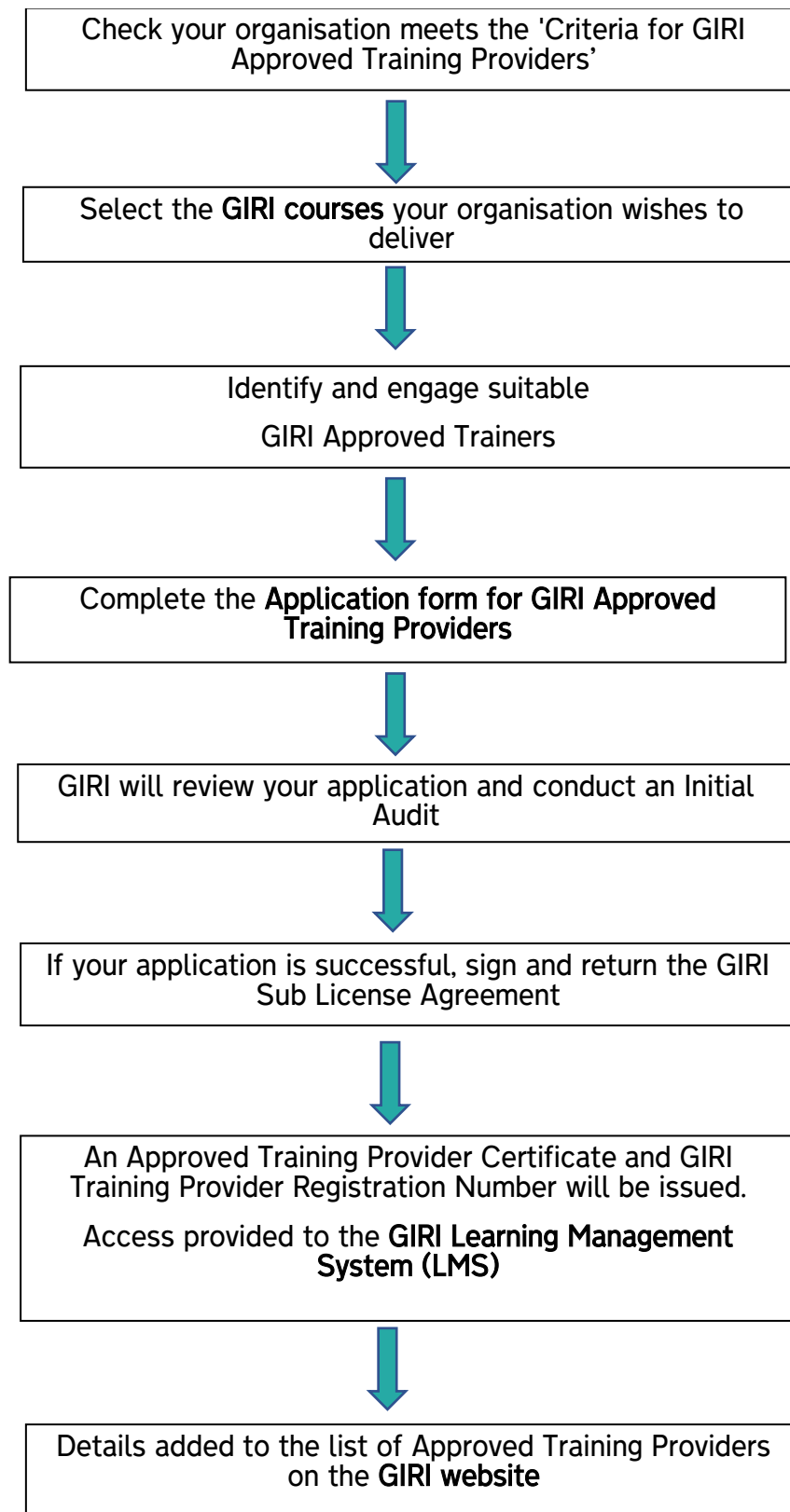
## 2. How to become a GIRI Approved Training Provider

GIRI Accredited training can be delivered by any GIRI Approved Training Provider, using GIRI Approved Trainers.

To become a GIRI Approved Training Provider, the organisation should:

- a) Complete and submit an **Application form for GIRI Approved Training Providers**. Guidance Notes are appended to the Application form to aid completion. The organisation will need to demonstrate that it meets the 'Criteria for GIRI Approved Training Providers' (for details, refer to section 4.1). The organisation will be required to select which course (or courses) they wish to deliver and to provide the details of the GIRI Approved Trainers (including GIRI Registration Numbers) they have engaged, or will engage, to deliver the course (or courses) they have selected. The application form should be submitted to [info@giritraining.co.uk](mailto:info@giritraining.co.uk) with the appropriate administration fee (please refer to section 6) We aim to review your application within 10 working days of receipt of the application form and appropriate administration fee.
- b) Attach any **Application forms for GIRI Approved Trainers** that you would like GIRI to consider at the same time. GIRI will process up to 10 applications for GIRI Approved Trainers that are submitted at the same time as an **Application form for GIRI Approved Training Providers** (free of charge). Please refer to section 3 to find out more.
- c) Undergo an Initial Audit. Approval will only be granted to an organisation on completion of a successful Initial Audit. The GIRI Quality Assurance Team may visit the Training Provider and/ or main Training Facilities (or carry out an appropriate desk-top audit) to check everything is in place.
- d) Sign and return the GIRI Sub License Agreement. If approval is granted, you will receive a signed Sub License Agreement. The License is a legally enforceable document and should be signed and returned by a Company Director (or authorised signatory) who will, on behalf of the organisation, assume overall responsibility for compliance with the GIRI Scheme Requirements.

