

# Essential information for IOSH-licensed training providers

We've compiled some essential information based on the questions new IOSH-licensed training providers ask most often about course administration and working with IOSH. If you have any questions or comments, please email [training@iosh.com](mailto:training@iosh.com) or call us on +44 (0)116 3500 900.





# Contents

## Managing your course

Maximum number of delegates per course	03
Using the IOSH logo to promote your course	03
The IOSH website and promoting your course	03
Take care of your course kit	03
Online Systems	03
Before you run a course	03
Workbooks	04
Who has access to the online platforms?	04

## Managing your end-of-course assessments

What to do if a delegate fails	05
Appeals procedure	05
Late submissions	06
What to do if a delegate misses part of a course	06

## After the course

<i>Managing Safely® project</i>	07
Three-month rule for completing courses	07
Submitting your delegates' assessment papers for moderation	07
Keep your course papers for 12 months	07
Official IOSH certificates	07
Requests from delegates for replacement certificates	08
Refresher training	08
Licence renewal	08

## Queries and complaints

Dealing with queries and complaints from your delegates	09
Anything you're not happy with?	09

# Managing your course

## Maximum number of delegates per course

In order to make sure your training meets IOSH's standards, you can have no more than 20 delegates on an IOSH face-to-face course.

## Using the IOSH logo to promote your course

As an IOSH-licensed training provider, you're entitled to use the IOSH logo on your training course promotional material, including your website. For each training provider IOSH has developed a unique logo which includes their Approved Centre Number. The logo must not be used as a general endorsement of your company or your courses, and can only appear alongside relevant IOSH courses. To request a copy of your training provider logo and the usage guidelines, contact the Business Service Centre team at [businesssupport@iosh.com](mailto:businesssupport@iosh.com)

## The IOSH website and promoting your course

If you're a commercial training provider, your details will appear on the training pages of the IOSH website. Any courses you've notified to us will also appear on our course finder list. Please, therefore, make sure you keep your records up-to-date.

Our website address is [www.iosh.com](http://www.iosh.com)

Please note: you must not add a hyperlink directly to the IOSH webpage. You should download the files from the IOSH webpage and then upload them onto your own site.

## Take care of your course kit

Please take great care of the case and all the contents of your IOSH-produced courses (where applicable), as we're unable to replace them.

## Online systems

### The Training Provider Portal

The Training Provider Portal is an online platform, which is available 24/7, that enables you to complete a number of administrative activities required for each of your courses.

### Course Management System

The Course Management System is an online platform that enables you to deliver your training.

## Before you run a course

It is the Training Provider's responsibility to check and verify each delegate's identification before they start a course.

### Face-to-face courses

For every course you intend to run, please ensure you create an event on the Training Provider Portal in advance of the course start date.



#### E-learning courses

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 have been provided with the relevant guidance documents and system access to our Training Provider Portal when your course was licensed.

#### Workbooks

As per our Terms and Conditions, for IOSH-produced courses, an IOSH-produced delegate workbook must be purchased from IOSH and provided to each delegate by the training provider. Once a course has been completed, the workbook becomes the property of the delegate and is theirs to keep.

All workbooks must be purchased on a one-to-one delegate basis. Sharing of workbooks between delegates is not permitted.

IOSH-produced workbooks are covered by copyright. The training provider cannot print or copy them or allow others to print or copy them.

Once purchased by the training provider, IOSH workbooks are non-returnable.

To order delegate workbooks, please call +44 (0) 116 3500 900 or alternatively you can place your order via the Training Provider Portal. Please order in good time. If books are to be delivered directly to a venue, please make sure that a named person will be responsible for accepting them and liaising with the trainer.

#### Who has access to the online platforms?

##### Course Management System

- Administrators
- Trainers to deliver presentation
- Nominated IOSH Member

##### Training Provider Portal

- Administrators
- Approved Trainers
- Nominated IOSH Member

Please do not share your log-in details with anyone. Online platform access is not for delegates.

# Managing your end-of-course assessments

#### What to do if a delegate fails

If a delegate doesn't pass the course assessment, you have two options:

- 1 **Tell them that they haven't passed and can't receive a certificate. If appropriate, you can show them the marked assessment and discuss the marking. If you do this, you should make sure the delegate knows about the IOSH appeals procedure.**
- 2 **Tell them that they haven't passed and let them know how they can re-take the assessment. As with option 1, you can show the delegate the marked assessment and discuss it with them.**

If you think that re-assessment is appropriate, you should ask the delegate to complete a different assessment paper, usually within 20 working days of the original assessment.

If the delegate passes this second assessment, you will be able to enter their amended marks, via the 'Resit' option, on the Training Provider Portal.

If the delegate fails the re-assessment, you can show them the marked assessment and discuss it with them, but they won't be able to take another assessment unless they attend another full course.

If a delegate disagrees with the marks awarded at any stage, they can appeal to IOSH. It's your responsibility to tell delegates what their options are at each stage of the procedure. We recommend that you keep a written record of when and how you give delegates this information, and of any other decisions you make.

