

Scaling digital assessment delivery in a highly regulated industry



Setting the scene

The Engineering Construction Industry Training Board (ECITB) is the employer-led skills, standards and qualifications body for the development of the engineering construction workforce of Great Britain. An arms-length body of the UK Government, the ECITB invests around £32 million each year to:

- » enhance skills across the engineering construction industry;
- » support growth through workforce training; and
- » tackle labour shortages and skills gaps.

The Challenge

The ECITB was already using a single digital registration,

awarding and certification system to support the management of its learners, candidates, training providers (both UK and international), and products.

However, it wanted to significantly improve functionality and efficiency of the ECITB's assessment processes, and needed a flexible digital assessment platform to support question management, test creation, and the delivery of a wide range of assessments for the ECITB.

The Solution

To achieve this, the ECITB chose eCom to be their digital assessment partner - a key factor being our seamless integration with their Booking Management System (BMS), ECITB Creatio. The ECITB now use our state-of-the-art digital exam platform,

eNetAssess (branded internally as ECITB eAssess), to support the secure delivery of regulated qualification knowledge tests.

Together, the platforms support an end-to-end process spanning learner registration, test scheduling and delivery, results and certification.

"A full, end-to-end, integrated digital assessment solution, representing a radical transformation of the ECITB's assessment and certification processes"

Within this workflow, ECITB eAssess provides secure, web-based assessment



“Nearly 400 tests were completed in the first month, and almost 10,000 tests in the first year.”

delivery and robust reporting, giving the ECITB detailed insight into results and supporting the continued improvement of its tests.

Following the successful launch of eAssess for its regulated qualifications, the ECITB has expanded its integrated digital assessment solution across its wider non-regulated training and testing provision. It is now in use by all ECITB Approved Training Providers, supporting technical tests and CCNSG online renewal testing.

This wider rollout demonstrates the scalability of the integrated solution and the ECITB's confidence in extending it across a broader range of products and providers.

To make the transition as smooth as possible, eCom provided demonstrations, practice access, user guides, FAQs, drop-in sessions and live launch support.

The ECITB has also been exploring AI-assisted question generation to support its question-development processes and is now using eCom's AI-powered question authoring tool, iQ, part of eNetAssess, to create high-quality assessment questions more efficiently, while still maintaining the governance, oversight and professional judgment required by the human-in-the-loop in a safety-critical environment.

The Benefits

The ECITB now benefits from:

- » **A full, end-to-end, integrated digital assessment solution, representing a radical transformation of the ECITB's assessment and certification processes**

- » **A streamlined workflow, spanning question bank management, test creation, and the delivery of a wide range of assessments for the ECITB.**

- » **Secure, web-based assessment capability, with robust reporting, giving the ECITB detailed insight into results and supporting the continued improvement of its tests.**

Following a smooth and successful initial launch, there were strong test volumes, with nearly 400 tests completed in the first month, and almost 10,000 tests in the first year.

eCom is delighted to be playing our part in supporting the ECITB with its new test platform, and ultimately helping the ECITB achieve its vision of a world-class engineering construction workforce that delivers vital infrastructure and powers net zero.