**Figure 3: How to become a GIRI Approved Training Provider**



## 2.1 Approval

Training Providers must not assume approval or pre-book any GIRI training before they have received confirmation of Approval. GIRI will not recognise or certificate any course that is delivered prior to the receipt of:

- a) an 'Approved Training Provider Certificate', detailing the courses they are approved to deliver;
- b) notification of their GIRI Registration Number;
- c) log-in details to access to the GIRI Learning Management System (LMS).

Approval is subject to ongoing compliance with the GIRI Scheme Requirements by the Approved Training Provider.

## 2.2 Re-approval

Training Providers must apply annually to renew their Approved status. GIRI will review the performance of the Approved Training Provider, taking into account the standard of delivery, delegates feedback, pass rates, any audit findings and details of any breaches of the Scheme Rules, before renewing the Sub-License Agreement.

The Training Provider would need to complete an 'Application form for Renewal of Approved Training Provider Status' and submit to [info@giritraining.co.uk](mailto:info@giritraining.co.uk) with the required evidence and relevant administration fee. The renewal process will normally involve a desktop audit of evidence. However, should GIRI have any concerns regarding the quality of training provision, a Quality Visit may be required (see section 4.9). If the Renewal Application is successful, the Training Provider would be required to sign the Sub-License Agreement for a further 12-month period and return to GIRI.

## 2.3 Adding an additional Trainer or additional Course

Approved Training Providers may engage additional Trainers at any time (in line with the Scheme Requirements). If the additional Trainer holds a current approval certificate for the courses you will be engaging them to deliver, simply notify [info@giritraining.co.uk](mailto:info@giritraining.co.uk) confirming the Trainers name and GIRI Registration Number (or Date of Birth and National Insurance Number) prior to any training delivery.

To add an additional Trainer who is not currently approved, the **Application Form for GIRI Approved Trainers** will need to be completed and submitted to [info@giritraining.co.uk](mailto:info@giritraining.co.uk) with the required evidence and administration fee (see section 6).

Approved Training Providers may add additional GIRI courses to their approval if they engage Approved Trainers that hold current approval certificates for the additional course(s) they are wishing to deliver. As above, simply notify [info@giritraining.co.uk](mailto:info@giritraining.co.uk) confirming the Trainers names and GIRI Registration Numbers (or Dates of Birth and National Insurance Numbers) prior to any training delivery.

To add an additional course when your existing engaged Approved Trainers do not hold a current approval certificate for the additional course(s) you wish to deliver, the Trainer(s) would need to go through the necessary approval application process and complete an 'Application form for Approval for an additional course'. This should be submitted to [info@giritraining.co.uk](mailto:info@giritraining.co.uk) together with the required evidence and administration fee (see section 6).



### 3. How to become a GIRI Approved Trainer

GIRI Accredited training can be delivered by any GIRI Approved Trainer, when engaged and instructed by a GIRI Approved Training Provider.

To become a GIRI Approved Trainer, you should:

- Complete and submit an **Application form for GIRI Approved Trainers**.
- Demonstrate they meet the criteria for approved trainers.
- Undergo relevant **GIRI Trainer Training** (if not already completed).

#### 3.1 Application form

Guidance Notes are appended to the application form to aid completion.

#### 3.2 Demonstrate Criteria for Approved Trainers

The applicant will need to demonstrate that they meet the 'Criteria for Approved Trainers' (for details, refer to section 4.2) and submit the following with their application:

- A verifiable Curriculum Vitae (CV)
- Certificates (for any relevant qualifications/ training/ CPD)
- Evidence of membership of a professional body (where required)
- Photographic Identification
- Signed Trainer Agreement
- The relevant Administration Fee (refer to section 6)

The applicant will be required to select which course (or courses) they wish to deliver. Should you wish to add any additional courses to your Approval at a later date, you will need to complete an '**Application form for Approval for an Additional Course**'. (A fee will apply).

Applicants must be sponsored by a GIRI Approved Training Provider (a 'Sponsoring Organisation') who will need to provide a testimonial as to the suitability of the applicant to become a GIRI Trainer (alternatively, references will be required).

The application form should be submitted to [info@giritraining.co.uk](mailto:info@giritraining.co.uk) with the appropriate Administration Fee (see section 6).

We aim to review your application within 10 working days of receipt of the Application form and appropriate administration fee.

