



Approved Centre Handbook

Introduction

This handbook aims to provide Approved Centres with all the information required to successfully deliver British Safety Council qualifications and should be read in conjunction with the Centre Agreement and relevant qualification specifications.

Each specification provides essential information specific to the delivery of each qualification and can be downloaded from the British Safety Council website at www.britsafe.org.

The electronic version of this handbook on our website is updated as required and is definitive in the case of any difference between it and a previously printed version.

Centres should check that this is the latest version of the handbook by visiting www.britsafe.org
If you have a query not covered by this handbook, please contact our Qualifications Team.

How to use this handbook

The approved centre handbook forms an integral part of the legal agreement we require all approved centres to sign as part of their initial application and subsequently on an annual basis.

The handbook details the behaviours we expect from our approved centres and associated staff.

In addition to the handbook, the British Safety Council provides specific guidance and instruction in separate supporting documentation, for example The Online Qualification System User Guide.

Where appropriate, supporting documentation is referenced throughout this handbook.

The handbook is separated into four sections as follows:

Section 1: General information and procedures

Section 2: Principles of delivering British Safety Council qualifications

Section 3: Malpractice, Monitoring, Investigation & Sanctions

Section 4: Glossary, Appendix and Revisions

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Section 1

Approved Centre General Information and Procedures

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1. General Information

1.1 The British Safety Council Awarding Organisation

- 1.1.1 The British Safety Council is a government regulated awarding organisation and, as such, must comply with a wide range of conditions set out by the qualifications regulators.
- 1.1.2 These conditions ensure that rigour and consistency in the awarding of qualifications are maintained.
- 1.1.3 Our assessment procedures comply with best practice in the examinations industry.

1.2 The Role of the Qualifications Regulators

- 1.2.1 The Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualifications Wales, in Wales, and the Council for the Curriculum, Examinations and Assessment (CCEA) in Northern Ireland are responsible for the statutory regulation of nationally recognised qualifications to ensure that they are of high quality, fit for purpose and command public confidence.

1.3 The Regulatory Criteria for Qualifications

- 1.3.1 British Safety Council qualifications are governed by regulatory criteria as specified in the General Conditions of Recognition published by Ofqual in September 2015.
- 1.3.2 These regulatory criteria underpin our policies and systems.
- 1.3.3 For more information please visit <https://www.gov.uk/government/organisations/ofqual>.

1.4 Our Qualifications

- 1.4.1 The British Safety Council offers a range of qualifications at Entry Level, Level 1, 2, 3 and 6.
- 1.4.2 We offer a number of different assessment methods, dependent on the type and level of the qualification.
- 1.4.3 Our assessment methodologies include:
 - 1.4.3.1 Portfolio;
 - 1.4.3.2 Multiple-choice examination;
 - 1.4.3.3 Online short answers assessment;
 - 1.4.3.4 Paper-based examination;
 - 1.4.3.5 Workplace assignment.

- 1.4.4 A full list of our current qualifications, and assessment methodologies, can be found on our website www.britsafe.org/qualifications/our-qualifications

1.5 The Use of British Safety Council Copyright Material

- 1.5.1 We encourage our approved centres to develop their own teaching, learning and support materials.
- 1.5.2 However, we also provide a selection of learning and support materials approved centres may find useful.
- 1.5.3 There is no requirement for approved centres to use these resources.
- 1.5.4 Relevant training materials are accessed via the Online Qualifications System (OQS).
- 1.5.5 When using our materials, due regard must be given to the intellectual property and copyrights of all materials supplied by us.
- 1.5.6 In using our materials, centres must:
 - 1.5.6.1 Maintain and acknowledge British Safety Council copyright throughout all learning materials provided by the British Safety Council;
 - 1.5.6.2 Ensure that any copies, or part copies, of learning materials provided by the British Safety Council are used only for preparation of candidates for the relevant British Safety Council qualification(s);
 - 1.5.6.3 Ensure that our copyright materials are not used in the teaching of non-British Safety Council qualifications;
 - 1.5.6.4 Ensure that British Safety Council copyright materials are not placed in an electronic form in any place where they can be accessed by third parties;
 - 1.5.6.5 Ensure they receive written authorisation from the British Safety Council before using British Safety Council materials in any format other than that in which the materials were issued.

