



MATERIAL HANDLING
EQUIPMENT OPERATOR TRAINING
ACCREDITATION CRITERIA
FOR IN-HOUSE TRAINING TEAMS

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INTRODUCTION

Thank you for considering RTITB accreditation. We want to help you deliver effective and efficient material handling equipment training, and a big part of that is ensuring that accreditation makes your life easier, not harder. In partnership with you we want to create a safe working environment for all.

In this short guide, you will find important information about our responsibilities, your responsibilities and how we can help you. We understand that you are really busy, but it is important that you take a moment to have a look through this criteria.

If you have any questions at all about RTITB accreditation, please don't hesitate to get in touch with us via one of the following methods:

 01952 520238

 solutions@rtitb.com

 [/rtitb](#)

 [/rtitb](#)

 [@rtitb](#)

THE ROLE OF RTITB

RTITB exists to reduce costs and save lives in workplace transport operations, and this cannot be achieved by doing the bare minimum. Therefore, RTITB is responsible for not only ensuring that the training you deliver meets current best practice but also that it exceeds minimum legal requirements.

RTITB accreditation gives confidence to regulators and external bodies.

RTITB Accreditation for organisations delivering in-house material handling equipment training helps to improve safety and business efficiency through proactive risk reduction, in-house resilience and continued improvement. Our compliance experts assess and accredit your entire MHE operation, not just your Basic forklift operator training, supporting operation-wide compliance.

Talented members of staff now want employers who have a purpose, are ethical, and offer good working conditions. RTITB accreditation proves you are a trustworthy and responsible employer and that you care about your workforce.

Most importantly, RTITB accreditation provides you with extensive help and support with all aspects of training delivery; including instructor qualifications, training facilities, record keeping and, of course, training materials and delivery. Our toolkits, eLibrary, monthly e-bulletins, regional meetings (and more) provide you with important information and support materials when you need them, leaving you free to focus on the job at hand. Additionally, our audit visits help you identify areas for improvement.

YOUR ROLE

Your role is to deliver exceptional training that reduces costs and saves lives, but on a more formal note, the following items are your responsibility too:

- ◆ Ensuring all training delivered by your business is conducted in accordance with the terms of RTITB accreditation and L117: Rider-Operated Lift Trucks Operator Training and Safe Use (Approved Code of Practice and Guidance)
- ◆ Ensuring that current, up-to-date copies of relevant course materials are always used
- ◆ Provision of suitable resources for RTITB training (as specified in the relevant course and this criteria)
- ◆ Provision of suitable training resources, such as training aids and appropriately maintained equipment.

THE ACCREDITATION PROCESS

1

At the initial discussion we will discuss your needs and objectives so that we are able to tailor a bespoke proposal for you and your team

2

Within 5 working days we will send you your bespoke proposal and quote

3

If you are happy to go ahead with the proposal please request an accreditation application

4

Once your application is received and processed, our team will contact you to arrange your first accreditation visit and App training

5

After successful completion of the first accreditation visit you will be granted accreditation for 1 year

6

Around 3 months after becoming accredited we will contact you to arrange your HealthCheck

7

Approximately 3 months before accreditation expiry we will contact you to discuss your renewal.



ACCREDITATION CRITERIA

Accreditation is granted when the criteria are met in the following areas:

- ◆ Administration criteria
- ◆ Instructor criteria
- ◆ General criteria
- ◆ Data protection requirements
- ◆ Facilities and training resource criteria.

Accreditation is granted for 1 year and is renewable on a yearly basis. At RTITB, we don't view accreditation as a set of rules that you must stick to - we see it as an acknowledgement that you are delivering training to the highest standard, a standard we want to help you maintain.

The aim of this document is to outline the RTITB accreditation criteria. It's important you have this information so that:

- a. You can prepare for your first accreditation visit
- b. You can continuously review your arrangements and make any necessary adjustments to your processes and standards.

As well as an initial 'first accreditation' visit, RTITB will carry out **at least** one HealthCheck during each 12-month period of accreditation. We'll discuss that later, but for now it is important not to worry about this part of the process - it's there to help.

Our HealthChecks take place so we can help you maintain high standards by identifying any issues and highlighting opportunities for improvement. Of course, we will always leave you feedback and offer guidance on how to rectify any issues found. If you are doing something well, we will leave a note of that too.

