Frequently Asked Questions

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General information for becoming an IOSH Licensed Training Provider

How much will it cost to become licensed?
To become licensed, you’ll need to pay:
- an initial licence fee for the first year
- the fee for your training package or the approval fee for your course materials (See price list attachments)
- fees for the shipment of a packaged course.

And once you’re up and running, there’ll be:
- an annual licence renewal fee
- a course fee for each course that you deliver (does not apply to e-learning courses)
- certificate, CertifiCard or passport fees for all successful delegates
- for e-learning courses, a delegate registration fee (includes certificate/passport)
- delegate workbooks to buy for every delegate who registers on your IOSH packaged courses (Managing safely, Managing safely refresher and Working safely)
- shipping fees for delegate workbooks
- re-approval fees for your tailored materials, every five years.

Please see our course-specific price lists for full details.

Is there anything else I need to keep in mind?
As part of the set-up process before you become licensed, you’ll need to make sure:
- all trainers delivering your IOSH packaged courses and/or IOSH-approved courses are suitably qualified
- your organisation has a ‘nominated IOSH member’ (at the appropriate level of membership for the course you’re running) who has line management responsibility within your organisation.

You’ll need to allow around two weeks for a pack application to be processed and approximately eight weeks for a tailored course to be approved and licensed.

And don’t forget to:
- declare all your courses to IOSH
- issue an IOSH certificate or, where applicable, a CertifiCard or passport, to all successful delegates.

What criteria do my course trainers need to meet?
Every person involved in the delivery of an IOSH course will need to be approved by IOSH.

All trainers of IOSH courses will need to have at least:
- Associate membership of IOSH
- two years’ practical safety and health experience
- an adult training qualification at level 3 (QCF), such as an Award in Education and Training

OR
- two years’ substantial, face-to-face, training delivery experience.

Some specialist courses may have different requirements, specifically to do with sector experience and level of IOSH membership. Where appropriate, all members’ CPD must be in good standing.

E-learning training providers will need to have at least one Associate Member of IOSH, who also has two years’ practical safety and health experience.

If you’d like to deliver our Leading safely course, or a Safety for Executives and Directors tailored course, your nominated member must be a Chartered Member of IOSH, and your trainers at least a Graduate Member of IOSH.

For these two courses, your trainers must be able to provide evidence of their experience, knowledge and skills of working with, and training, a senior audience. They must have significant business leadership
experience or a business qualification at level 5 or equivalent. Any information they provide to support their application will be verified – so by providing this information, they are consenting to us contacting the third parties.

For safety practitioner-level courses, the requirements may differ for each course. For more information, please discuss this with our Tailored Course Approval team.

**What is a nominated IOSH member?**

Each company we approve must have an IOSH member who has line management responsibility within that organisation. The person you put forward is known as your ‘nominated IOSH member’. They’ll take responsibility for:

- making sure your training is delivered to a high standard
- making sure your learners are given an end-of-course assessment under agreed examination conditions
- making sure the assessments are marked correctly and fairly
- dealing with any appeals or complaints from learners
- sharing information with everyone in your organisation who needs to know
- making sure all processes and procedures required by us are carried out correctly.

Please note that there are different categories of IOSH membership. The membership category required for your nominated IOSH member varies according to the licences that your company decides to take. For example:

- for *Managing safely*, *Managing safely refresher* and *Working safely*, the nominated IOSH member has to be at Affiliate membership level or above, if based in the UK. Overseas training providers must have a nominated IOSH member at Technical level or above.
- for all senior-level courses, the nominated member must have Chartered membership.

See the PDF attached, *Role Requirements – Training Provider Nominated IOSH Member*.

**When can I start running my IOSH courses?**

We’ll send your licences, training packs and/or course materials when:

- you have the correct level of nominated IOSH member in place
- your trainers have met the required criteria
- your tailored course materials have been approved (if applicable)
- all your invoices have been paid.

**Do I have to declare every IOSH course that I run?**

Yes. It’s a condition of licence that all courses are declared to IOSH and that an IOSH certificate, CertifiCard (CertifiCard available only as a minimum order of 250 cards per course title) or passport (passport available for *Working safely* only) is issued to all successful delegates.

For eLearning, blended learning and distance learning courses, you’re required to declare all registered learners to IOSH.
Applying to deliver an IOSH packaged course

What do I get when I buy an IOSH packaged course?

Our off-the shelf products are sets of ready-to-go training materials aimed at people in the workplace. Packed inside protective flight cases, they include:

**Leading safely**
- log-in details to a learning management system and a mobile app, which you use to access the course materials (a set of PowerPoint slides, the diagnostic tool/action planner, Trainer’s guide and e-learning module) and a reporting tool for you to generate reports showing how delegates have responded to the diagnostic questionnaire and the commitments they have made
- a beautifully-produced pack containing the Trainer’s guide.

Delegates will be asked to download the *IOSH for Leaders* app, as it gives them access to the diagnostic questionnaire on leadership behaviours and to the e-learning module for delegates who are taking the blended route.

**Managing safely**
- course presentation featuring interactive sequences of high-quality animated graphics
- access to the IOSH course management system
- board games and quizzes
- a set of trainer notes (step-by-step guidance on delivering the course)
- a set of assessment papers and marking papers, including mock papers
- a delegate workbook
- two films which are embedded within the presentation.

The animated presentation is downloaded from a secure online platform. *Managing safely* can be delivered on a range of browsers including Chrome, Internet Explorer 10 and Firefox.