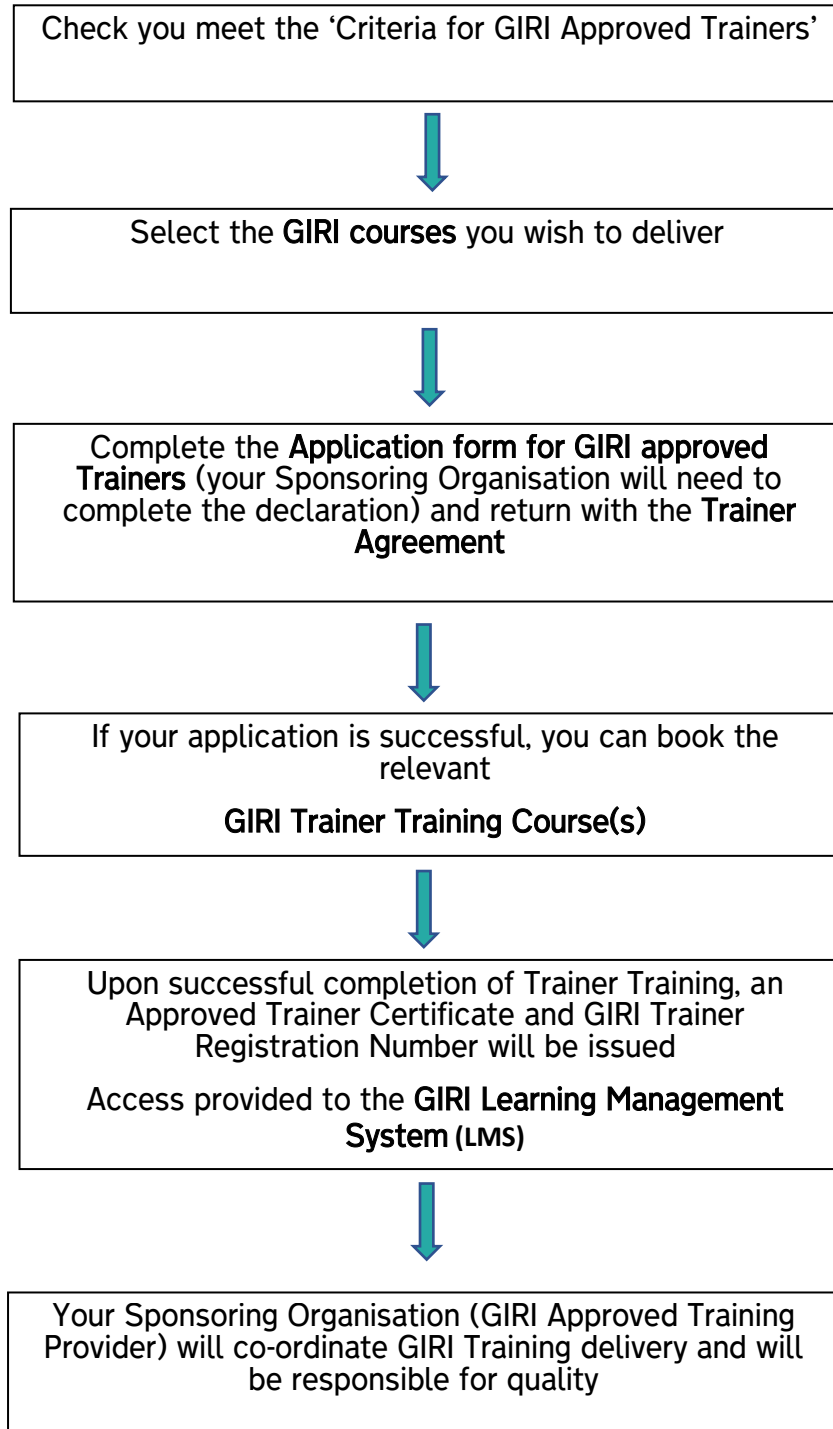
#### 3.3 GIRI Trainer Training

Approval will only be granted to those who have successfully completed the relevant GIRI Trainer Training course(s). Training must have been completed within the previous 12 months prior to application.

If you are a self-employed trainer and wish to deliver GIRI training, you will need to go through both the application process to become an Approved Trainer, and the application process to become an Approved Training Provider.

By applying to be an Approved Trainer you agree to operate in accordance with the Scheme Rules.

**Figure 4: How to become a GIRI Approved Trainer**



### 3.4 Approval

Trainers must not assume approval or deliver any GIRI training before they have received:

- a) confirmation of GIRI approval (An 'Approved Trainer Certificate')
- b) notification of their unique GIRI Registration Number
- c) a contract of employment or contract for services from their Approved Training Provider
- d) access to the GIRI Learning Management System (LMS)

GIRI will not recognise or certificate any course that is delivered prior to your approval. Ongoing Approval will be subject to ongoing quality monitoring and auditing by the Approved Training Provider and by GIRI.

### 3.5 Re-approval

Trainers must re-apply annually to renew their Approved status and must provide evidence of Continuing Professional Development (CPD) at the time of renewal.

As a minimum, it is expected that GIRI Approved Trainers would deliver a minimum of six GIRI courses per year, with a gap of no more than six months between course delivery.

The Trainer would need to complete an 'Application form for Renewal of Approved Trainer Status' and submit to [info@giritraining.co.uk](mailto:info@giritraining.co.uk), together with the required evidence and relevant administration fee (refer to section 6).

## 4. Quality Assurance

### 4.1 Criteria for GIRI Approved Training Providers

To become an Approved Training Provider, an organisation must:

- be a Legal Entity
- have adequate Resources
- meet the GIRI Minimum Venue Requirements for delivery of GIRI Training
- have in place appropriate Internal Quality Assurance Processes and Systems
- have in place appropriate Policies and Procedures
- have in place the necessary Insurance Policies

#### 4.1.1 Legal Entity

Applicants will typically be either an Industry Employer or a Commercial Training Provider.

Any legal entity may apply to become a GIRI Approved Training Provider (Sole Trader, Partnership, Private Limited Company (Ltd) or Limited Liability Partnership (LLP) or other).

Where there is more than one part (or subsidiary) of the business wishing to deliver GIRI training, the Application form for GIRI Approved Training Providers should be completed by the 'Parent Company' who will assume full responsibility for ensuring all subsidiaries comply with the Scheme Requirements (as outlined in the Sub License Agreement and Scheme Rules).

Where a 'Parent Company' wishes to share its' Licensed Rights with other parts / subsidiaries of the organisation, a 'Side Letter' must be completed and returned (for each part/ subsidiary) with the Application Form for GIRI Approved Training Providers.

To request the template 'Side Letter', please email [info@giritraining.co.uk](mailto:info@giritraining.co.uk)

GIRI welcome applications from Overseas Entities. For further details, please email [info@giritraining.co.uk](mailto:info@giritraining.co.uk)

Approved Training Providers must ensure all staff, including Trainers, Administrators and any members of the internal Quality Assurance Team operate in line with the GIRI Scheme Rules. Any deviation from GIRI Scheme Rules must be reported to GIRI.

#### 4.1.2 Trainers

Approved Training Providers must engage, as a minimum, one GIRI Approved Trainer for each of the GIRI courses they wish to deliver. The exception to this would be where a pair of experienced industry professionals are delivering the GIRI SM-01, GIRI SM-02, GIRI IN-01 and/or GIRI IN-02 course(s) as peer-to-peer learning, where a minimum of two GIRI Approved Trainers would be required.

