

# IOSH Membership Terms and Conditions

This page (together with the documents referred to in it) tells you ("you" means the individual reading these terms and conditions) the terms and conditions on which we ("we", "us", "our" and "IOSH" means The Institution of Occupational Safety and Health) offer subscriptions for membership of IOSH and is to be read in conjunction with our [Products and Services General Terms and Conditions](#) and [Terms of Website Use](#) ("General Terms"). If there is an inconsistency between any of the provisions of this agreement and the General Terms, the provisions of these terms and conditions shall prevail.

Please read these terms and conditions carefully before applying to become a member of IOSH. You should understand that by applying to become a member of IOSH, you agree to be bound by these terms and conditions.

Whilst we will make every effort to keep changes to a minimum, we may make amendments to the terms and conditions at any time to reflect changes in market conditions affecting our business, changes to technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our systems capabilities. By continuing to use the Website ([www.iosh.com](http://www.iosh.com)) and any other IOSH websites and platforms/channels, you agree to accept any changes made to the terms and conditions.

All IOSH members are provided with access to MyIOSH, which can be accessed via the main IOSH website, and will give more information on the renewals process.

You should keep a copy of these terms and conditions for future reference.

## 1. New membership applications

- 1.1 On application, please ensure all details entered are correct and as detailed as possible as we will use these to process your membership and make contact. IOSH will not be held responsible for delays in membership application confirmation due to incorrect details.
- 1.2 We advise all members, current and new, to update IOSH should any of your details change. IOSH will not be held responsible for any missed communication due to incorrect details.
- 1.3 On joining IOSH, you will be asked to pay your first year of membership fees plus a one-off joining fee which covers all administration costs. Annual renewals are defined in Clause 2.
- 1.4 If you are joining as a student member, you are declaring that you are studying your first occupational safety and health qualification and the following terms apply:

# IOSH Membership Terms and Conditions

- a) if it is found that your study declaration is invalid, IOSH have the right to cancel your student membership or application for student membership;
  - b) the student membership fee covers the duration of your studies and is valid for 90 days after the successful completion of your qualification/programme;
  - c) once successful completion is validated, transfer to the next membership category can be requested.
- 1.5 To demonstrate that your skills and expertise are kept up to date, and as condition of current membership categories, you will be required to join our free Continuing Professional Development Programme (CPD).
- 1.6 For Technical, Certified, Chartered Members and Chartered Fellows, it will be mandatory to fulfil 30 hours of CPD on a yearly basis.
- 1.7 In addition to 1.6, Chartered Members and Chartered Fellows will be required to successfully complete the IOSH Ethical Practice in IOSH e-learning and Assessment module and to refresh on an annual basis.
- 1.8 Upon joining, all members of IOSH are bound by the [IOSH Code of Conduct](#) and your membership may be revoked should you not follow this code.

You can also view the IOSH Royal Charter, all Byelaws, and the Equality and Diversity Policy by [clicking here](#).

## 2. Current member annual renewals

- 2.1 Your renewal date will be exactly 12 months from the start of your IOSH membership. On this date, you will be required to renew your membership by paying the annual membership fee. IOSH will notify you prior to this date, using the details provided by you, with instructions on the easiest ways to renew. We advise that you renew your membership prior to your renewal date.
- 2.2 If the criteria in sub-clauses 1.6 and 1.7 is not met at the time of renewal, Technical, Certified, Chartered Members and Chartered Fellows will be downgraded to Affiliate Membership.
- 2.3 If you fail to renew and pay your annual membership fee, your IOSH membership will cease and you will no longer be entitled to use IOSH post-Nominals (TechIOSH, CertIOSH, CMIOSH, CFIOSH).

## 3. Late renewals and reinstatements

- 3.1 IOSH will accept membership renewal applications and payments up to 90 days past the individual renewal date. This is known as the grace period and it allows current members the extra time to renew in case of external factors making this difficult.
- 3.2 Should your membership lapse for more than 90 days, IOSH membership can be reinstated for a period of up to two years after lapse. To reinstate your membership, you must contact IOSH Customer Support Centre who will be able to help and process your membership. You will be required to pay all backdated membership fees to reinstate. Our Customer Support Centre can be reached by calling +44 (0)116 350 0800 or emailing [csc@iosh.com](mailto:csc@iosh.com). Office hours are Monday – Friday, 09:00 – 17:00 GMT.

# IOSH Membership Terms and Conditions

3.3 If your re-application is after 2 years, then New Membership application terms as outlined in item 1 will apply

## 4. Concessionary membership and financial support

4.1 IOSH offers financial support to any current or new members who cannot afford the full membership fees for reasons that include but are not limited to, unemployment, low-wage, maternity or paternity leave, ill-health, or retirement. You can find more information on our [concessionary fees page](#).

4.2 IOSH also has a [Benevolent Fund](#) to support members during times of financial difficulty. All current members and previous members, with at least one year membership, plus their family members and dependants are eligible to apply for this fund. More information on the criteria for the IOSH Benevolent Fund, plus the [application form](#) to apply can be found on the IOSH Website. Should you have any questions on the IOSH Benevolent Fund, please contact [Governance@iosh.com](mailto:Governance@iosh.com).

