

What does a good Training Provider look like?

IQA

The role of, and support from, the IQA is of huge importance to the overall success of the IOSH courses and to delegates individual achievement. The list below identifies some key features of the IQA role.

General

- Maintain up-to-date understanding of course content and marking criteria.
- Explaining the importance, purpose, and specifics of the Quality Assurance process.
- Ensuring the Guided Learning Hours (GLH) and the Total course Time (TCT) are met.
- Holding regular meetings with the team, and maintain records (with actions) of meetings.
- Keep up to date with any changes made by IOSH to the IOSH courses or any linked policies, processes et cetera.

Sampling

- Devising and maintaining a sampling matrix to verify Assessment documentation through the year.
- Ensuring a sufficient proportion of assessment decisions from each Trainer / Assessor or Marker is included in this matrix, considering any new Assessors or Markers.
- For an existing IOSH courses with experienced Assessors or Markers we recommend around a 20-40 per cent sample.
- When sampling, checking for validity, suitable tone, and language of the tasks, making sure they have been set in ways the delegates can understand.
- Formally recording their findings from sampling activity, including making detailed written remarks.
- Clearly communicating the sampling strategy, and agreeing sampling dates with the team.
- Revisiting any sampling which was not up to standard when the first sampling of the assessment was done.

Observations and feedback

- Undertaking observations with the Trainer; meeting and speaking with the delegates to gather a feel for its success.
- Providing verbal and written feedback to the Trainers promptly, discussing any findings and taking any relevant action.
- IOSH recommend using the national development standards as guidance for trainer observations.

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IOSH forms to assist IOSH Nominated member / IQA

The forms listed below are to assist the IOSH Nominated member / IQA, and they are located on the Training Provider Knowledge Hub.

- **Training Provider - Trainer observation form.**
- **Training Provider - IQA feedback form to the Assessor / Marker.**
- **Reasonable adjustments form.**

Trainer

The Trainer is of pivotal importance to the overall success of course delivery and to learners' individual assessment pass. The list below identifies some key features of the trainer role.

General

The role of the trainer is to:

- **Use IOSH-produced or approved materials – including presentations, trainer notes and workbooks – as the basis of their delivery, without significant alteration.**
- **Engage learners in meaningful discussion of topics and facilitate peer learning.**
- **Provide substantive feedback to learners where questions or tasks are incorrect or incomplete, ensuring they are prepared for assessment.**
- **Formatively assess learners throughout delivery (in accordance with the materials), providing clear opportunities to correct misunderstanding.**

Assessment of learners

The trainer should:

- **Ensure all learners are provided with accurate information about assessment requirements and conditions, including failure process.**
- **Ensure that only learners who have completed all modules of a course, are able to sit the assessment.**
- **Maintain integrity of assessment.**

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Collaboration

The trainer should:

- **Keep up to date with any changes made to IOSH processes or procedures, and to the operational and quality procedures of the Training Provider.**
- **be aware of quality assurance visits and ensure any previous actions have been carried out.**
- **Cooperate in carrying out actions or recommendations following quality assurance visits.**

It is good practice for trainers to provide regular feedback to the Nominated Member and Course Writer / Developer about what works well and anything that does not work during delivery.

Course developer / writer (For Tailored Courses)

The Course Developer / Writer may or may not be the person who delivers the course, but in all cases should write materials of a suitable quality and level of detail for someone else to deliver from.

The course writer / developer should:

- **Ensure they have read and understood the current IOSH Standards for Course Approval before developing and submitting a course for approval. If a course already exists when a provider decides to submit it, the course writer / developer should make any required adaptations before submission.**
- **Take all necessary steps to liaise with the Tailored Course Approval Team prior to submission and during review and approval tailored.courses@iosh.com.**
- **Where an IOSH Syllabus is being used, ensure the correct version is used prior to starting development.**
- **Make use of any support or supporting documents provided by IOSH, including guidance books, to inform the development of the course.**
- **Take steps to liaise regularly with course trainers and IQAs regarding learner and trainer feedback, in order to continuously improve the course.**
- **When making changes to the course materials, complete and submit the IOSH 'Record Changes' form to courses@iosh.com.**
- **Prepare for course re-approval in accordance with IOSH process and timescale, by taking time to read and understand any changes to Standards and / or Syllabi and making any necessary adaptations prior to resubmission.**

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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