Any training delivered by a Trainer who is not formally approved by GIRI (with a correct and current Approved Trainer Certificate) and formally engaged by a GIRI Approved Training Provider will not be recognised or certificated by GIRI.

It is the responsibility of the Approved Training Provider to ensure:

- their Trainers are competent and hold current and relevant Approved Trainer Certificates to deliver the courses they are being engaged to deliver
- their Trainers have the Right to Work
- any appropriate criminal checks are made prior to engagement

- Their Trainers have received appropriate safeguarding training
- Their Trainers are engaged either via a Contract of Employment or via a Contract for Services
- Their Trainers deliver the GIRI training in line with the Scheme Requirements (as updated from time to time) using the most up to date and correct Training Materials
- Adequate and effective internal quality assurance processes and systems are in place to monitor the quality of delivery and competence and effectiveness of their Trainers

### 4.1.3 Key Contact

Whilst the relevant Company Director (or authorised signatory) will ultimately be responsible for compliance with the Sub License Agreement, it is recognised that the organisation may wish to delegate some of the day-to-day management, administration and quality assurance tasks to other members of the team.

During the application process, GIRI request the details of a 'Key Contact' – a nominated individual within the organisation who will lead on the day-to-day operations in relation to the planning, preparation, delivery and quality assurance of GIRI Training on behalf of the Approved Training Provider. This Key Contact will be the initial point of contact with GIRI for quality assurance purposes.

It is essential that the Key Contact:

- Has a good working knowledge of the GIRI Scheme Rules and understands the requirements for quality and compliance
- Keeps abreast of any changes or updates to The Scheme
- Ensures the Approved Training Provider operates in line with the GIRI Scheme Rules
- Is competent in, planning, booking and co-ordinating accredited training
- Ensures course bookings and administration are planned and co-ordinated effectively, ensuring the delegates are provided with clear joining instructions and the relevant pre-course activities in good time, in advance of the training (wherever possible, this should be no later than ten days prior to the course).
- Is able to plan and prepare for GIRI courses, ensuring all training materials are correctly prepared in advance in line with the guidance provided in the relevant Training Manual, accessed via the GIRI Learning Management System (LMS)
- Has sound IT skills, sufficient to competently access the GIRI LMS and to produce and prepare the appropriate training materials
- Seeks support from GIRI as required
- Ensures all course venues used are set up correctly, in line with the Minimum Venue Requirements
- Is capable of troubleshooting and providing adequate support to the Trainers to ensure the venue, training materials, IT set up and course administration comply with the Scheme Rules.
- Assumes responsibility for Course Notifications, End Test Administration and the completion and submission of GIRI Course Attendance Registers in line with the Scheme Rules
- Assumes responsibility for ensuring Trainers are using the most current Training Materials and resources (providing regular updates)
- Is the first point of contact for any quality issues or concerns or to co-ordinate any audits required and deal with any requests for information

- Liaises with GIRI regarding new/ additional approvals (Trainers and Courses) and re-approvals
- Ensures the required policies and procedures are communicated effectively to all members of the team (including Trainers) and monitors compliance
- Ensures the organisation maintains, communicates and implements the required internal quality assurance processes and systems to the team to ensure compliance with the Scheme Rules and monitor compliance

It is the responsibility of the GIRI Approved Training Provider to ensure the Key Contact is competent and to keep GIRI informed of any changes to the Key Contact.

#### 4.1.4 Minimum Venue Requirements

GIRI Approved Training Providers can deliver GIRI Training at their own premises, or any other suitable location that meets the GIRI Minimum Venue Requirements.

To meet these requirements, the following conditions must be met:

- A Professional meeting room or classroom should be used, that could accommodate 20 people offering a clean, quiet, bright and warm environment (allowing sufficient room for breakout groups)
- Chairs to be provided for all delegates (for a maximum of 16) and set up in a horseshoe facing the screen (Figure 5)
- Breakout tables to be available for practical exercises (Figure 6)
- Participants to be met at reception and directed to the training room
- WIFI to be available in training room (for which the details and password should be made available to the Trainer and delegates on arrival)
- Map/ Directions/ SAT NAV postcode and details of available parking and public transport to be provided to delegates in advance
- Refreshments (water, tea, coffee, biscuits, fruit) to be made available upon arrival and at break
- Flip chart and marker pens to be available
- Large clear screen and projector to be available, capable of playing video and sound
- Desk to be available for facilitators laptop with HDMI and USB connection to projector
- The appropriate Training Materials should be prepared (in line with the relevant course Training Manual) and ready for use by the Trainer (to include Powerpoint Slides, Training Manual, Participant Handouts and materials for the Practical Exercises - including appropriate LEGO or DUPLO packs where required)
- The 'Course Enrolment Key' should be communicated to the Trainer on or prior to arrival (this will be confirmed to the Approved Training Provider in advance by GIRI) which will be required to administer the appropriate End Test.
- The Approved Training Provider must ensure a suitable and satisfactory risk assessment has been carried to ascertain maximum room capacity in line with any COVID regulations e.g. relating to social distancing (this may be less than the maximum delegate numbers permitted by GIRI). Delegates must be made aware, in advance of the training, of any resulting precautionary measures put in place to ensure compliance.