1.6 The Use of British Safety Council Name and Logo

- 1.6.1 The British Safety Council is a professional organisation and the use of its name and logo is restricted.
- 1.6.2 The British Safety Council name and logo can boost a centre's profile and we actively encourage approved centres to use them,

- for example; on promotional material, signage and exhibition stands.
- 1.6.3 The conditions set with regard to the use of British Safety Council logo are specified by its board of trustees.
 - 1.6.4 The board of trustees has consented to the use of the British Safety Council logo by approved centres in order to promote their businesses, but insist that certain criteria must be observed to prevent infringement of British Safety Council registered copyright.
 - 1.6.5 The following conditions must be adhered to when using our name and logo:
 - 1.6.5.1 The name 'British Safety Council' must be used in full, rather than any abbreviation;
 - 1.6.5.2 The British Safety Council name must only be used to provide a true representation of products and services, provided within a training and education context, that directly relate to the British Safety Council;
 - 1.6.5.3 The ownership of a product or service must be clearly identified. Any wilfully misleading misuse of our name will be considered a breach of a centre's agreement with the British Safety Council;
 - 1.6.5.4 Centres may only advertise qualifications that they have been approved, by us, to deliver.
 - 1.6.6 The logo must at all times be used in a way that clearly shows the organisation to be a British Safety Council approved centre.
 - 1.6.7 Gaining a British Safety Council qualification does not confer the right to use the British Safety Council name and logo in any marketing materials or website.
 - 1.6.8 The only permitted British Safety Council logo is the version supplied by your British Safety Council account manager or the qualifications team.
 - 1.6.9 The logo must be used as presented by the British Safety Council and reproduced from the master artwork supplied, with no changes to the design, wording or artwork. The logo may not be animated, morphed or otherwise distorted in perspective or appearance.
 - 1.6.10 Screenshots, electronic copies, photocopies and scans taken from our website or marketing materials are not permitted to be used.
 - 1.6.11 The British Safety Council logo must be less significant than, and placed below, the name of the Centre on all materials;
 - 1.6.12 Proofs of all promotional materials must be sent to the British Safety Council Qualifications Team for approval prior to publication.
 - 1.6.13 For more information please refer to the **Approved Centre Logo Guidelines** which can be accessed via the Approved Centre Documentation section of the OQS.
 - 1.6.14 Please contact your account manager or the qualifications team for a high resolution copy of our logo.
- ## 1.7 Trademark
- 1.7.1 As the British Safety Council logo is a registered trademark, use of the British Safety Council logo is permitted subject to the following restrictions:
 - 1.7.1.1 British Safety Council registered centres may only use the British Safety Council registered logo if their centre agreement with the British Safety Council is current and the centre is active;
 - 1.7.1.2 An inactive, suspended or withdrawn centre must not display the British Safety Council name or the British Safety Council logo;
 - 1.7.1.3 Approved centres are only allowed to use the British Safety Council name and logo in relation to the qualifications they are approved to deliver.
 - 1.7.2 Any use of the British Safety Council logo other than on the registered centre's website and appropriate marketing and promotional materials is an infringement of copyright.
 - 1.7.3 Appropriate marketing and promotional materials are:
 - 1.7.3.1 All pages on a centre's website relating to British Safety Council qualifications;
 - 1.7.3.2 Printed brochures, leaflets;
 - 1.7.3.3 Exhibition stands;
 - 1.7.3.4 Advertising and promotion of British Safety Council qualifications.
 - 1.7.4 Use of the British Safety Council name and logo on any other materials must be approved in advance with the British Safety Council, by contacting your account manager or the qualifications team.
 - 1.7.5 If a situation occurs whereby a centre is required to forfeit its approved status, the centre must immediately discontinue using the British Safety Council registered centre logo.

1.8 Misuse of the British Safety Council logo

- 1.8.1 It is the Head of Centre's responsibility to ensure the proper use of the British Safety Council logo on any of its materials in line with the requirements set out in sections 1.6 and 1.7 of this document.
- 1.8.2 Any wilfully misleading use of the British Safety Council logo will be considered a breach of the approved centre agreement.
- 1.8.3 If a centre identifies any misuse, or abuse, of the British Safety Council name or logo, either by staff, members of its organisation or by other parties, it must report the offence or issue to the Awarding Body Compliance Manager.
- 1.8.4 The centre will be asked to amend or remove any offending items and will be referred to the British Safety Council procedure for suspected malpractice or maladministration.