An RTITB auditor will be assigned to arrange your HealthCheck. You will be contacted by the auditor to arrange a suitable time and date for the visit, and your visit details will be confirmed via email.

To help you prepare, we have listed the requirements with a brief explanation of the criteria and included helpful links.

ADMINISTRATION CRITERIA

When you first apply to become accredited by RTITB you will be sent the RTITB Accreditation Toolkit which contains helpful templates and documents.

Once accredited, you can get a copy of the Toolkit emailed to you at any time by contacting the RTITB accreditation team:

01952 520200 (option 1)

accreditation_team@rtitb.com

Course Bookings

When you book someone to attending in-house training they must be provided with joining instructions containing essential information about their training. This can be done via email, text message etc.

These are usually unique to the organisation. However, an example of course joining instructions is available on the RTITB Accreditation Toolkit which is in your MyRTITB portal.

Course Resources

As an accredited organisation, you must follow the course delivery guidelines set out in the relevant instructor guide - this includes course resources/equipment requirements. You must implement an effective system of ensuring that the necessary course resources/equipment are available for all training. When resources are not available (e.g. racking) you must make sure any certification issued is appropriately restricted.

Course resource requirements are available in the relevant instructor guide.

You will find further guidance on equipment and facilities requirements later in this guide, under 'Facilities and Training Resource Criteria'.

Instructor Authorisation to Operate

In all cases, instructors must be authorised to operate.

Authorisation to operate must be documented, machine and location specific, and it must be time limited.

An authorisation to operate template is available in the RTITB Accreditation Toolkit which is in your MyRTITB portal.

Monthly eBulletin

You must nominate an individual in your organisation who is responsible for receiving our monthly eBulletin.

The nominated individual must circulate the relevant points from the bulletin to relevant individuals within your workplace.

Registration of Trainees

You must register the people you successfully train under your RTITB accreditation on the National Operator Registration Scheme. Registration should be completed within 3 months of the end of the course. If you do not upload to us within 3 months you will need to make a paper application which incurs a surcharge.

To access the latest paper application options please visit www.rtitb.com/nors-forms.

Using the 'RTITB Accredited' Logo

If you wish to use the 'RTITB Accredited' logo (see image) you will need to complete and return the Use of Logo Agreement.

The logo agreement is emailed to you upon receipt of your accreditation application.



Restricted Certification

In circumstances where core course elements are not covered during training, candidates must be issued with a restricted certificate. The elements not covered must be noted on the certificate. Course durations and reductions available for restricted training can be found on the NORS Matrix.

A list of course restrictions can be found within the the RTITB Accreditation Toolkit which is in your MyRTITB portal or at: www.rtitb.com/nors-forms. The NORS Matrix can also be found at: www.rtitb.com/nors-forms.



INSTRUCTOR CRITERIA

Use of Qualified Instructors

You must have in place a process that ensures only appropriately qualified, currently registered RTITB instructors, with the relevant in-date operator registrations on NORS, are used for the delivery of RTITB training.

Instructors must also have sufficient experience to put training into context, as well as knowledge of the working environment in which the candidate will be expected to operate.

Current Instructor List

Organisations must have an up-to-date list of all of their employed RTITB registered instructors (including sub-contractors). The list should include each instructor's registration number and expiry date, and their operator registrations and associated expiry dates.

Previous Instructors List

Organisations must maintain a list of previously employed (including sub-contractor) instructors. This should be an accurate record showing the complete duration of their employment with the organisation.

Qualifications

Instructors must provide any organisations they are working for (employed or sub-contractor) with copies of relevant qualifications.

Instructor CPD

You must ensure that all of your instructors (employed and sub-contractor) regularly maintain their professional development.



GENERAL CRITERIA

Health & Safety Law Poster

If your organisation employs 5 or more people, then you must display a current Health & Safety Law poster.

This may not apply if you are only accredited to deliver training.

To find out how to obtain this poster, visit the HSE website (or equivalent in your country):
www.hse.gov.uk/pubns/books/lawPoster.htm

Insurance

As a minimum you must have public liability insurance in place.

You should speak to an insurance expert to obtain advice on your insurance needs.

Equal Opportunities Policy

You should have an equal opportunities policy which explains how you ensure all candidates are treated fairly and equally, and how you will ensure all candidates get the opportunity to learn.