**Managing safely refresher**
- course presentation featuring interactive sequences of high-quality animated graphics
- access to the IOSH course management system
- a set of trainer notes (step-by-step guidance on delivering the course)
- a set of assessment papers and marking papers, including a mock paper
- a delegate workbook
- a set of quiz cards
- an IOSH soft ball.

The animated presentation is downloaded from a secure online platform. The *Managing safely refresher* course can be delivered on a range of browsers including Chrome, Internet Explorer 10 and Firefox.

**Working safely**
- course presentation featuring interactive sequences of high-quality animated graphics
- access to the IOSH course management system
- board game and quizzes
- a set of trainer notes (step-by-step guidance on delivering the course)
- a set of assessment papers and marking papers, including a mock paper
- a delegate workbook.

The animated presentation is downloaded from a secure online platform. *Working safely* can be delivered on a range of browsers including Chrome, Internet Explorer 10 and Firefox.

Can I run IOSH packaged courses on a Mac or tablet?

You can run *Managing safely*, *Managing safely refresher* and *Working safely* on a Mac but not a tablet. You’ll need Google Chrome to do this. *Leading safely* runs on both.
Getting your own course approved by IOSH

What courses can IOSH approve?
We will consider any safety and health course, for any delivery format and work with you to help your course gain IOSH approval. If you’ve written a course, have one you’re already delivering, or are thinking about writing one, then talk to us about submitting your materials. Every course you submit must be a completed set of course materials, ready for approval. We can give you guidance to help you get your materials ready for us. Please ask for a copy of our Training Guidance book and standards to get you started.

What standards do a course and course provider have to meet?

Approving your course content and assessment
We’ll look at your course materials and check them against a set of standards.

Learning and development
We’ll make sure your materials:
- facilitate a learning experience that is enjoyable and worthwhile
- contain the exercises and tools to present an energised training programme.

Technical and compliance
We’ll check that your materials:
- contain details and explanations of current health and safety legislation and good practice
- include the subjects we would expect from the title
- suit the needs of the intended audience.

Assessment and learners
We’ll make sure there’s a suitable assessment which measures the learning objectives.

Trainers and competence
All trainers of IOSH courses must be at least an Associate Member of IOSH. Required levels of membership will vary according to the level of the course. Where appropriate, all members’ CPD must be in good standing.

You’ll need to have trainers with the appropriate level of skills and knowledge to run your course. If your course is at awareness level, you can use the trainer criteria outlined earlier in this document, in the section ‘General information for becoming an IOSH Licensed Training Provider’. If this isn’t the case, please talk to us.

Quality control
You’ll need to have someone within your organisation who has the appropriate knowledge, skills and experience to be responsible for the quality control of your IOSH training. This person – your nominated IOSH member – must hold IOSH membership at the correct level for the course you’re proposing to deliver.

Are there any courses IOSH can’t approve?
We can’t approve a course if:
- it isn’t health and safety-related
- it is written around a product or endorses a product
- it doesn’t have an end-of-course assessment or can’t be awarded an IOSH certificate.

We’ll try to find out as much as we can about your course when you first talk to us and, if we find we can’t approve your course, we’ll let you know what other options are available to you. It may be we can help you in another way.
How does the course approval process work?

- Start by talking to us to find out exactly what you need to do to gain IOSH approval for your course and to become licensed to deliver it. We’ll agree what criteria your trainers and nominated IOSH member need to meet. See the section earlier in this document, ‘General information for becoming an IOSH Licensed Training Provider’.

- We’ll book your course into our approval schedule when you submit your course materials and pay your deposit (non-refundable). This is when we’ll let you know an estimated start date (this date could be up to eight weeks ahead), and a date for when we expect to complete the approval of your materials.

- If your course doesn’t meet our standards straight away, we’ll detail the areas for improvement in a report for you to help you make the changes we’ve suggested and then re-submit your materials.

- When we’ve finished checking your materials so that they meet our standards, we’ll invoice you for the balance of your approval fee and your licence.

- When your materials are approved, your invoices have been paid, and you’ve shown you meet all the licensing criteria (trainers, nominated IOSH member) for the course(s) you’re proposing, we’ll issue your licence(s), giving you the go-ahead to run your IOSH-approved course(s).

How much will it cost to get my course approved and to run the courses?

See the document Getting your course approved by IOSH and confirm your price with a quote from our Tailored Course Approval team.
What does IOSH need to see to approve an eLearning course?
In addition to the set of standards we check against when approving course content and assessments (see page 05), here are some examples of points we consider when looking at an eLearning course:

- How user-friendly is the system? Is it easy to navigate? Could anyone work it, or do they need a level of skill?
- Is it purely mouse-driven or are there shortcut keys that can be used? (Think about learners with disabilities)
- How will you track learners’ progress?
- How will you remind learners of time remaining?
- How will you provide support for learners (web chat, help lines) and when will it be available?
- How will you make sure that learners can’t skip parts of the course and go straight to the end-of-course assessment?
- Are there end-of-module quizzes to recap on subjects covered?

How do you register learners on an IOSH-approved eLearning course?
All learners on an eLearning course need to be registered with IOSH as soon as you grant access to your course. We’ll give you the relevant administration forms to register learners and report results when your course has been licensed.

How many re-sits are learners allowed?
Learners who fail the assessment process are allowed one further attempt. If they fail a second time, they must re-register (the relevant fee applies) before they can re-sit.
IOSH is the Chartered body for health and safety professionals. With more than 44,000 members in over 120 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.


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