**Figure 5: Classroom layout - chairs in horseshoe**



**Figure 6: Classroom layout - breakout tables**



## 4.1.5 Quality Assurance

During the application process and initial audit, organisations seeking GIRI approval are required to provide a brief description of how they will manage compliance with the GIRI Quality Assurance Requirements. As a minimum, organisations must consider how they will:

- plan and document quality assurance activities throughout the process of delivery
- ensure the internal quality assurance processes and systems are communicated to the whole delivery team to ensure the standardisation and quality of GIRI Training delivery
- plan and document update briefings for team members (including Trainers)
- quality assure training delivery (this may include a variety of measures e.g. regular sampling of training delivery/ tailored support plans for new Trainers/ monitoring achievement rates/ reviewing delegate feedback)
- manage risks associated with the delivery process
- deal with course bookings, course notifications and course administration, (in line with GIRI Scheme Rules)
- conduct fair End Tests
- deal with any breaches of the organisations' internal quality management systems
- provide opportunities for continuous professional development (CPD) for team members

## 4.1.6 Health and Safety

GIRI would expect Training Providers to have in place an appropriate Health and Safety Policy. In particular, the Training Provider should make suitable provision to ensure they:

- are aware of their legal obligations regarding Health and Safety Legislation
- develop and communicate appropriate systems and processes to keep people safe when they are taking part in GIRI training (or any related activities) to include suitable Accident and Emergency Procedures and provision of appropriate welfare facilities
- communicate the Health and Safety Policy (and any associated systems and procedures) effectively and provide adequate instruction and training to staff (including sub-contractors)

## 4.1.7 Safeguarding

GIRI would expect Training Providers to have in place an appropriate Safeguarding Policy. In particular, the Training Provider should make suitable provision to ensure they:

- are aware of their safeguarding responsibilities under the law
- develop appropriate systems and processes to keep people safe when they are taking part in GIRI training (or any related activities)
- communicate the Safeguarding Policy (and any associated systems and procedures) effectively and provide adequate instruction and training to staff (including sub-contractors)

## 4.1.8 Equal Opportunities

GIRI would expect Training Providers to have in place an appropriate Equal Opportunities Policy. In particular, the Training Provider should make suitable provision to ensure they:



- are aware of their legal obligations in relation to [The Equality Act, 2020](#) (including the duty to make Reasonable Adjustments)
- develop appropriate systems and processes to prevent discrimination and inequality
- communicate the Equal Opportunities Policy (and any associated systems and procedures) effectively and provide adequate instruction and training to staff (including sub-contractors)

#### 4.1.9 Data Protection

GIRI would expect Training Providers to have in place an appropriate Data Protection Policy. In particular, the Training Provider should make suitable provision to ensure they:

- operate in line with the requirements of the [Data Protection Act, 2018](#) and follow the stipulated Data Protection principles
- communicate their Data Protection Policy (and any associated systems and procedures) effectively and provide adequate instruction and training to staff (including sub-contractors)

Approved Training Providers should also ensure they bring to the attention of all delegates at the start of any GIRI training course, both the CITB's Privacy Notice and GIRI Training and Consultancy's Privacy Notice (these are embedded within the relevant course Powerpoint Presentation for ease of reference).

#### 4.1.10 Conflicts of Interest

GIRI would expect Training Providers to have in place an appropriate Conflicts of Interest Policy. In particular, the Training Provider should make suitable provision to ensure they:

- develop appropriate systems and processes to identify, address, record and monitor any Conflicts of Interest
- communicate the Conflicts of Interest Policy (and any associated systems and procedures) effectively and provide adequate instruction and training to staff (including sub-contractors)
- report all actual or potential conflicts of interest to GIRI.

#### 4.1.11 Complaints

GIRI would expect Training Providers to have in place an appropriate Policy for handling Complaints. In particular, the Training Provider should make suitable provision to ensure they:

- develop an appropriate complaints procedure aimed at putting things right quickly for customer when they go wrong, providing clear information on how individual complaints will be handled
- communicate the Policy and Procedure for handling Complaints effectively and provide adequate instruction and training to staff (including sub-contractors) to ensure all complaints are handled fairly, professionally, consistently and within reasonable timescales
- seek to learn from each complaint to improve future performance

#### 4.1.12 Whistleblowing

GIRI would expect Training Providers to have in place an appropriate Whistleblowing Policy. In particular, the Training Provider should make suitable provision to ensure they:

- make appropriate provision for those protected by law to make a disclosure

- make appropriate provision for handling and resolving disclosures effectively
- communicate the Whistleblowing Policy (and any associated systems and procedures) effectively and provide adequate instruction and training to staff (including sub-contractors)

#### 4.1.13 Insurance

Approved Training Providers must hold, as a minimum, the following insurance cover:

- Professional Indemnity - £2M
- Employers Liability - £ Min required by law
- Public Liability - £5M

Evidence of cover will be required on application. Organisations should send copies of updated insurance certificates to GIRI on or before the expiry date.

This insurance must cover both directly employed and any self-employed staff. Approved Training Providers are advised to contact their Insurers, to check if their self-employed staff are required to hold these insurances independently.

#### 4.2 Criteria for GIRI Approved Trainers

GIRI are committed to maintaining the highest quality of training to maximise the resulting impact on industry error and productivity. To support this effort, GIRI have developed 'Essential Criteria for GIRI Trainers' to provide clear guidance on the skills, qualifications, experience required to achieve approval as a GIRI Trainer.

On application for approval, potential Trainers are required to demonstrate how they meet both the 'Essential Criteria for all GIRI Trainers' as well as the Essential Criteria required to deliver the specific course(s) they are seeking approval to deliver.

Where Trainers are seeking approval to deliver the GIRI SM-01, GIRI SM-01, GIRI IN-01 and/or GIRI IN-02 courses, GIRI distinguish between:

- (i) Trainers who are working professionals in the construction industry who would always be required to deliver these courses as part of a pair of Trainers via 'peer to peer' delivery

and:

- (ii) Trainers who are Professional Trainers who would deliver the course(s) as an individual

Approved Training Providers play a key role in helping identify suitable GIRI Trainers and will be asked to provide a Testimonial during the application process to help GIRI assess the suitability of applicants to become GIRI Trainers.