1.9 Copyright

- 1.9.1 Copyright is a form of intellectual property, which allows people to own their original work – be this literature, art, music, sound recording, film or broadcasts. Copyright ownership gives the creators of such work:
 - 1.9.1.1 Economic rights that enable them to control use of the work in a number of ways – such as making copies or adapting material for other purposes;
 - 1.9.1.2 Moral rights that enable them to be identified as the creator of the work and to object to the derogatory treatment of the work, which might affect the creator's reputation.
- 1.9.2 Copyright protection is automatic as soon as there is a record, in any form, of the work having been created. Copyright owners usually take the precaution of marking published copyright work with the international copyright symbol © followed by the name of the copyright owner and year of publication.
- 1.9.3 Copyright law exists to protect the rights of originators and commissioners of literary and artistic works, and the law acknowledges that copyright can be held by one party or shared.
- 1.9.4 British Safety Council publications are protected by the Copyright Designs and Patents Act 1988. No part of British Safety Council publications may be copied or reproduced, stored in a retrieval system,

issued, adapted or transmitted in part or in whole in any form or by any means without the prior permission of the British Safety Council and subsidiary copyright holders.

- 1.9.5 If you want to photocopy an extract from a British Safety Council publication, you should request permission prior to doing so, unless photocopying under the auspices of a copyright licence. For a fee, the Copyright Licensing Agency (CLA) issues licences to different types of organisations – for example businesses, public sector organisations, schools, higher and further education institutions etc. A CLA licence permits the photocopying of content within certain restrictions – up to five per cent of the publication or one complete chapter from a book (whichever is greater), for single use only. There are separate agreements for digitisation (the scanning and storing on computer) of extracts. Before copying content from any source, you need to establish whether you have a licence to do so. If you are unsure, it is advisable to check with the Head of Education at the British Safety Council Awarding Organisation.
 - 1.9.6 However, as a publisher, the British Safety Council will not grant permission for the use of any of its material if it is to be used in a product developed to compete with British Safety Council products. The British Safety Council will usually decline requests to reproduce illustrations from its publications because these illustrations form part of its brand identity. British Safety Council illustrators often retain copyright and, even as commissioners of these artistic works, the British Safety Council must seek permission and pay fees to reproduce illustrations in other contexts – for example marketing materials, new editions, online etc.
- 1.10 **Training Materials**
 - 1.10.1 As an approved British Safety Council centre, you are permitted to make reasonable adaptations to the supplied training materials, where applicable, for use with face-to-face training sessions for British Safety Council qualifications.
 - 1.10.2 Such permission is granted with restrictions and you should check the copyright notice on the product for specific details.

1.11 Example of a copyright notice

IMPORTANT Please read this notice Copyright – reproduction rights and restrictions. All aspects of this pack are covered by copyright, which is protected by national and international laws and binding agreements. Infringement may lead to prosecution and claims for damages by the publisher as well as the writer, illustrator and designer as relevant.

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1.12 Copyright and visual impairment

- 1.12.1 One exception to the general copyright rule applies to assist visually impaired users to access books and journals. Visually impaired people who have lawfully obtained a copy of a published work (bought or borrowed) may make whatever transcription, copy or format changes they require to enable personal access to the work, provided that the work is not readily commercially available in a suitable format. Visually impaired people may assume that they are allowed to but must obtain prior permission to enlarge any British Safety Council document including examination papers. Permission is granted on the understanding that the literary and artistic integrity of the work is respected and any copyright notices and assertions of moral rights are included (see 'Reasonable Adjustment Policy and Reasonable Adjustment application form').
- 1.12.2 To conclude, original work must not in any way be copied (unless to facilitate visually impaired people) and, in any case, never adapted, edited, altered, amended or distorted without the prior permission of the rights holder.
- 1.12.3 If you are in any doubt about rights associated with any British Safety Council products, please contact your account manager or the qualifications team.
- ### 1.13 Copyright of Candidate Work
- 1.13.1 All documentation relating to the assessment of a candidate remains the property of the British Safety Council.
- 1.13.2 The British Safety Council retains ownership and copyright of all work submitted by a learner, student, pupil or candidate in relation to the qualification they are taking. Including: (This list is not exhaustive)
- 1.13.2.1 Portfolio of evidence;
 - 1.13.2.2 Assignments
 - 1.13.2.3 Any supporting evidence;
 - 1.13.2.4 All assessment responses;
 - 1.13.2.5 All examination responses.
- 1.13.3 Where candidate evidence is held locally, the approved centre is required to provide access to candidate work and the documentation listed in 1.13.2 to the individuals and organisations listed in 1.13.4.

