



New Customer
Portal launched
September 24th



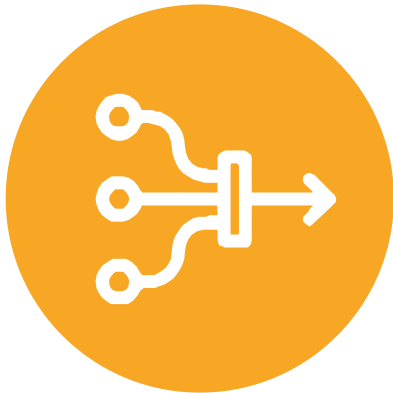
Launch of online grant portal

CITB's new online services platform launched on **Wednesday 24 September**.

This is the first phase of a modernised system designed to make accessing CITB's Grant Scheme simpler and more efficient. With the new platform, employers will be able to:

- Apply for Apprenticeship and Qualification grants online
- Track the status of grant applications
- Have greater control over online access to their account.

Portal Key Features



Streamlined
Application Process



Save and
Resume



Automatic Access for
Grant Online Users

Portal Key Features



▲
Quick Sign-Up
Process

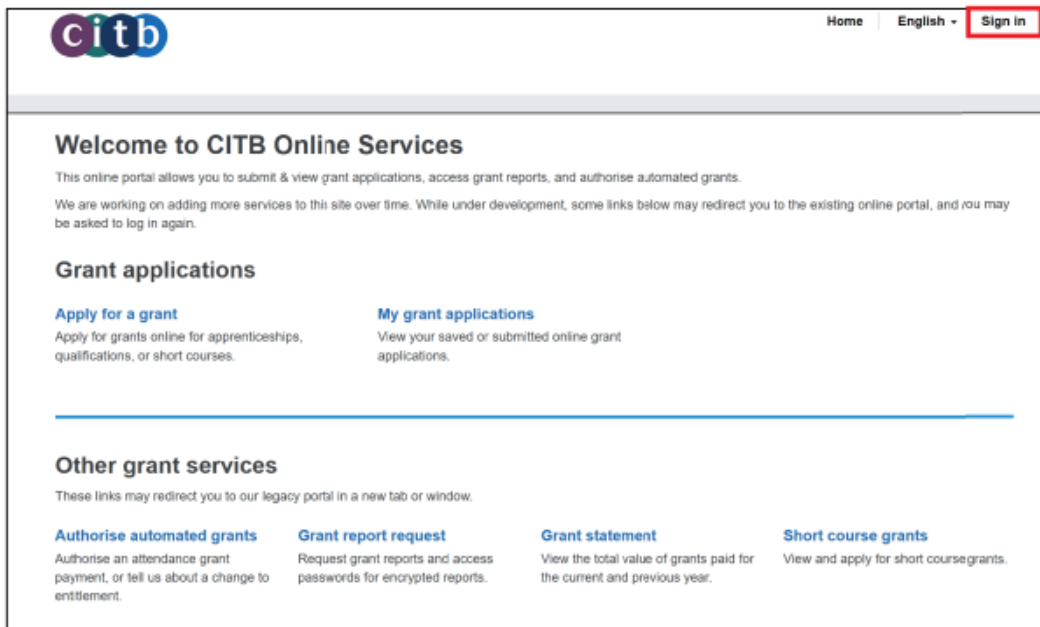


▲
User Management
Made Easy



▲
Seamless
Integration

1 Click on the '**Sign in**' button at the top right corner of the portal.



citb Home English **Sign in**

Welcome to CITB Online Services

This online portal allows you to submit & view grant applications, access grant reports, and authorise automated grants.

We are working on adding more services to this site over time. While under development, some links below may redirect you to the existing online portal, and you may be asked to log in again.

Grant applications

Apply for a grant
Apply for grants online for apprenticeships, qualifications, or short courses.

My grant applications
View your saved or submitted online grant applications.

Other grant services

These links may redirect you to our legacy portal in a new tab or window.

