

Introduction

It is important to ensure that all delegates attending IOSH courses are provided with a clear and consistent set of expectations on how the Training Provider will support the delegates to successfully complete the course. In order to achieve this aim, Training Providers are required to issue delegates with a Delegate Handbook.

Whilst the content of these documents will vary between different organisations and the types of courses delivered, some areas that may be included have been listed below.

Suggested content

- **Clear and accurate details of how to contact the Training Provider.**
- **Process outlining the route for complaints and appeals and how complaints will be handled.**
- **Definition of plagiarism, expectations of delegates and potential outcomes where plagiarism is identified.**
- **Equality, Diversity and Inclusion statement.**
- **Information to make delegates aware of health and safety processes and relevant reporting channels.**
- **An outline of Training Providers responsibilities to ensure a fair and consistent approach to all stages of the learner journey.**
- **To provide a clear channel for obtaining delegate feedback and outlining the process for ensuring that all feedback is reviewed and acted on accordingly.**
- **Outline Training Provider commitment to ensuring that training sessions meet the agreed contact hours and are conducted on the agreed dates and times.**
- **Provide an overview of the delivery methods used, for example, remote delivery, face to face or e-learning with information regarding access to the platform and materials.**
- **Outline of expectations regarding assessment conduct and suitability of assessment environment.**
- **Statement of how delegates can be supported via reasonable adjustments.**
- **Define the expectations of delegates in terms of conduct, attendance and suitable behaviour.**

Guidance for producing a delegate handbook



- **Outline approaches taken to ensure that Safeguarding is always in place.**
- **A drugs, alcohol and offensive weapons statement.**
- **A statement regarding how delegate details will be processed and retained in-line with current Data Protection laws.**
- **A statement on how assessment feedback will be provided to delegates and clear guidance on the re-sit process.**
- **Details of how delegates pay for the course and the refunds policy.**
- **Information regarding certification and expectations around timeframes.**
- **A section to cover frequently asked questions.**



About IOSH

The Institution of Occupational Safety and Health (IOSH) is the Chartered body for health and safety professionals. With 50,000 members in more than 130 countries, we're the world's largest professional health and safety organisation.

We set standards and qualifications, and support, develop and connect our members and others with resources, guidance, events, and training. We're the voice of the profession and campaign on issues that affect millions of working people.

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

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V1.0

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