- 1.13.4 The British Safety Council is required to allow access to candidate materials to the following individuals and organisations: (This list is not exhaustive)
- 1.13.4.1 British Safety Council Regional Quality Assurers (RQAs);
 - 1.13.4.2 British Safety Council compliance team members;
 - 1.13.4.3 British Safety Council Examiners;
 - 1.13.4.4 British Safety Council Moderators;
 - 1.13.4.5 British Safety Council External Verifiers;
 - 1.13.4.6 The qualifications regulators, Ofqual and Qualifications Wales;
 - 1.13.4.7 Law enforcement agents.
- 1.13.5 The British Safety Council reserves the right to use redacted scripts in published marketing materials.

1.14 **Conflicts of interest**

- 1.14.1 To ensure the integrity of our qualifications and assessments we require all approved centres to give due regard to potential conflicts of interest.
- 1.14.2 Examples of conflicts of interest could include: (this list is not exhaustive)
- 1.14.2.1 Tutors with responsibility for managing the booking of assessments, registration of candidates and printing examination papers for subjects they teach;
 - 1.14.2.2 Tutors acting as invigilators for their own learners' examinations;
 - 1.14.2.3 British Safety Council staff acting as tutor or invigilator for an approved centre;
 - 1.14.2.4 Tutors acting as internal verifier for their own learners.
- 1.14.3 Wherever possible all conflicts of interest should be removed.
- 1.14.4 Where this is not possible any conflict should be appropriately managed.
- 1.14.5 **Important:** We do not allow tutors to act as invigilator to their learners.
- 1.14.6 It is good practice to maintain an accurate log of all conflicts of interest related to the delivery of British Safety Council qualifications.
- 1.14.7 For more information about conflicts of interest please contact the qualification team or the Compliance Manager.

1.15 **British Safety Council Support Services**

- 1.15.1 The British Safety Council provides a range of support services to approved centres including:
- 1.15.1.1 A dedicated account manager;
 - 1.15.1.2 A dedicated qualifications team;
 - 1.15.1.3 A wide range of support materials and documentation;
 - 1.15.1.4 Regional Quality Assurance staff;
 - 1.15.1.5 A dedicated online qualifications system for the management of your assessments, candidates and results.
- 1.15.2 For more information please visit www.britsafe.org/qualifications

2. British Safety Council Approval Process

2.1 Introduction

- 2.1.1 This section sets out the minimum requirements to become, and remain, approved to deliver British Safety Council qualifications.
- 2.1.2 The information detailed in this section covers initial centre and qualification approval, expansion of qualification offer and tutor and verifier approval.
- 2.1.3 The information provided here should be read in conjunction with the remainder of this document and the relevant qualification specifications.
- 2.1.4 Centre approval allows the approved organisation to offer and provide training towards the qualification(s) they are approved to deliver.
- 2.1.5 Centre approval is not the same as accreditation.
- 2.1.6 The British Safety Council does not accredit approved centre training courses.

2.2 Centre Approval

- 2.2.1 Organisations must be approved by the British Safety Council before they are permitted to deliver our qualifications.
- 2.2.2 Organisations seeking approval must have fully completed the approved centre application pack.
- 2.2.3 Centres operating outside of the UK and Republic of Ireland may be subject to additional evidence requirements for initial, and continuing, approval.
- 2.2.4 Centres remain approved to deliver our qualifications with the exception of the following circumstances:
 - 2.2.4.1.1 Failure to pay required approval, qualification and assessment fees within the specified timeframe;
 - 2.2.4.1.2 The centre agreement lapses¹;
 - 2.2.4.1.3 Qualification subscription(s) lapse¹;
 - 2.2.4.1.4 The approved centre decides they do not wish to continue to offer British Safety Council qualifications;
 - 2.2.4.1.5 The approved centre consistently fails to meet the minimum published standards