An Equal Opportunities Policy template is available in the RTITB Accreditation Toolkit which is in your MyRTITB portal.

Quality Assurance Policy

You must have a suitable quality assurance policy providing details on how you plan to monitor and continuously improve course delivery. This should include how feedback is obtained (good and bad) and how feedback is acted upon.

A Quality Assurance Policy template is available in the RTITB Accreditation Toolkit which is in your MyRTITB portal.

SEMA Code of Practice (Static Racking)

SEMA has produced a code of practice that provides clear guidance on the safe use, storage and maintenance of racking systems. Organisations that use racking for training should familiarise themselves with this guidance

www.sema.org.uk/codes-of-practice (or equivalent document)

Health & Safety Policy

If your organisation employs 5 or more people, you must have a written Health & Safety Policy available for all your employees. The policy should state your arrangements for Health & Safety issues affecting your organisation, and should detail the roles and responsibilities of those covered by the policy.

A Health and Safety Policy template is available in the RTITB Accreditation Toolkit which is in your MyRTITB portal.

Risk Assessments

You will need to ensure that you have current risk assessments for the following activities:

- ◆ Classroom training
- ◆ Equipment training

Consideration should also be given to whether a lone worker risk assessment is appropriate for your organisation.

You will find a template to help with risk assessments here: www.hse.gov.uk/risk/risk-assessment-and-policy-template.doc, or see our template in the RTITB Accreditation Toolkit which is in your MyRTITB portal.

See the HSE's INDG73 for guidance on lone workers: www.hse.gov.uk/pubns/indg73.pdf

First Aid Provisions

In all cases, candidates must be made aware of first aid arrangements.

You must have available the recommended number of first aiders/appointed persons as per 'Table 2' in the HSE's INDG214.

You can find guidance from the HSE regarding first aid in INDG214: www.hse.gov.uk/pubns/indg214.pdf

Fire and Emergency Evacuation Procedures

You must ensure that a clear fire and emergency evacuation plan is in place and that it is communicated to all candidates.

Instructors providing training on sites they're not familiar with must ensure that they are aware of site fire and emergency evacuation procedures.

For information on fire evacuation procedures, visit the HSE website: www.hse.gov.uk/toolbox/fire.htm

Rider-Operated Lift Trucks – Operator Training and Safe use (L117)

An Approved Code of Practice aimed at employers or those responsible for operator safety and training. Your instructors must have copies of, or have access to, the latest versions of this document (hard copy or electronic).

www.hse.gov.uk/pubns/priced/l117.pdf

Workplace Transport Safety (HSG136)

Provides advice to employers, safety representatives, contractors, and vehicle operators who are concerned with workplace transport safety in regards to the site, vehicle, and the driver. Your instructors must have copies of, or access to, the latest versions of this document (hard copy or electronic).

www.hse.gov.uk/pubns/priced/hsg136.pdf

Lifting Operations and Lifting Equipment Regulations 1998

Commonly known as 'LOLER' – the regulations concerning lifting equipment and lifting operations, and thorough examination of lifting equipment. Your instructors must have copies of, or access to, the latest versions of the HSE's guidance on these regulations, 'L113' (hard copy or electronic).

www.hse.gov.uk/pubns/priced/l113.pdf

Provision and Use of Work Equipment Regulations 1998

Commonly known as 'PUWER' – the regulations concerning the use and maintenance of work equipment. Your instructors must have copies of, or access to, the latest versions of the HSE's guidance on these regulations, 'L22' (hard copy or electronic).

www.hse.gov.uk/pubns/priced/l22.pdf



Manufacturer's Handbook

Instructors must have copies of, or access to, an example Manufacturer's Handbook for each piece of equipment they deliver training upon.

It is important to show the candidates what to look for in a manufacturer's handbook so that when they go back to the workplace, they will know how to find information about truck capability, truck dimensions, and pre-use inspection guidelines, etc.

If you don't have a manufacturer's handbook, it can be sourced directly from the manufacturer or online.

Access to RTITB Forms

You will find useful, downloadable forms and resources on the RTITB website. You must ensure that all those involved (directly and indirectly) in the delivery of RTITB training are aware of, and have access to, this guidance – administrators, training managers, instructors etc.

www.rtitb.com/nors-forms, or from the RTITB Accreditation Toolkit which is in your MyRTITB portal.