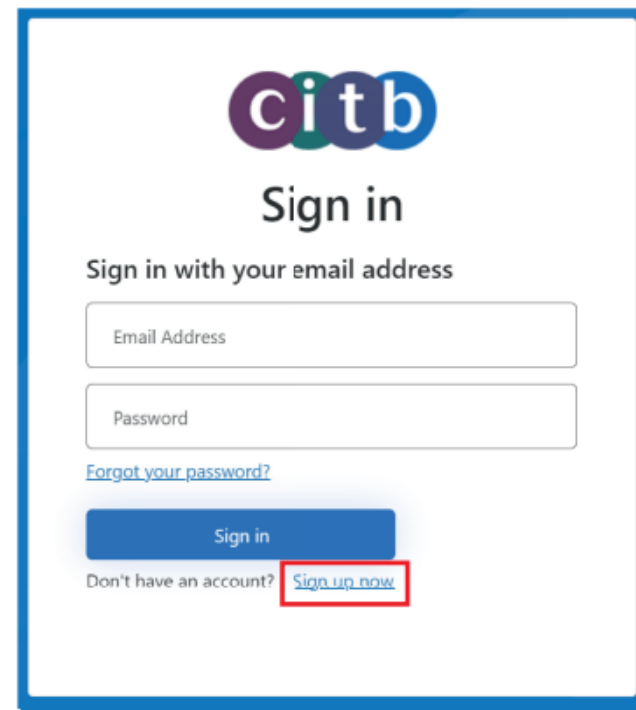
Authorise automated grants
Authorise an attendance grant payment, or tell us about a change to entitlement.

Grant report request
Request grant reports and access passwords for encrypted reports.

Grant statement
View the total value of grants paid for the current and previous year.

Short course grants
View and apply for short course grants.

2 Below the Sign in button, click '**Sign up now**'.



citb

Sign in

Sign in with your email address

[Forgot your password?](#)

Sign in

Don't have an account? **[Sign up now](#)**

If you're not connected to an employer yet, you'll see the '**Request access to an employer**' screen.

Request access to an employer

Complete the form below to request access to a CITB registered employer. If access is granted, this will enable you to act on behalf of the employer within the online portal. You can request the specific level of access you require.

If the employer already has at least one user with administrative access, your request will be sent to them for their approval in their online account.

If the employer does not have any online users, your request will be sent to our Customer Operations team for approval.

Employer Registration Number *

The 7-digit registration number of the employer. This can be found on letters and other correspondence from CITB.

Employer Name *

The name of the CITB registered employer.

Access *

The access you are requesting. You can only select one access-type on this form. If you need multiple accesses, complete this form again.

Submit

1 Click on the '**Employer admin**' button in the header area.

Home | **Employer admin** | English ▼ Demo User1 ▼

2 You will be directed to the '**Manage access to this employer**' page.

Manage access to this employer

This page allows you to see who else has access to this employer in the online portal.

You can add or remove access from here or modify user roles. This includes giving other users administrative permission so they can also access this page.

In addition, you can see and respond to requests from other users to be linked to your employer. If you do not recognise an individual requesting access, make sure you reject the request.

[Log in audit trail](#)

[Add user against employer](#)

[User access request management](#)

Users with access to this employer

10 ▼ entries per page

Search:

Full name	Email address	Contact status	Date added	Access	Role	Primary grant user	Manage
Demo User1	onlineservices+user1@cltb.co.uk	Active	22/11/2024	Grant	Admin	✓	Manage
Demo User2	onlineservices+user2@cltb.co.uk	Active	22/11/2024	Grant	User		Manage

Showing 1 to 2 of 2 entries

« 1 »

Find and click on the tile labelled "Apply for a grant" on the portal's main page, under **Grant applications**.

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Apprentice: ship Grants Apprentice: hip attendance We pay grants to attending approved Apprenticeships that focus on core construction skills needed across the industry. Apprentice: hip achievement We pay grants to achieving approved Apprenticeships that focus on core construction skills needed across the industry.	Qualification Grants Short qualification achievement We pay grants for the achievement of approved short qualifications (which take less than one year to complete). Long qualification attendance We pay grants for attending approved, higher level qualifications (which take more than one year to complete). Long qualification achievement We pay grants for achieving approved, higher level qualifications (which take more than one year to complete). Into Work We pay grants for work experience completed as part of an approved Further Education course, and subsequent direct employment. Advanced craft certificate (Scotland) We pay grants for attendance and achievement on a course that leads to the Scottish Advanced Craft Certificate.	Short course grants Short course achievement We pay grants for the achievement of approved short courses which are focused on the core construction skills needed across the industry.
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Apply for short qualification achievement grant

[← Back](#)

Apply for grant for the achievement of an approved short qualifications, including NVQs, SVQs, and the NEBOSH National Certificate in Construction Health and Safety.

Visit the **short qualification grant page** of the CITB website to view which courses are eligible for this grant along with other rules including when you should submit an application.

Before you start

You'll need:

- the learner's name, date of birth, National Insurance number, and date they joined the employer.
- evidence of the achievement from the awarding body that you can upload with your application.