¹ The agreement/subscription is deemed to have lapsed where no candidates have been registered or assessments run in a 12 month period

in the administration and delivery of our qualifications;

- 2.2.4.2 The centre has been suspended subject to an investigation into potential malpractice or maladministration;
- 2.2.4.3 Centre approval is withdrawn following the outcome of an investigation into malpractice or maladministration;
- 2.2.4.4 The centre ceases trading.
- 2.2.5 Any centre previously subject to the withdrawal of centre approval will not be permitted to reapply within 12 months of the date of approval withdrawal.
- 2.2.6 In extreme cases, some centres will not be permitted to reapply for approval.
- 2.2.7 Following a lapse or withdrawal of centre approval, there is no guarantee the centre will receive re-approval.
- 2.2.8 In the event centre approval lapses or is withdrawn, the organisation will be required to complete a new application pack.
- 2.2.9 Please note: We may be required to notify other regulated awarding organisations, and the qualifications regulators, where a centre is under investigation, suspended, or centre approval has been withdrawn.
- 2.2.10 Should a centre meet any of the conditions set out in section **2.2.4**, in the first instance the centre's access to the OQS will be suspended.
- 2.2.11 Failure to correct the issue will result in referral to maladministration and malpractice procedures in section **10**.

2.3 Qualification Approval

- 2.3.1 With the exception of a small number of qualifications, centres are approved to deliver a level and/or type of qualification.
- 2.3.2 Approval for certain qualifications is dependent on additional requirements, as follows:
 - 2.3.2.1 **Portfolio** – Internal quality assurance/ verification;
 - 2.3.2.2 **Multiple-choice examination** - Internal quality assurance and invigilation;
 - 2.3.2.3 **Paper-based short answer examination** – Internal quality assurance;
 - 2.3.2.4 **Online short answer assessment** – Internal quality assurance;
 - 2.3.2.5 **Level 3 qualifications including the ICertOSH** – Internal quality assurance, invigilation and Registered Trainer;

- 2.3.2.6 **Level 6 qualifications including the IDipOSH** – Internal quality assurance, invigilation and Registered Trainer;
- 2.3.2.7 **Practical assessment qualifications** – Registered Tutor, Registered Internal Verifier and internal quality assurance.

2.4 Trainer Approval/ Registration

- 2.4.1 Anyone wishing to teach the following description(s) of qualifications must be registered by the British Safety Council.
- 2.4.2 Registration and approval must take place in advance of any teaching.
- 2.4.3 Qualifications requiring a Registered Trainer are as follows:
 - 2.4.3.1 All short answer level 3 qualifications;
 - 2.4.3.2 All level 6 qualifications;
 - 2.4.3.3 All practical assessment qualifications.
- 2.4.4 To be approved to deliver the listed qualifications, the centre must submit a fully-completed **Trainer Registration Form**, copies of all relevant certificates and evidence at the time of applying.
- 2.4.5 Once approved, the trainer will be issued a Registered Trainer Number and Certificate of Registration.
- 2.4.6 Registration lasts 12 months.
- 2.4.7 It is the centre's responsibility to ensure that the registered tutor details are kept up-to-date.

2.5 Internal Verifier Approval/ Registration

- 2.5.1 Any centre wishing to deliver practical assessment qualifications must ensure they have a suitably trained internal verifier registered with the British Safety Council.
- 2.5.2 Registration and approval must take place in advance of any teaching.
- 2.5.3 Qualifications requiring a Registered Internal Verifier are as follows:
 - 2.5.3.1.1 All level 2 practical assessment qualifications ;
 - 2.5.3.1.2 All level 3 practical assessment qualifications.
- 2.5.4 To be approved to internally verify the listed qualifications, the centre must submit a fully completed Internal Verifier Registration Form and copies of all relevant certificates and evidence at the time of applying.
- 2.5.5 Once approved, the internal verifier will be issued a Registration Number and a Certificate of Registration.
- 2.5.6 Registration lasts for 12 months.

2.5.7 It is the centre's responsibility to ensure that the registered tutor details are kept up to date.

2.5.8 Centres are not permitted to deliver the qualifications listed in sections 3.3 and 3.4 without a registered trainer or internal verifier.