##### 4.2.1 Essential criteria for all GIRI Trainers:

- Excellent communication skills
- Ability to offer and receive non-judgemental feedback
- Organisational skills to ensure the course materials and classroom are prepared correctly prior to delivery
- IT proficiency to use the online Learning Management System (LMS), and trouble shooting skills to deliver a Powerpoint presentation with embedded videos in a variety of classrooms
- Consistently demonstrates appropriate professional behaviour

- Committed to personal development
- Enthusiasm for learning

#### 4.2.2 Essential criteria for Peer Trainer, to deliver GIRI Supervisor and Manager Training:

- Minimum of 8 years relevant industry experience, or otherwise able to demonstrate a sound understanding of the realities of construction
- Work at Supervisory/Manager level or above
- Minimum 2% workload dedicated to training
- Only deliver GIRI training as part of a pair of Approved Trainers
- Only deliver GIRI training internally to own organisation and supply chain

#### 4.2.3 Essential criteria for Individual Trainer, to deliver GIRI Supervisor and Manager Training:

- Minimum of 10 years relevant industry experience, or otherwise able to demonstrate a sound understanding of the realities of construction
- Experienced Trainer, with the confidence and ability to manage a class of construction professionals
- Minimum 5% workload dedicated to training

#### 4.2.4 Essential criteria for Peer Trainer, to deliver GIRI Interfaces Training:

- Minimum of 8 years relevant industry experience, working across interfaces on design/construction projects
- Minimum 2% workload dedicated to training
- Only deliver GIRI training as part of a pair of Approved Trainers
- Only deliver GIRI training internally to own organisation and supply chain

#### 4.2.5 Essential criteria for Individual Trainer, to deliver GIRI Interfaces Training:

- Minimum of 10 years relevant industry experience, working across interfaces on design/construction projects
- Recognised design/construction professional (e.g. Chartered Engineer, or equivalent level of professional recognition and credibility).
- Experienced Trainer, with the confidence and ability to manage a class of design and/or construction professionals
- Minimum 5% workload dedicated to training

#### 4.2.6 Essential criteria to deliver GIRI Leadership Training:

- Minimum of 12 years of relevant industry experience, working in leadership roles on project delivery
- Experienced manager/leader (e.g. MBA, Chartered Manager, Chartered Engineer, or equivalent level of professional recognition)
- Experienced Trainer/ Facilitator, with the confidence and ability to manage a class of senior construction professionals. Must have a minimum of 2 years experience delivering training to senior leaders.
- Minimum 5% workload dedicated to training or management consultancy

## 4.3 Course notification

GIRI Approved Training Providers must ensure all GIRI courses are notified to GIRI at least five working days prior to training taking place using the 'Course Notification Form'. It is anticipated that the course will normally be notified to GIRI by the 'Key Contact'.

The 'Course Notification Form' should be downloaded from the GIRI Learning Management System (LMS) and should be emailed to [info@giritraining.co.uk](mailto:info@giritraining.co.uk). Any subsequent changes to notified courses must be reported immediately to GIRI.

Any GIRI Training that takes place without such notification will not be recognised or certificated by GIRI.

## 4.4 Course delivery

It is the responsibility of the Approved Training Provider to ensure that all GIRI Training is delivered in accordance with the agreed [industry standards](#), the Scheme Rules and the instruction and training provided to Trainers and Training Providers by GIRI.

Approved Training Providers must comply with sections:

### 4.4.1 Course materials

Approved Training Providers must log in to the GIRI Learning Management System (LMS) and ensure the correct and most up to date standardised materials are used, to include:

- Powerpoint Presentation slides and videos (course specific)
- Training Manual (course specific)
- Participant Handouts (course specific)
- Practical Exercises (course specific)
- GIRI Training Attendance Register (generic)

All training materials are locked for editing purposes. No Training Provider should edit or attempt to edit the standardised materials.

Should an Approved Training Provider wish to 'customise' any of the materials i.e. to add their company logo and/ or colour schemes, they must submit a request to [info@giritraining.co.uk](mailto:info@giritraining.co.uk). Any such customisation will need to be agreed with GIRI in advance and fees will apply.

No changes can be made to existing lesson content, key messaging and language.

Should an Approved Training Provider wish to add or incorporate new/ additional lesson content, this is permitted, as long as it is made clear that the new/ additional lesson content is not GIRI approved or related. In such circumstances, the duration of the course will need to be increased to cover any such additional material so as not to affect the delivery of the GIRI learning outcomes.

Information and guidance on how to prepare the Training Materials required for each course is provided in the relevant Training Manual, available on the GIRI LMS.

It is the responsibility of the Training Provider to ensure they have downloaded/ printed and prepared the required training materials correctly in advance of the training. Similarly, the Training Provider should ensure they have sourced and prepared the correct LEGO (or DUPLO) blocks for the Trainer(s) to be able to carry out any practical exercises in advance of any training.

Access to (and log-in details for) the GIRI LMS are provided to Trainers when they become an Approved GIRI Trainer and to Organisations (the 'Key Contact') when they become an Approved GIRI Training Provider.

The GIRI Learning Management System (LMS) can also be accessed via the **GIRI Website**.

#### 4.4.2 Pre-course activities

Approved Training Providers must provide learners with the relevant pre-course activities as part of the enrolment process (GIRI would expect these would normally be communicated within the course joining instructions). Details of the relevant pre-course activities can also be found in the relevant course Training Manual (accessed via the GIRI LMS).

#### 4.4.3 Delegate numbers

GIRI Training must be delivered in line with the permitted minimum and maximum numbers of delegates per course.

The minimum delegate number per course is six. Courses with less than six delegates booked onto it must be re-scheduled or cancelled with no less than one calendar weeks-notice to delegates. If the Training Provider must cancel or re-schedule courses due to low numbers, the clients/ delegates should not be charged.

The maximum delegate number per course is sixteen. On no occasion should the maximum numbers be exceeded.

#### 4.4.4 Attendance register

All delegates must fully complete and sign the 'GIRI Training Attendance Register' (downloadable via the GIRI LMS). This must be scanned and emailed to [info@giritraining.co.uk](mailto:info@giritraining.co.uk) within two working days of the course.