## 5. How to pay

5.1 Paying fees online is the quickest, easiest, and most secure way to pay. You can do this by logging into your MyIOSH account and following the on-screen instructions;

a) WorldPay Payment platform

We accept the following via our secure WorldPay platform:



b) Direct Debit (UK Transactions only)

If you are renewing from the UK, a direct debit agreement can be set up to automate the process and save you even more time. To do this, you'll need to complete and return a direct debit form. A copy of the direct debit form can be found on your renewal form. Please note, we cannot accept Direct Debit agreements on joining, only on yearly renewals and is only available for fees paid in full. Monthly Direct Debit is not available at this time.

Once you have set up and authorised your direct debit, your membership will automatically renew each year and payment will be taken from your nominated bank account. Prior to Direct Debit deduction, a renewal notification will be issued to ensure that your details are still correct and to also allow you to notify of any changes in circumstance. If you cancel your direct debit and no other payment method is arranged, your IOSH membership will cease after your renewal date.

c) Making Payment by BACS to an IOSH Bank Account

IOSH also accepts payment over the phone, via BACS transfer and cheque. All details can be found on the renewal letter or your MyIOSH page, and IOSH account details are found at the bottom of this document.

If you wish to pay discuss any of these payment methods or make a payment for an emailed application, please contact our IOSH Customer Support Team on [csc@iosh.com](mailto:csc@iosh.com) or by telephone on +44 116 350 0800 (UK opening hours 09:00 – 17:00 GMT, Monday to Friday).

# IOSH Membership Terms and Conditions

## 6. Cancellation of membership

6.1 Under the Consumer Contracts Regulations, your Consumer Rights entitle you to a full refund on your membership fees if you request cancellation in writing within fourteen days of your membership start date.

6.2 You can notify us of your wish to cancel your membership by contacting the IOSH Customer Support Centre on [csc@iosh.com](mailto:csc@iosh.com) or by telephone on +44 116 350 0800 (UK opening hours 09:00 – 17:00 GMT, Monday to Friday). If you decide to cancel your membership after fourteen days of payment, you will not have the right to receive any refund.

## 7. Notices

7.1 Notice given to IOSH under or in connections with these terms and conditions, shall be in writing and sent to IOSH at the email address as detailed in Clause 10, or as otherwise notified in writing to us. The following table sets out all methods by which a notice may be sent and, if sent by that method, the corresponding deemed delivery date and time:

DELIVERY METHOD	Deemed Delivery date and time
Delivery by hand	On signature of a delivery receipt or at the time the notice is left at the address.
Pre-paid first class post or other next working day delivery service providing proof of postage.	9.00 am on the second Business Day after posting or at the time recorded by the delivery service.
Pre-paid airmail providing proof of postage.	9.00 am on the fifth Business Day after posting or at the time recorded by the delivery service.
By email	When it is sent and a return email receipt is generated.

For the purpose of the above and calculating deemed receipt:

- All references to time are to local time in the place of deemed receipt; and
- If deemed receipt would occur in the place of deemed receipt on a Saturday or Sunday or a public holiday when banks are not open for business, deemed receipt is deemed to take place at 9.00 am on the day when business next starts in the place of receipt.

7.1 This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

## 8. Data Protection Statement

The personal data that we collect from you and hold is important to us and is handled in accordance with our [Privacy Notice](#). We are committed to ensuring that your privacy is protected. Where we ask you to provide information by which you can be identified you can be assured that it will only be used in accordance with this Privacy Notice.

# IOSH Membership Terms and Conditions

## 9. IOSH Bank Details

United Kingdom (Note: GBP payments only)

Bank	National Westminster PLC
Sort Code	60-15-48
Account No.	71007083
Account Name	The Institution of Occupational Safety and Health
Vat No.	GB 705 3242 69
IBAN No.	BG18 NWBK 601548 71007083
BIC (formerly SWIFT)	NWBK GB2L

## 10. Contact for Membership Applications and queries

Telephone: +44 (0)116 350 0800

Email: [csc@iosh.com](mailto:csc@iosh.com)

Address: The Grange, Highfield Drive, Wigston, Leicestershire. LE18 1NN. UK.

VAT number: 705 3242 69

## 11. Complaints

11.1 Should you have any issues or feedback on anything related to IOSH Membership, we advise contacting our Customer Support Centre by emailing [csc@iosh.com](mailto:csc@iosh.com) or calling +44 116 350 0800 in the first instance.

11.2 To allow us to attend your concerns in the most appropriate manner, please include the following information when raising a complaint:

1. Your name and contact details
2. Your membership number (if applicable)
3. Full details of the failure of service including any dates, location, and witnesses
4. How you have been affected
5. The outcome you would consider a satisfactory resolution

11.3 If your problem cannot be resolved, IOSH has a complaint procedure which can be followed to escalate further. You can read more about raising complaints, please visit the [comments, compliments and complaints page](#) on IOSH.com.