2.6 Expanding Qualification Approval

- 2.6.1 Once approved, British Safety Council centres are permitted to deliver a level and/ or type of qualification.
- 2.6.2 Approved centres wishing to expand their qualification offer must first complete and return the **qualification expansion request form**.
- 2.6.3 Qualification expansion is subject to additional approval and receipt of the appropriate payment.
- 2.6.4 For more information, and in the first instance, please contact your account manager or the qualifications team.

2.7 Required Policies, Procedures and Records

- 2.7.1 Approved centres are required to maintain, at a minimum, the following:
 - 2.7.1.1 **Policies:**
 - 2.7.1.1.1 Health & Safety
 - 2.7.1.1.2 Quality Assurance
 - 2.7.1.1.3 Equal Opportunities and Diversity
 - 2.7.1.1.4 Malpractice and Maladministration
 - 2.7.1.1.5 Appeals
 - 2.7.1.1.6 Learner Complaints
 - 2.7.1.1.7 Safeguarding²
 - 2.7.1.1.8 Internal Verification³
 - 2.7.1.2 **Procedures**⁴
 - 2.7.1.2.1 Managing British Safety Council qualifications
 - 2.7.1.2.2 Quality Assurance
 - 2.7.1.2.3 Appeals
 - 2.7.1.2.4 Learner Complaints
 - 2.7.1.2.5 Internal Verification⁵
 - 2.7.1.2.6 Examination⁵
 - 2.7.1.2.7 Invigilation⁵
 - 2.7.1.3 **Records**
 - 2.7.1.3.1 Staff records
 - 2.7.1.3.2 Including at a minimum:
 - 2.7.1.3.2.1 Qualifications;

² Only required for pre-16 and vulnerable learners

³ Only required for internally assessed assessments

⁴ This list represents examples and is not exhaustive

⁵ Where appropriate

- 2.7.1.3.3 Experience;
- 2.7.1.3.4 Continual Professional Development (CPD).

2.7.1.4 Candidate records

- 2.7.1.5 Candidate records should cover the individual's 'journey' through the qualification, including at a minimum:
 - 2.7.1.5.1 Application form;
 - 2.7.1.5.2 Initial assessment results;
 - 2.7.1.5.3 Date of training and Trainer name;
 - 2.7.1.5.4 Assessment date;
 - 2.7.1.5.5 Invigilator name;
 - 2.7.1.5.6 Result;
 - 2.7.1.5.7 Date certificate issued to candidate.
- 2.7.1.6 It is good practice to ask the candidate to sign for the certificate when collected in person.

3. British Safety Council Renewal Process

3.1 Centre Renewal

- 3.1.1 Centres remain approved to deliver British Safety Council qualifications for as long as the current qualification(s) offer is delivered.
- 3.1.2 Where all qualification subscriptions have lapsed, centre approval will be removed.
- 3.1.3 If centre approval is removed you will not be able to access the OQS or deliver our qualification(s)
- 3.1.4 To renew centre approval, in the first instance please contact your account manager.
- 3.1.5 Please note: Depending on the length of time of the lapse, you may be required to recomplete the application paperwork.

3.2 Qualification Renewal

- 3.2.1 Qualification approval is for as long as the qualification is being delivered.
- 3.2.2 Qualification delivery is determined through ongoing credit purchases and candidate enrolments.
- 3.2.3 If no credits have been purchased, or candidates enrolled, in a six month period qualification approval will lapse
- 3.2.4 To ensure continuous qualification approval, simply continue to deliver the qualification(s) within a rolling six month period
- 3.2.5 For further information please contact your account manager or the qualification team.

3.3 Trainer and Internal Verifier Renewal

- 3.3.1 Trainers and Internal Verifiers are registered for a 12 month period.
- 3.3.2 Unless renewed, Trainer and Internal Verifier registration will lapse at the end of the registration period.
- 3.3.3 Centres are not permitted to deliver the qualifications listed in sections **2.4.3** and **2.5.3** without a registered trainer/ internal verifier.
- 3.3.4 Centres wishing to re-register their trainer(s) or Internal Verifier(s) must complete the appropriate registration form.
- 3.3.5 It is important to identify if there are any changes to individual's details.
- 3.3.6 Any changes to the Trainer's or Internal Verifier's qualifications should be noted on the form.
- 3.3.7 There is no additional requirement to submit copies of certificates.
- 3.3.8 Approved centres are required to keep up-to-date trainer's and internal verifier's records, including relevant evidence of continual professional development (CPD) and certificates on file.
- 3.3.9 Approved centres are required to provide access to staff records for all Trainers and Verifiers involved with British Safety Council qualifications to the British Safety Council Compliance Team, Regional Quality Assurance Staff, Qualification Regulators and other relevant Agencies.
- 3.3.10 Trainer and Internal Verifier records will be confirmed at monitoring visits.