INDG457 – Use Lift Trucks Safely

This is a useful guidance booklet for operators, and contains information on using lift trucks safely. Where appropriate to the truck, trainees should be given a copy of this document (electronic or printed) at the conclusion of their training.

www.hse.gov.uk/pubns/indg457.pdf

HSE Route Map

The HSE website should be used as a vital source of information for workplace transport, and can assist in researching case studies where applicable.

www.hse.gov.uk/workplacetransport/index.htm

HSG76 – Health and Safety in Retail and Wholesale Warehouses

This document provides useful guidance on working within the retail and warehousing industry, and should be made available to instructors who are delivering training within this type of environment.

www.hse.gov.uk/pubns/priced/hsg76.pdf

Operator Safety Codes

These guidance booklets give a brief description of the current standards and legislation relating to the safe and efficient operation of equipment. The relevant operator safety code should be made available to instructors and candidates.

www.bitb.org.uk/technical-standards/publications/bitb-safety-booklets/
www.rtitb.com/shop



DATA PROTECTION REQUIREMENTS

Data Protection and Retention Policy

You must have a policy that includes:

- ◆ What will be done in the event of a breach (what is the response plan?)
- ◆ What personal data is processed
- ◆ Why it is processed
- ◆ Who will notify the controller
- ◆ Who the data is shared with
- ◆ How long it is kept for and where it is stored
- ◆ How it is kept safe
- ◆ Who is responsible for implementing the policy and monitoring compliance.

This policy should be created by the organisation. A template is available to download from www.rtitb.com/nors-forms or from the RTITB Accreditation Toolkit which is in your MyRTITB portal.

Data Breach Policy

You must have a Data Breach Policy which covers the following:

- ◆ What will be done in the event of a breach (what is the response plan?)
- ◆ How breaches will be detected/identified
- ◆ How the controller will be notified
- ◆ Who will notify the controller

This policy should be created by the organisation.

A template is available to download from www.rtitb.com/nors-forms, or from the RTITB Accreditation Toolkit which is in your MyRTITB portal.

Further help and information is available here:

www.ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/personal-data-breaches/

Technical and Organisational Data Protection Measures

You must have in place appropriate technical and organisational measures to minimise risk to data.

Guidance on this can be found in the GDPR Guidance Document in the RTITB Accreditation Toolkit which is in your MyRTITB portal.

Processors Record

You must have a completed Processors Record.

A template Processors Record and an example of a completed Processors Record is available on the RTITB Accreditation Toolkit which is in your MyRTITB portal.

Data Protection Training for Staff

You should consider providing data protection awareness training for your team.

Information Commissioner's Office (ICO) training videos are available here:
www.ico.org.uk/for-organisations/resources-and-support/training-videos/

MyRTITB Access

You must ensure access to the MyRTITB Extranet is restricted only to those people who you wish to access your candidate data.

You must ensure that each user has their own unique username and password, and that these are not shared with anyone else or stored in a shared location.

To add and remove MyRTITB users, please contact the NORS team on +44 (0) 1952 520209 or nors_team@rtitb.com.

Instructor List

The list of instructors you use for RTITB training must be kept up to date – only instructors listed on the RTITB office database are authorised to act as sub-processors; therefore using an instructor not listed is a breach of compliance with GDPR.

An individual responsible for administering the instructor list should be nominated.

You can add and remove instructors from your list on the RTITB office database by emailing:
accreditation_team@rtitb.com.

Sub-contract Instructors

You must have a written contract in place with all sub-contract instructors which includes a commitment to data protection and confidentiality. GDPR requires certain compulsory terms to be included in the contract.

Compulsory Terms information can be found here:
www.ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/contract/

FACILITIES AND TRAINING RESOURCE CRITERIA

The following criteria have been provided for organisations that provide training at their own facilities. Note that these criteria are for single courses conducted at their maximum ratio (as per the relevant instructor guide). In circumstances where concurrent multiple courses are conducted, equipment and facilities must be increased accordingly.

People and Vehicles

You must ensure that all doorways are identified and appropriately protected. Pedestrian walkways and public access must be appropriately segregated from equipment/training activities, and be based on a current risk assessment.

For information on segregating people and vehicles, see the HSE's INDG244:
www.hse.gov.uk/pubns/indg244.pdf

Appropriate Signage

Warning signs regarding the presence of lift trucks/MHE must be present in the training area.