#### 4.4.5 Late arrivals

Delegates who arrive late (after teaching has commenced) are not permitted to join the course. In such instances, the delegate will need to re-book onto an alternative date.

#### 4.4.6 Partial attendance

Delegates who do not attend the full course (i.e. leave before teaching has ended) should be advised that they will need to re-take the full course and successfully complete the relevant End Test in order to receive a Certificate.

#### 4.4.7 Course pre-requisites

Where pre-requisites apply, suitable checks must be carried out to verify that these have been met before enrolling a delegate onto a GIRI course. For example, a delegate may not attend GIRI SM-02 'Reducing errors on construction sites – Part Two' unless they have previously attended GIRI SM-01 'Reducing errors on construction sites – Part One'.

To find out more information about the pre-requisites of course attendance, please review the [course standards](#).

To ascertain if pre-requisites have been met, Approved Training Providers should request a copy of the relevant GIRI Training Certificate at the time of booking or confirm that the pre-requisites have been met by consulting the CITB Training Directory.

Should further clarification be required, please email [info@giritraining.co.uk](mailto:info@giritraining.co.uk) providing the delegates' full name, date of birth and NI Number.

GIRI will not recognise or certificate courses or individuals where pre-requisites have not been met.

Approved Training Providers must ensure all delegates have a good understanding of the English Language, before enrolling them onto a GIRI course.

#### 4.4.8 Identity Checks

Appropriate checks should be carried out to confirm the identity of delegates undertaking GIRI training in line with the CITB Requirements for Approved Training Organisations.

Appropriate evidence must be retained for a minimum of five years and may be subject to audit by GIRI and or CITB.

Approved Training Providers should notify delegates in advance of the training that they should bring a minimum of one form of photographic identification to the training to ensure the identity checks can be carried out.

Where an Approved Training Provider is delivering GIRI training to its' own staff and where confirmation of identity is already held by the organisation (as part of the routine recruitment and Right to Work processes) no further evidence is required.

## 4.5 End Tests

For every delegate who attends a GIRI Training Course, learning is formally assessed by way of an 'End Test,' which consists of a series of key questions (course-specific) to establish if the intended learning outcomes have been met to a satisfactory standard.

Approved Training Providers must ensure that all delegates complete the correct End Test immediately following the delivery of training (and before they leave the classroom).

To do so, the Approved Training Provider must first advise the delegates how to self-register on the GIRI Learning Management System (LMS) using the following link:

<https://giritraining.com/login/>

When self-registering onto the LMS, learners should be advised to use their corporate email address as the 'Username' and their date of birth (as a 6-digit number) as a 'password', e.g.

Username: joe.smith@workplace.co.uk

Password: 151070

Once registered and logged on, the delegates should select the correct End Test using the one-off Course Enrolment Key provided to the Key Contact upon receipt of a Course Notification Form (further details can be found in the relevant Training Manual, available on the GIRI LMS).

In exceptional circumstances, the Approved Training Provider can download a paper copy of the relevant End Test from the GIRI LMS for the delegate to complete. This must be emailed to [info@giritraining.co.uk](mailto:info@giritraining.co.uk) within two working days of the course.

It is the responsibility of the GIRI Approved Training Providers to ensure all End Tests are conducted in line with GIRI requirements and are properly invigilated to ensure validity of learners' responses.

Minimum scores must be achieved to confirm the learning outcomes have been met.

Should a learner fail to achieve the minimum pass score, they will receive immediate feedback with an explanation of the correct answer(s).

The Approved Training Provider must ensure the learner is given the opportunity to re-sit the test before leaving the classroom.

End Test Scores will be checked and verified by GIRI via the LMS. GIRI will only issue certificates for those delegates who have successfully completed the End Test and achieved the required pass mark.

## 4.6 Certification

Upon successful completion of the relevant End Test, GIRI will issue an electronic Certificates of Training to the relevant GIRI Approved Training Provider, normally within ten days of the training. It is expected that the GIRI Approved Training Provider will send out the Certificates to the relevant client (or delegates themselves for in-house delivery) without delay, and normally within fourteen days of the training.

Duplicate certificates can be requested by contacting [info@giritraining.co.uk](mailto:info@giritraining.co.uk) (an administration fee will apply – see section 6)

GIRI Training certificates are valid for three years and it is advised that training is renewed upon expiry.

The Train the Trainer courses have no expiry but must have been completed within the previous twelve months when a Trainer applies for Approval as a GIRI Trainer.

## 4.7 CITB Grants

To encourage and support the uptake of GIRI Training, CITB have approved all GIRI courses for Grant Purposes.

GIRI is keen to ensure that Industry Employers can access CITB grants when their staff attend GIRI Training, irrespective of which GIRI Approved Training Provider they use for delivery.

All GIRI Approved Training Providers, including industry employers, should therefore [Apply to CITB to become an Approved Training Organisation \(ATO\)](#) if they are not already registered.

All GIRI Approved Training Providers, including existing CITB ATO's should apply to add 'Recognised Products' to their portfolio of courses on the CITB portal and request that the relevant GIRI courses are added to your portfolio on the Construction Training Directory.

GIRI Approved Training Providers should ensure they operate in accordance with the CITB's [Requirements for Approved Training Organisations](#)

To ensure you can auto-generate the CITB grants for eligible CITB-registered employers, it is essential that you obtain the following prior to training delivery:

- Candidates' full name, address, National Insurance Number and Date of Birth
- Confirmation of identity (unless this information is already held within the organisation)
- Employer's CITB Registration Number (as applicable)

## 4.8 Evaluation

GIRI will contact all learners who attend a GIRI Training Course will be asked to complete a feedback form to help GIRI to monitor:

- The quality of teaching/ delivery
- The quality of course administration
- Levels of customer satisfaction
- Feedback and suggestions for improvement of GIRI training

These feedback forms will be completed and submitted anonymously and responses will be monitored by GIRI for quality assurance purposes.