#### Appeals procedure

If a delegate wants to appeal against the marks you've awarded, there's a four-stage process:

- 1 **give the delegate a copy of their completed assessment paper**
- 2 **ask them to write to us explaining the grounds for their appeal and enclosing all assessment papers for that delegate**
- 3 **we'll moderate (or re-moderate) the assessment papers**
- 4 **we'll let you and the delegate know our decision in writing, normally within 10 working days of receiving the appeal.**

**IOSH's decision is final.**

## Late submissions

This applies to any course (eg *Managing Safely*®) that requires delegates to complete a practical assessment in their own workplace and return it to you by a set deadline.



For any late submissions by delegates, please do the following:

- **don't delay submitting the rest of your delegates' results while waiting for one or two who have failed to submit their assessments on time**
- **submit your results as normal, listing all course delegates, and the Training Provider Portal will indicate a 'fail' for those who haven't submitted their assessment on time**
- **mark the assessment as usual and, only if they pass the assessment, contact the Customer Service Centre who will be able to assist you. All you need to pay for is the certificate.**

## What to do if a delegate misses part of a course

As well as passing the end-of-course assessments, delegates must attend all sessions of the training course to be eligible for an IOSH certificate. So, if a delegate has missed part of the training, they must receive extra tuition from the course trainer to cover the missed subjects. The extra tuition must be given before the delegate takes the assessment for an IOSH certificate and within one month of the course end date.

# After the course

## *Managing Safely*® project

All delegates' projects must be submitted to the training provider within two weeks of completion of the course.

## Three-month rule for completing courses

As part of your Terms and Conditions of Licence, you must make sure that all IOSH face-to-face courses are completed and certificates are issued to delegates within 12 weeks of the date the course ended.

## Submitting your delegates' assessment papers for moderation

You can send us your delegate papers by post to IOSH or by email to [training@iosh.com](mailto:training@iosh.com). If you're sending them by email, please make sure the files are zipped. We don't recommend sending emails larger than 10Mb.

## Keep your course papers for 12 months

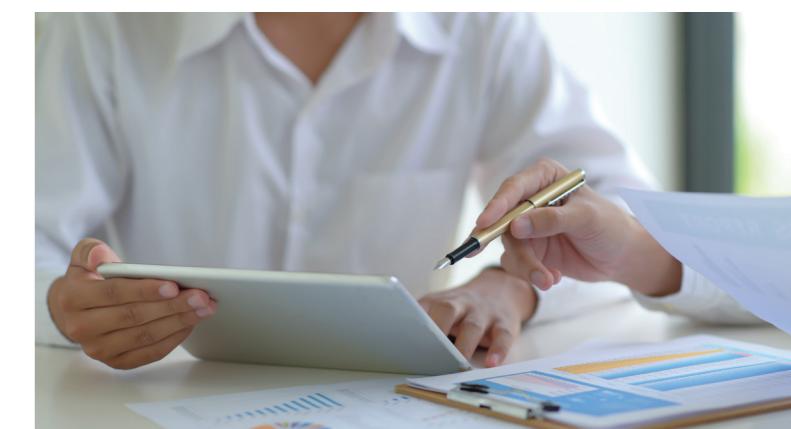
Please keep all course papers for 12 months after the course has ended as these may be required for auditing purposes.

## Official IOSH certificates

An official IOSH certificate must be issued to each delegate who has successfully completed an IOSH course and assessment - only official IOSH certificates may be issued.

After you've finished delivering a course, here's what you do:

- 1 **Upload your IOSH course results:**
  - remember to include the previous certificate number for every delegate who has taken any refresher course.
- 2 **Your invoice will then be available for payment and can be viewed on the Training Provider Portal. If you have previously advised that purchase order numbers are required there will be an opportunity to enter your purchase order number before the invoice is created.**
- 3 **Pay your invoice and submit your delegates' papers (where applicable), and we'll send the certificates to you. Payment can be made either by Credit or Debit card via the Training Provider Portal or over the telephone on +44 (0)116 3500 900. You can also pay by bank transfer using the details on your invoice. Please remember to send your remittance advice to [remittances@iosh.com](mailto:remittances@iosh.com) so that the funds are allocated to the correct invoice.**
- 4 **Countersign the certificates.**
- 5 **Forward all certificates to your delegates.**



## Requests from delegates for replacement certificates

IOSH doesn't deal directly with your delegates, so if a delegate requests a replacement certificate, it's your responsibility to provide them with it.

Here's what happens:

- 1 You order a replacement certificate, via the Training Provider Portal at the standard price. If a replacement is needed due to a change to the delegate's name you will need to contact the Customer Service Centre (training@iosh.com or call +44 (0)116 3500 900) to request this, giving the delegate's name, course title, the date of the course and the course reference number.**
- 2 We'll then issue you with an invoice.**