For information on safety signs, visit the HSE website:
www.hse.gov.uk/toolbox/managing/signs.htm

A range of safety signage outlets is available online.

Emergency Exits

Emergency exits must be clearly signposted and must be accessible and unobstructed at all times.

Lighting

All training areas must be appropriately lit.

Learning Environment

The temperature of the training area should not adversely affect candidate learning.

Noise levels in the learning environment must be controlled to prevent distractions.

All learning environments (classroom or practical) must be reserved for exclusive use of the instructor and candidates for the duration of the course.

Floors

The floor in the practical training area must be maintained to a suitable standard for the equipment used during training.

Practical Area

The size requirements of your practical training area will vary depending on the type of training conducted.

Adequate manoeuvring space and facilities must be provided to cater for all manoeuvres conducted during training on the equipment type used.

Material handling equipment practical training areas should be sufficient to accommodate a figure of 8 turn in an open area and the equipment making a 90° turn in an aisle.

Practical training areas used for crane and MEWP work should be suitable for the safe operation of the equipment working through its complete range of movements and hoists.

Industrial Racking System (as applicable)

Racking must be properly installed and comply with the SEMA code of practice (or equivalent) and manufacturer's recommendations. The racking must also display information regarding its construction and rated capacity.

You can utilise existing racking systems if they comply with the requirements above. You may need to restrict certification accordingly.

All racking must be subjected to regular recorded inspection.

Loads (as applicable)

A suitable number of palletised loads should be provided for training and assessment.

All loads used for training must be in good condition. In all circumstances, pallets should be of a realistic weight and size in order to provide candidates with a real-world experience.

You can use existing loads as long as they are in good condition.

Self-Stacking Unit Load Carriers (as applicable)

Suitable loads include: interlocking IBCs, plastic interlocking stackable containers, metal corner post pallets. All loads should be in good condition, and be labelled with the appropriate safety information.

Unladen Pallets (as applicable)

Unladen pallets in suitable condition must be provided for stacking and de-stacking exercises.

Practical Course Equipment

A sufficient quantity of barrels and cones must be provided for the construction of various manoeuvring elements.

For Battery Charging Areas (for in-house providers, the criteria are only applicable if the operators are expected to carry out battery maintenance):

Battery Charging Equipment

Suitable battery charging equipment must be available for the type of equipment used.

Signage

The following signs must be displayed:

- ◆ Treatment of electrocutions
- ◆ No naked flames warning sign
- ◆ No smoking warning signs.

It is also recommended that a sign detailing the recharging procedure is displayed.

For information on safety signs, visit the HSE website:
www.hse.gov.uk/toolbox/managing/signs.htm

A range of safety signage outlets is available.



Personal Protective Equipment (PPE)

Suitable personal protective equipment must be available:

- ◆ Acid-resistant gauntlet gloves (minimum 2 pairs)
- ◆ Chemical-resistant splash goggles (minimum 2 pairs)
- ◆ Acid-resistant apron (minimum 2)

All PPE must be in good condition. It is recommended that 4 of each item is available.

A range of PPE suppliers can be found online.

Eye Wash Facilities

Suitable eye-wash facilities must be available.

A number of suppliers of eye wash treatments can be found online.

Acid Spill/Neutralising Agents

A chemical spill kit must be available. Suitable neutralising agents must also be available.

A number of suppliers of spill kits and neutralising agents can be found online.

Suitable Water for Topping Up Batteries (as applicable)

Water must be available for topping up batteries.

Battery Hydrometer (as applicable)

A suitable hydrometer must be available.

Waste Bins

Two appropriately labelled waste bins must be provided for general waste and contaminated waste. All bins must be covered.

Fire Extinguisher

A suitable and maintained fire extinguisher must be stored close to the charging area but not in the charging area.

Guidance on fire extinguishers can be found here:

www.firesafe.org.uk/types-use-and-colours-of-portable-fire-extinguishers/

LPG/Diesel Refuelling Area (for in-house providers, the criteria are only applicable if the operators are expected to carry out replenishment):

Personal Protective Equipment (PPE)

Suitable personal protective equipment must be available:

- ◆ Fuel-resistant gloves (minimum 2 pairs)
- ◆ Safety goggles for LPG (minimum 2 pairs).