## 4.9 Audits

GIRI Approval is subject to ongoing satisfactory performance and a formal annual renewal.

Approved Training Providers may, from time to time, receive ad-hoc quality assurance audits as part of GIRI's quality assurance process to monitor the quality of delivery and address any non-conformance. The audits are likely to take place no more than once per year and will focus on:

- Sampling of training delivery and End Tests
- Review of documentation/ records
- Compliance with internal quality assurance practices



- Review of facilities/ venues
- Review of Trainer competence/ CPD

In the first instance, or for any minor breach, GIRI will provide support and guidance to Approved Training Providers to facilitate ongoing compliance.

## 4.10 Non-compliance and Sanctions

### 4.10.1 Approved Training Providers:

GIRI may terminate or suspend a Sub-License, with immediate effect by giving written notice if:

- a) The Approved Training Providers' actions cause material and demonstrable reputational harm to GIRI  
  
or
- b) The Approved Training Provider commits a material breach of the Sub-License Agreement (or, if remediable, fails to remedy a breach within 30 days notice to do so)  
  
or
- c) The Approved Training Provider repeatedly breaches the terms of the Sub-License Agreement.

The GIRI Quality Assurance Team will investigate any alleged breaches of the Scheme Rules and any instances of alleged malpractice, maladministration or fraud. This investigation may include, but is not limited to:

- A visit to the Approved Training Provider
- Interviews with staff and or learners
- Reviews of relevant records/ paperwork
- Correspondence with management

GIRI will communicate the outcome of the investigation to the Approved Training Provider by email, providing details of the findings of the investigation and any evidence.

### 4.10.2 Approved Trainers:

Any Approved Trainer who is found to have committed a significant breach of the GIRI Scheme rules may face:

#### Action Plan

For the first or minor breaches, GIRI may implement an Action Plan. The Approved Trainer would continue to be able to deliver training but may have restrictions imposed until the requirements of the Action Plan have been met (e.g. further training/ co-delivery etc...)

#### Suspension

For more serious or repeated breaches, GIRI may suspend an Approved Trainer for a defined period of time. GIRI would communicate by way of an Action Plan the improvements required in order for Approval to be re-instated. During this time, the Trainer would not be permitted to deliver GIRI training.

## Permanent withdrawal of Approval

For more serious or repeated breaches, or fraud, Approval may be withdrawn permanently. Should Approval be withdrawn from a Trainer, the Trainer would no longer be able to operate as a GIRI Approved Trainer for any Approved Training Providers.

## 5. Code of Conduct

Approved Training Providers (and all staff and subcontractors, including Approved Trainers) will be expected to:

- work at all times in the best interest of the GIRI Scheme and not to act in any way that may be construed as bringing the GIRI, or the GIRI Scheme into disrepute
- act in accordance with the GIRI Scheme Rules which may be subject to change from time to time
- maintain satisfactory standards of performance
- act with honesty and integrity
- notify GIRI of any information which may have a bearing on your suitability to deliver (or support) GIRI Training
- build positive and collaborative relationships with learners, clients and colleagues
- comply with all reasonable requests for information
- take reasonable care to ensure the safety and welfare of learners
- act in such a way which recognises diversity as an asset and does not discriminate unfairly
- ensure the maintenance of acceptable standards of politeness and refrain from the use of offensive or obscene language in all communication
- refrain from the use of alcohol or drugs when delivering (or supporting) GIRI Training
- maintain an appropriate and professional appearance whilst engaged in (or supporting) GIRI Training delivery
- turn mobile phones to silent during the delivery of GIRI Training

## 6. Scheme Fees

Item	Fees for Employers		Fees for Commercial Training Providers
	GIRI Member	Non-GIRI Member	
Approved Training Provider Initial Application Fee	£750	£750	£1,000
Approved Trainer Initial Application Fee*	£100	£100	£100
Approved Training Provider Annual Renewal Fee	£750	£750	£1,000
Approved Trainer Annual Renewal Fee*	£100	£100	£100
Approved Trainer - Additional Course Approval Fee* (per Trainer)	£60	£60	£60
Delegate Fee (per person)	£27.50	£30	£30
Duplicate Certificate	£15	£15	£15
Quality Visit	£1000	£1000	£1000
Failed Visit Fee	£425	£425	£425

\*Free if submitted with an Approved Training Provider Application or renewal (to a max of 10 applications)

*Prices exclude VAT and are reviewed annually.*

## 7. Support

For general enquiries about the GIRI Accredited Training Scheme and interest in becoming a GIRI Approved Training Provider please contact [info@giritraining.co.uk](mailto:info@giritraining.co.uk)

To write to us, please use the following address:

GIRI Training and Consultancy Limited  
Office 2, Consett Innovation Centre,  
Genesis Way,  
Consett  
County Durham  
DH8 5XP

For GIRI membership enquiries please contact [info@getitright.uk.com](mailto:info@getitright.uk.com)

## 8. Complaints Procedure

GIRI Training and Consultancy Limited aim to resolve complaints quickly, fairly and effectively. We will:

- Aim to put things right quickly for our customers when they go wrong
- Keep our customers informed of the progress of their complaint and the results of any investigation
- Seek to learn from each complaint to improve future performance
- Advise our customers of their right to appeal if they remain dissatisfied after their complaint has been through all stages of the Complaints Procedure

We are always pleased to receive compliments and complaints because they help us to improve the services we provide. We are also interested in your ideas for improving our services.

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. At any stage, you can register a formal complaint by email or letter. Give as much information as you can, including times, dates, places and names. Email [rachel.hogarth@giritraining.co.uk](mailto:rachel.hogarth@giritraining.co.uk). You will get a first response within one week of receipt of your complaint, and a further response within four weeks. If you are not satisfied with the outcome of your complaint, you can appeal the outcome.