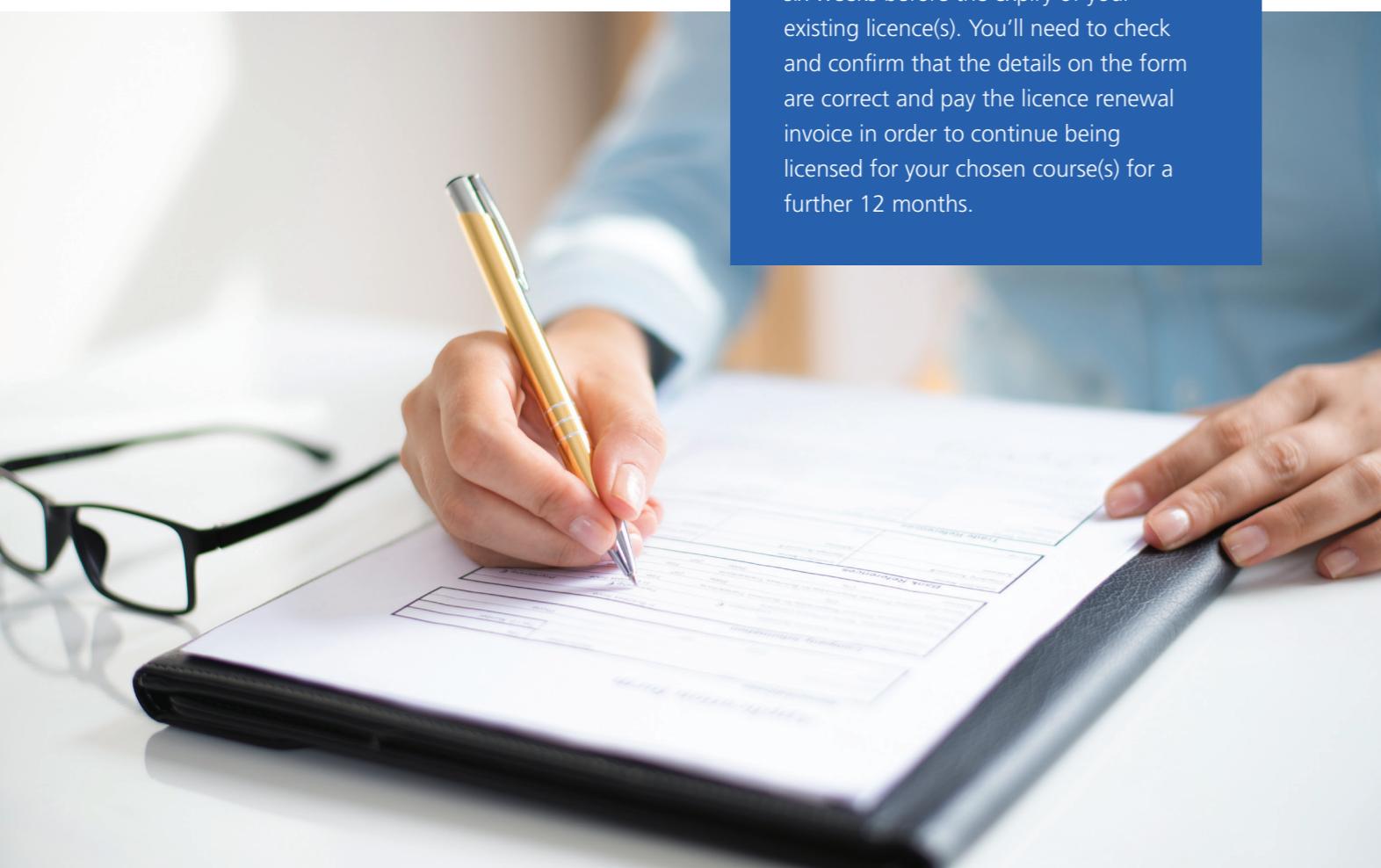
- 3 Once you've paid your invoice, we'll send the certificate, to you so you can forward it to your delegate. You'll need to countersign the certificate before sending it to your delegate.**

## Refresher training

IOSH recommends that delegates refresh their training every three years to keep their knowledge up to date.

### Licence renewal

As an IOSH-licensed training provider, your licence renewal is due on an annual basis. You'll receive a renewal form and licence renewal invoice approximately six weeks before the expiry of your existing licence(s). You'll need to check and confirm that the details on the form are correct and pay the licence renewal invoice in order to continue being licensed for your chosen course(s) for a further 12 months.



# Queries and complaints

## Dealing with queries and complaints from your delegates

IOSH doesn't deal directly with your delegates, so you're solely responsible for handling any queries or complaints you may receive. This is the case both before and after courses have run, and includes anything relating to fees, training delivery, certificates and any other matter (except the appeals procedure outlined earlier in this document).

## Anything you're not happy with?

If there's anything you're not happy with, we'll do our best to help. Please contact the IOSH Customer Service Centre team at [training@iosh.com](mailto:training@iosh.com) or call +44 (0)116 3500 900, in the first instance to talk about it.

If we are unable to resolve the problem, we will refer your comments to the relevant manager, who will respond to you within ten working days.

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IOSH is the Chartered body for health and safety professionals. With more than 49,000 members in over 130 countries, we're the world's largest professional health and safety organisation.

We set standards and support, develop and connect our members 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.

#### **Institution of Occupational Safety and Health**

Founded 1945  
Incorporated by Royal Charter 2003  
Registered charity in England and Wales No. 1096790  
Registered charity in Scotland No. SC043254

