



FAQs from training providers

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General information for becoming an IOSH-licensed training provider

How much will it cost to become licensed?

To become licensed, you'll need to pay:

- an initial licence fee for the first year
- the fee for your training product or the approval fee for your course materials
- fees for the shipment of a packaged course, where applicable.

And once you're up and running, there'll be:

- an annual licence renewal fee
- certificate fees for all successful delegates
- for e-learning courses, a delegate registration fee (includes certificate)
- delegate workbooks to buy for every delegate who registers on your IOSH-produced training courses
- shipping fees for delegate workbooks where appropriate
- re-approval fees for your tailored materials, every five years.

Please see our separate course-specific price lists for full details.

Is there anything else I need to keep in mind?

As part of the set-up process before you become licensed, you'll need to make sure:

- all trainers delivering your IOSH-produced training courses and/or IOSH-approved courses are suitably qualified and have been approved to deliver under your licence
- your organisation has a 'nominated IOSH member' (at the appropriate level of membership for the course you're running) who has line management responsibility within your organisation, please note, being the nominated member does not imply that you are approved to deliver IOSH courses, a separate trainer application would be required.

You'll need to allow around two weeks for an IOSH-produced training course application to be processed and approximately eight weeks for a tailored course to be approved and licensed.

And don't forget to:

- declare all your courses to IOSH
- issue an IOSH certificate.
- notify IOSH of any changes, such as change of main administrative contact, nominated member or change of address.

What criteria do my course trainers need to meet?

Every person involved in the delivery of an IOSH course will need to be approved by IOSH. Approval is required for each individual training provider they deliver courses for.

All new trainers of IOSH courses, as a minimum, will have to:

- be a Technical member of IOSH (a safety and health qualification is required)
- have up-to-date CPD
- have an adult training qualification at level 3 on a regulated qualifications framework (RQF) OR have successfully completed the IOSH *Train the Trainer course*
- have two years' substantial, face-to-face, training delivery experience.

Some specialist courses may have different requirements, specifically to do with sector experience and a higher level of IOSH membership.

E-learning training providers will need to have at least one Technical Member of IOSH and where applicable with specialist knowledge.

If you'd like to deliver our *Leading Safely* course, or a *Safety for Executives and Directors* tailored course, your nominated member must be a Chartered Member of IOSH, and your trainers at least Graduate Members of IOSH.

For these two courses, your trainers must be able to provide evidence of their experience, knowledge and skills of working with, and training, a senior audience. They must have significant business leadership experience or a business qualification at level 5 or equivalent. Any information they provide to support their application will be verified – so by providing this information, they are consenting to us contacting the third parties.

For safety practitioner-level courses, the requirements may differ for each course. For more information, please discuss this with our Tailored Course Approval team at tailored.courses@iosh.com or call +44 (0)116 257 3194

What is a nominated IOSH member?

Each company we approve must have an IOSH member who has line management responsibility within that organisation. The person you put forward is known as your 'nominated IOSH member'. They'll take responsibility for:

- making sure your training is delivered to a high standard
- making sure your learners are given an end-of-course
- assessment under agreed examination conditions
- making sure the assessments are marked correctly and fairly
- ensuring that any appeals or complaints from learners are effectively resolved
- sharing information with everyone in your organisation who needs to know
- making sure all processes and procedures required by us are carried out correctly.

Please note that there are different categories of IOSH membership. The membership category required for your nominated IOSH member varies according to the licences that your company decides to take. For example:

- for *Managing Safely®* and *Working Safely*, the nominated IOSH member has to be at Affiliate membership level or above

- for all senior-level courses, such as *Leading Safely*, the nominated member must have Chartered membership.

Please see the separate PDF, *Role Requirements – Training Provider Nominated IOSH Member*.

When can I start running my IOSH courses?

We'll send your licences, training packs (where applicable) and/or course materials when:

- you have the correct level of nominated IOSH member in place
- your trainers have met the required criteria
- your tailored course materials have been approved (if applicable)
- all your invoices have been paid.

Do I have to declare every IOSH course that I run?

Yes. It's a condition of licence that all courses are declared to IOSH and that an IOSH certificate is issued to all successful delegates.

For e-learning, blended learning and distance learning courses, you're required to declare all registered learners to IOSH.

Applying to deliver an IOSH-produced training course

What do I get when I buy an IOSH-produced training course?

Our off-the shelf products for classroom-based training are sets of ready-to-go training materials aimed at people in the workplace.

Please see our separate course-specific price lists for full details.

Who has access to the online platform?

- Administrators
- Trainers to deliver presentation
- Nominated IOSH Member

Please do not share your login details with anyone. Access to the online platform is not for delegates.

Can I run IOSH-produced training courses on a Mac or tablet?

You can run the courses on a Mac with Safari and Chrome (latest versions) but not currently on a tablet. *Leading Safely* runs on both.

Getting your own course approved by IOSH

What courses can IOSH approve?

