

## Videoconferencing:

### How do I run a course using video conferencing?

The following process explains how you could run a course via videoconferencing technology that you may have traditionally run in a face-to-face classroom environment.

The following information has been designed to support you whilst you develop your own solution to meet the needs of your business and audiences.

Our guidance provides some ideas to ensure your course delivery is effective and the assessment process is robust, to help maintain the standards required for IOSH course delivery.

Please note – this is designed to help your thought processes and to prompt you to develop your own solution that meets the needs of your business and audience. Courses delivered via videoconferencing are still considered to be face-to-face courses and differ from e-learning courses, which must be approved by IOSH.

### Choosing to run a course virtually

Delivering an IOSH course virtually may be new to you, so IOSH has developed this simple **IOSH Videoconferencing Guidelines** document to support you, whilst maintaining the integrity and standards required during the learning process.

In order to begin hosting your courses via videoconferencing methods, you must e-mail [training@iosh.com](mailto:training@iosh.com) confirming that you will adhere to the conditions and standards set out in the guidance.

This statement will ensure you remain within the terms of the Training Provider Agreement. You only need to provide this statement once.

### What options do I have in delivering the courses and assessments virtually?

We have created our videoconferencing guidelines to ensure that any course delivery outside of traditional methods adheres to the IOSH Training Provider Agreement.

We recognise that we have many different providers operating globally and want you to feel able to create a solution that meets your needs; therefore, the information we have put together has only a couple of items within it that you must adhere to, the rest is down to you.

Please note delegate numbers of a maximum of 20 still apply; we will not accept results for courses with more than 20 registered delegates.

## Ordering workbooks

Workbooks must be ordered through the digital or non-digital Training Provider Portal.

We don't have the facility to despatch physical workbooks to individual delegates. We can send the order to an address of your choice and then you will need to distribute the books to your delegates prior to the course start date.

Alternatively, you can order digital workbooks directly to the email addresses of your delegates through the digital portal.

## Registering a course

You must still register your courses as normal. This can be done via our Training Provider Portal. When registering your course, please tick the "Video Conferencing" button to advise that the course will be delivered via your videoconferencing method.

## Hosting your course virtually

The method of delivery is in your hands, using a two-way videoconferencing platform. Please note WhatsApp is not an appropriate platform for hosting or delivering IOSH training.

We would advise setting out some ground rules with your delegates; we have included some tips in our guidance document for your reference. Training delivered virtually should emulate face to face courses, in that delegates must not be engaged in any other activity, such as work, whilst attending an IOSH virtually delivered course.

We also request that you provide all delegates with a declaration that they must respond to via email to advise they agree with the terms and expectations of the assessment process. You must then store this along with their assessment papers once they have finished the course.

The declarations may read along similar lines of, "I (name) agree to undertaking the final assessment in exam conditions, doing nothing to reduce the integrity of the assessment, including referring to the internet, workbook or any other resources whilst the assessment is taking place."

You can choose your own wording, but the statement should clearly set out your expectations.

## Assessment papers

Editable PDF versions of the course assessments are available on the Course Management System. The delegates should complete their assessments using these documents which can be printed out or used digitally.

For approved Tailored Courses, you may offer assessments in a format which suits you as a provider.

## Facilitating the assessment virtually

The course assessment must be conducted under exam conditions according to the IOSH Assessment Guidelines. Clear expectations should be outlined to your delegates early on to ensure they understand what is required of them during this time (along with their acceptance of the declaration).

The assessment process could be operated in the following ways;

- **You may ask each delegate to do a sweep of the room they are working in to show they haven't any notes, workbooks or other material that could give them an unfair advantage during the assessment.**
- **You may wish to increase your level of assurance by implementing use of software which locks down delegates' internet browsers. We appreciate that this kind of technology may not be viable to some companies, these options have been outlined for you to consider.**
- **Having sufficient terms and conditions around malpractice for your delegates, reiterating appropriate examination practice at the start of the exam with confirmation that this is understood (including their signed declaration), could be a reasonable alternative to use of software.**
- **To further minimise malpractice delegates should show an acceptable form of ID to the camera prior to the assessment, as they would for a face-to-face course.**

Once you are satisfied with your delegates environment, email out the assessment papers **at the point of assessment** – not before.

## Upon finishing the assessment

Delegates can either print the assessments and complete them on paper in front of their webcam, or complete a digital copy on their computer, with the webcam turned on.

Each delegate must be visible to you at all times during the assessment process.

Once complete, your learners can either scan or photograph their paper copy and email it to you or email their completed digital copy assessment. It is not appropriate to administer or receive assessment papers via platforms such as WhatsApp.

Finally, you must request your learners discard of both the blank paper and their completed paper – tearing / shredding it in front of the camera if it is paper based or deleting the file and email from their computer.

## Submitting Results

Results can be submitted via the Training Provider Portal.

## Audit and observation

Your courses may be observed / audited without notice at any time.

You may wish to add this statement to your own terms and conditions for delegates.

You may also wish to increase your own quality assurance by sampling remote delivery in addition to existing internal quality assurance processes.

## Receiving Certification

Certification will be issued to you as it would normally. We do not currently have the facility to dispatch certification to individual delegates, however you can order digital certificates directly to the email addresses of your delegates through the digital portal.

## FAQs

Our most frequently asked question is whether online hosting tools such as Google forms may be used for exams, so we've answered this question pre-emptively:

- **If the course is a Tailored one, this is fine – you may run the assessment as you wish on a suitable platform and notify us of any changes to questions which result. However, please note WhatsApp is not an appropriate platform for hosting or delivering Tailored training or assessments.**
- **If the course is an IOSH-produced one, you may use any software package which allows you to recreate the assessment questions in full – eg their format must be the same as that on the original paper.**
  - **You should ensure to monitor the Course Management System for any updates or changes to assessment questions and apply any changes to any recreated assessments.**
  - **Please note the permission to allow IOSH-produced course assessments to be delivered via another platform or tool may be changed at any time with further version releases of courses.**
- **In both cases, learner papers must be retained for audit purposes in the same way as hard copies, for at least 12 months.**

If you have any further queries, please do not hesitate to contact us.

## 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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