All PPE must be in good condition. It is recommended that 4 of each item is available.

A range of PPE suppliers can be found online.

Fire Extinguisher

A suitable and maintained fire extinguisher must be stored close to the charging area but not in the charging area.

Guidance on fire extinguishers can be found here:

www.firesafe.org.uk/types-use-and-colours-of-portable-fire-extinguishers/

Absorbent Materials/Fuel Spill Kit

A suitable spill kit must be available for the clean-up of diesel spillage.

A number of suppliers of spill kits and neutralising agents can be found online.

Appropriate Storage Facilities

You must provide a suitable storage facility, appropriate for the fuel source being stored.

HSE guidance on the storage of flammable liquids can be found here:

www.hse.gov.uk/pubns/priced/hsg51.pdf

Refuelling Procedures Information Poster/Sign

A safe system of work for refuelling should be provided and displayed for easy reference.

Machine/Vehicle

(note: machine/vehicle also refers to slinging equipment and accessories)

A suitable machine/vehicle must be provided for training. The machine/vehicle must be available for uninterrupted use for the duration of the course. Evidence of regular inspection must be available for all machines/vehicle used during the course.

Lifting equipment must have evidence of a current thorough examination.

Machine/Vehicle Condition

(note: machine/vehicle also refers to slinging equipment and accessories)

The machine/vehicle used for training must be in good condition and fit for purpose. All components must be free from defects, and all controls must function as per the manufacturer's intended application.

Restraint Devices

(including seat belts, harnesses and lanyards)

All restraint devices used with the equipment/vehicle must be in good condition. Evidence of regular inspection for items such as harnesses and lanyards must be available.

Personal Protective Equipment

Personal protective equipment appropriate to the course type must be provided.

Classroom

The classroom used for theory sessions must be a dedicated space suitable for the course being delivered.

The classroom should comfortably accommodate the number of candidates attending the course. All candidates should be able to see and hear the instructor and any visuals presented during the course. A desk or table should be provided for all candidates.

Outdoor Training

It is expected that all training will take place in a suitable environment.

Where training takes place outdoors, the training area must have suitable terrain for the truck type used. The area must be restricted from public access/rights of way, and must only be used for candidates' training. Adequate rest/sanitary facilities must also be provided. The area must be adequately risk assessed.

Outdoor training environments must provide suitable protection from the weather – for example, in very hot climates, shaded areas must be provided for candidate comfort and safety.

We hope you have found this guide to be helpful with whatever stage you are at with your accreditation. If you have any issues, problems, questions, concerns, praise, or you just want to chat - all you need to do is contact us.

APPENDIX 1-AUDIT OUTCOMES



RTITB will carry out HealthChecks in order to establish compliance with accreditation criteria, and the Approved Code of Practice L117. This is to help you to provide the best possible training and to keep you legally compliant.

At the conclusion of any HealthCheck, you will receive a full report containing the findings of the audit; this will include both areas of good practice and areas that require improvement. In the event that areas of improvement are identified, RTITB will offer guidance on adjustments and changes necessary to meet the required standard within an agreed timescale. However, in the event that the required standard is not met within the agreed timescale, accreditation may be removed and notification made to the Accrediting Bodies Association for Workplace Transport (ABA).

APPENDIX 2 - FEEDBACK AND COMPLAINTS



We welcome and encourage feedback on our service, so we'd love to hear your thoughts. Some of the ways that you can give us feedback include:

- ◆ An annual customer service survey, which you will receive by email
- ◆ Member meetings – your chance to give us feedback face-to-face
- ◆ Accreditation focus groups – please let us know if you would like to take part in any of our groups
- ◆ Feedback mailbox - get in touch via email (feedback@rtitb.com) to send your thoughts directly to our Managing Director.

If we fall below your service expectations, please let us know so we can work with you to fix the problem quickly. The process we will follow after receiving a complaint is as follows:

- ◆ Complaints/concerns regarding service provided should be submitted in writing to RTITB at: Laura Mack - Quality Assurance and Administration Manager, RTITB, Access House, Halesfield 17, Telford, TF7 4PW, alternatively, send an email to QA@rtitb.com
- ◆ The letter/email should outline the nature and details of the complaint/concern
- ◆ RTITB will process all non-frivolous complaints/concerns as described by its procedure OP5 – Change Management and Improvement Procedure, a copy of which can be obtained upon written request.