This evidence is usually a **copy of the achievement certificate** but could be an achievement notification email.

If your evidence is an email, ensure you first save the email to your device so you can upload it against the application.

Click 'Apply now' below to begin your application. You can alternatively apply in bulk if you wish to apply for multiple learners or achievements together.

Apply now >

Apply in bulk

Apply for Short qualification achievement grant

Step 1 of 2 - Application details

Click the 'Add new' button below to add the details of the first course and learner. Continue to add as many new rows as you need.

If you experience issues using this page, you may prefer to [use the individual application form](#) or [upload a spreadsheet to populate the form for you](#).

Ensure you attach and select evidence for every row you complete.

Upload evidence to support your application:

Upload Evidence

Files uploaded: 0

Apply to all rows

Manage files

Add new

☒ Only show errors

Total errors 0

Total applications 0

Clear grid

Actions	Select evidence	Learner first name	Learner last name	Learner date of birth	National Insurance number	Date joined employer	Qualification title & level	Achievement date
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No rows selected.

Add new

Learner first name ?

Sarah

Learner date of birth ?

22/11/1977

Date joined employer ?

15/03/2015

Achievement date ?

20/09/2024

Learner last name ?

Sample

National Insurance number ?

QQ123456A

Qualification title & level ?

Level 6 NVQ in Construction Site Management

Cancel

Save

Step 1 of 2 - Application details

Click the 'Add new' button below to add the details of the first course and learner. Continue to add as many new rows as you need.

If you experience issues using this page, you may prefer to [use the individual application form](#) or [upload a spreadsheet to populate the form for you](#).

Ensure you attach and select evidence for every row you complete.

Bulk upload via template

Upload a spreadsheet to apply for Short qualification achievement grant

Uploading a spreadsheet will overwrite any rows of data you have already added to the application form.

Please limit your upload to 100 rows.

On this page you can upload a spreadsheet to populate the bulk application form for you. Follow the steps below to complete this process.

[Download template](#)

Upload completed template

1. Download the template file on this page to your computer. The template varies by grant type so always ensure you are using the correct version.
2. Open the template spreadsheet on your computer, add your application details, and then save it to your computer. Remember that all rows in the spreadsheet must be for the same type of grant.
3. On this page, upload the completed template from your computer.
4. Once uploaded, click the 'Complete upload' button to use your file to populate the bulk application form.
5. You will be returned to the bulk application form. Correct any errors highlighted, upload evidence to support your application, and then continue to submission.

Cancel

Complete upload

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My Grant Applications

View the grant applications you have submitted through this online portal. This page does not show whether your application was accepted or rejected, or when the grant paid. You will be notified separately through email or post of the outcome of your application.

We typically process applications within 4 weeks of submission. If you have any questions regarding a submission, contact us on 0344 994 4455 or levy.grant@citb.co.uk.

Draft applications

Draft unsubmitted applications are automatically deleted after a period of time to make sure we're only holding on to information we need to.

10 entries per page

Search:

Application reference	Last saved	Grant type	Learner name	# of applications	Status	
A2000037020	22/11/2024	Apprenticeship attendance		N/A	Draft	View Bulk Application

Showing 1 to 1 of 1 entry

< < 1 > >

Submitted applications

View all applications you have submitted through this portal within the last year.

10 entries per page

Search:

Application reference	Submitted	Submitted by	Grant type	Learner name	# of applications	Status	
A2000037019	22/11/2024	Demo User1	Short qualification achievement	Sarah Sample	N/A	Submitted	View application
A2000037018	22/11/2024	Demo User1	Short qualification achievement		N/A	Submitted	View Bulk Application

Showing 1 to 2 of 2 entries

< < 1 > >

- CITB Online Services - CITB

Sign up

[Signing up to the portal](#)



User guide: [Signing up to the portal \(PDF, 10.1MB\)](#)

Request access to your employer

[Request access](#)



User guide: [Request access to your employer \(PDF, 24.9MB\)](#)

Apply for a single grant

[Single grant application](#)



User guide: [Apply for a single grant \(PDF, 18.3MB\)](#)

Apply for grant in bulk

[Bulk grant application](#)



User guide: [Apply for grant in bulk \(PDF, 24.4MB\)](#)

My grant applications

[My grant applications](#)



User guide: [Reviewing draft and submitted grant applications \(PDF, 15.9MB\)](#)

Employer admin

[Employer admin](#)



User guide: [Being an admin user \(PDF, 17.5MB\)](#)



Thank you for
listening