We will consider any safety and health course, in any delivery format, and work with you to help your course gain IOSH approval. If you've written a course, have one you're already delivering, or are thinking about writing one, then talk to us about submitting your materials. Every course you submit must be a completed set of course materials, ready for approval. We can give you guidance to help you get your materials ready for us. Please ask for a copy of our Training Guidance book and Quality approval standards to get you started.

What standards do a course and course provider have to meet?

Approving your course content and assessment.

We'll look at your course materials and check them against a set of Quality approval standards.

Learning and development

We'll make sure your materials:

- facilitate a learning experience that is enjoyable and worthwhile
- contain the exercises and tools to present an energised training programme.

Technical and compliance

We'll check that your materials:

- contain details and explanations of current safety and health legislation and good practice
- include the subjects we would expect from the title
- suit the needs of the intended audience.

Assessment and learners

We'll make sure there's a suitable assessment that measures the learning objectives.

Trainers and competence

All new trainers of IOSH courses, as a minimum, will have to be a Technical member of IOSH (a safety and health qualification is required) and have up-to-date CPD. Required levels of membership will vary according to the level of the course.

You'll need to have trainers with the appropriate level of skills and knowledge to run your course. If your course is at awareness level, you can use the trainer criteria outlined earlier in this document, in the section 'General information for becoming an IOSH-licensed training provider'. If this isn't the case, please talk to us.

Quality control

You'll need to have someone within your organisation who has the appropriate knowledge, skills and experience to be responsible for the quality control of your IOSH training.

This person – your nominated IOSH member – must hold IOSH membership at the correct level for the course you’re proposing to deliver.

Are there any courses IOSH can't approve?

We can't approve a course if:

- it isn't safety and health-related
- it is written around a product or endorses a product
- it doesn't have an end-of-course assessment or can't be awarded an IOSH certificate.

We'll try to find out as much as we can about your course when you first talk to us and, if we find we can't approve your course, we'll let you know what other options are available to you. It may be we can help you in another way.

How does the course approval process work?

- Start by talking to us to find out exactly what you need to do to gain IOSH approval for your course and to become licensed to deliver it. We'll agree what criteria your trainers and nominated IOSH member need to meet. See the section earlier in this document, 'General information for becoming an IOSH licensed training provider'.
- We'll book your course into our approval schedule when you submit your course materials and pay your deposit (non-refundable). This is when we'll let you know an estimated start date (this date could be up to eight weeks ahead).
- If your course doesn't meet our standards straight away, we'll detail the areas for improvement in a report for you to help you make the changes we've suggested and then re-submit your materials.
- When we've finished checking your materials, we will issue a report and invoice you for the balance of your approval fee. You will also receive a separate invoice for the licence fee.
- When your materials are approved, your invoices have been paid, and you've shown you meet all the licensing criteria (trainers, nominated IOSH member) for the course(s) you're proposing, we'll issue your licence(s), giving you the go-ahead to run your IOSH-approved course(s).

How much will it cost to get my course approved and to run the courses?

See the document *Getting your course approved by IOSH* and confirm your price with a quote from our Tailored Course Approval team.

About IOSH-approved e-learning courses

What is required for IOSH to approve an e-learning course?

In addition to the e-learning standards we check against when approving course content and assessments here are some examples of points we consider when looking at an e-learning course:

- How user-friendly is the system? Is it easy to navigate? Could anyone work it, or do they need a level of skill?
- Is it purely mouse-driven or are there shortcut keys that can be used? (Think about learners with disabilities)
- How will you track learners' progress?
- How will you remind learners of time remaining to complete the assessment?
- How will you provide support for learners (web chat, help lines) and when will it be available?
- How will you make sure that learners can't skip parts of the course and go straight to the end-of-course assessment?
- Are there end-of-module quizzes to recap on subjects covered?

How do you register learners on an IOSH-approved e-learning course?

All learners on an e-learning course need to be registered with IOSH as soon as you grant access to your course.

In order to do this, you will be provided with the relevant guidance documents and system access to our Training Provider Portal when your course has been licensed.

How many re-sits are learners allowed?

Learners who fail the assessment process are allowed one further attempt. If they fail a second time, they must re-register (the relevant fee applies) before they can re-sit.

About IOSH

The Institution of Occupational Safety and Health (IOSH) is a global Chartered body. The largest membership organisation for health and safety professionals worldwide. We connect our members with resources, guidance, events, and training, and we're the voice of our profession, campaigning on issues that affect millions of working people.

As a qualifications Awarding Organisation, a developer of training, and an advocate for positive transformation, we seek to build excellence in our profession, drive action from everyone who can influence occupational safety and health standards and ensure that protecting people is at the heart of sustainability.

IOSH was founded in 1945 and is a registered charity with international NGO status.

About IOSH Training

IOSH Training is the specialist learning delivery arm of IOSH Services Limited (ISL). ISL is a separate commercial entity that invests for the future, generating a surplus which is fully gift-aided to fund IOSH charitable activities.

ISL activities are aligned to IOSH's charitable objects, providing training, education and consultancy support services to organisations and individuals seeking to enhance their knowledge and competence in OSH.

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