The purpose of this procedure is to ensure all problems and complaints are dealt with effectively, and that corrective and preventative action is taken.

RTITB operates a Quality Management System that meets with the requirements of ISO9001: 2015. An acknowledgment of receipt will be sent within 48 working hours outlining who will be dealing with your complaint/concern and an initial response will be sent in no more than 5 working days. RTITB aim to fully conclude all investigations in no more than 10 working days.

APPENDIX 3-APPEALS PROCEDURE



Should an accredited organisation/individual wish to appeal an RTITB decision to:

- ◆ Decline an initial application for accreditation
- ◆ Decline to renew accreditation
- ◆ Suspend or remove accreditation
- ◆ Suspend access to the NORS data base
- ◆ Suspend an instructor's registration
- ◆ Remove an instructor's registration
- ◆ Decline to register an instructor
- ◆ Decline to register an operator.

Stage 1

The appellant must submit its appeal in writing within 15 working days of the disputed RTITB decision. Appeals can be emailed to QA@rtitb.com and must include the subject header 'In Commercial Confidence'.

Alternatively, appeals can be sent through the post to:

In Commercial Confidence, Quality Assurance team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW.

The appeal notification should include the grounds/rationale for the appeal, copies of all relevant correspondence, and any supporting information.

The Managing Director of RTITB will, within 15 working days of receiving a rational, non-frivolous appeal, chair a review of the appellant's submission together with at least two senior RTITB managers who have not been directly involved in the disputed decision. The appeal review group will vote by majority whether to uphold or decline the appeal.

Stage 2

If the appellant is dissatisfied by the result of the appeal review, they may escalate their appeal to the Chairman of RTITB. Correspondence should be sent to:

In Commercial Confidence, Mike Williams, RTITB Chairman, Access House, Halesfield 17, Telford, TF7 4PW.

Alternatively, correspondence can be sent via email to: mike.williams@rtitb.com, please include the subject header 'In Commercial Confidence'.

Notification of the appellant's wish to escalate the appeal must be received by the Chairman within 15 working days of the initial appeal review, and the correspondence should include the grounds for continued dissatisfaction, copies of all relevant correspondence, and any supporting information.

APPENDIX 3-APPEALS PROCEDURE (CONT.)



Within 15 working days of receiving notification of the appellant's correspondence, the Chairman will take one or more of the following steps, depending on the nature and content of the appeal:

1. Uphold the decision of the initial appeal
2. Correspond directly with the appellant regarding the matter, in order to reach a resolution
3. Refer all correspondence to representatives of the RTITB board of directors for their review and decision – a majority vote is required
4. Call a hearing, which will be attended by the appellant and members of the RTITB board of directors.

Any decisions taken at this stage will be final.

APPENDIX 4- GLOSSARY OF TERMS



In-house Training Accreditation

For organisations who will only be training employees (temporary or permanent) and individuals on a non-commercial basis for the benefit of their own business.

NORS

Stands for the National Operator Registration Scheme, which is RTITB's central verification and registration database.

MyRTITB Extranet

Web-based member portal, where you can access your eLibrary and Accreditation Toolkit.

RTITB Accreditation Toolkit

Useful forms, templates and documents issued to accredited organisations and available in the MyRTITB Extranet.

MyRTITB TrainingFriend

An Android tablet app that assists with training administration, assessment, and uploads to RTITB's registration system (NORS).

Novice

A candidate who has no experience or prior knowledge of operating the equipment.

Existing

A candidate who has experience of operating the equipment but has never undergone formal training.

Conversion

A candidate who has previously been trained on a piece of material handling equipment but now wishes to undertake training on a significantly different piece of equipment.

Refresher

A candidate who has previously been trained on the same type of equipment and now wishes to update their knowledge and skills.

GDPR

General Data Protection Regulations implemented in UK law under the Data Protection Act 2018.

HealthCheck

A visit from an RTITB auditor designed to identify areas of good practice and those that need improvement. The RTITB HealthCheck will look to ensure you are compliant with RTITB accreditation criteria and the L117 Approved Code of Practice.

First Accreditation Visit

A visit with an RTITB auditor at the start of your accreditation journey which provides orientation of our systems, checks you meet the criteria within this document and answers any questions you may have. The visit takes place before RTITB accreditation is issued.