3.4 Deregistering a Trainer or Internal Verifier

- 3.4.1 In the event you wish to deregister a trainer or internal verifier, you must inform the qualifications team in writing immediately.
- 3.4.2 Notification can be made by email or letter and must contain the following information:
 - 3.4.2.1 Full Name of the Trainer or IV;
 - 3.4.2.2 Trainer/ IV registration number;
 - 3.4.2.3 Date of deregistration;
 - 3.4.2.4 Reason for deregistration.
- 3.4.3 Centres are not permitted to deliver the qualifications list in sections **2.4.3** and **2.5.3** without a registered trainer/ internal verifier.
- 3.4.4 Once deregistered, a trainer/ internal verifier will be required to submit a new trainer or internal verifier registration form and supporting evidence.

3.4.5 Prior registration as a British Safety Council registered trainer or internal verifier does not guarantee re-approval.

3.5 Right of Appeal

3.5.1 In the event British Safety Council approval is not granted to a centre or individual, the affected party has the right to appeal the decision.

3.5.2 Appeals must be received within 14 days of the date of notification.

3.5.3 To appeal the decision, in the first instance, the aggrieved party should formally notify, in writing, the Awarding Body Compliance Manager of their wish to appeal.

3.5.4 The appeal should include the following information:

3.5.4.1 Name and address of the centre;

3.5.4.2 The full name of the trainer, if applicable;

3.5.4.3 Full detail of the appeal;

3.5.4.4 Date of application.

3.5.5 Where possible the appeal should be submitted via email, marked for the attention of the Compliance Manager, to qualifications@britsafe.org.

3.5.6 We suggest you use the delivery and read receipt functions to confirm successful delivery.

3.5.7 On receipt the following process will be followed:

3.5.7.1 Within two working days of receipt, the Compliance Manager will confirm in writing the appeal has been received;

3.5.7.2 The Compliance Manager will pass all relevant evidence related to the decision to the Responsible Officer for review;

3.5.7.3 The Responsible Officer will make a decision whether to uphold or reject the appeal.

3.5.8 The outcome of the appeal will be communicated to the applicant within 28 days of receipt.

3.5.9 Where the appeal is rejected, the applicant has the right to ask for the appeal to be reviewed by the appeals committee.

3.5.10 The appeals committee is chaired by an independent person and will review all of the available evidence and make a decision to uphold or reject the appeal.

3.5.11 The appeals committee decision is final and there is no further right of appeal

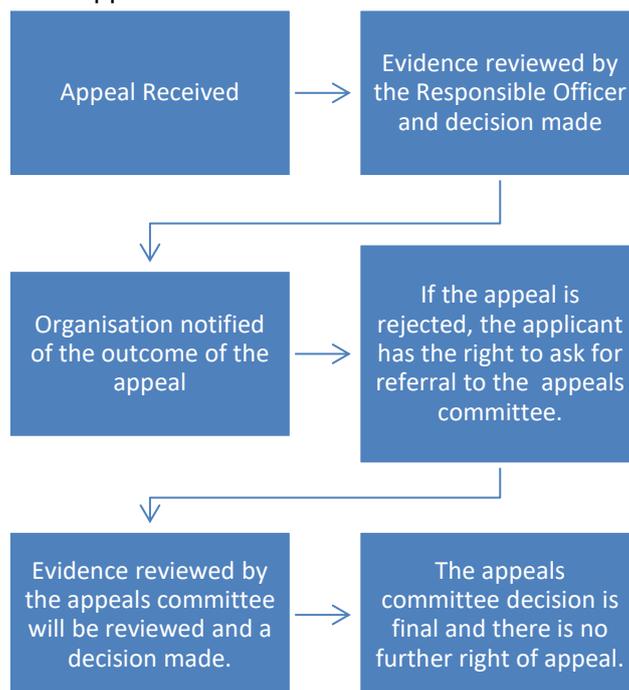
3.5.12 Where the appeal is upheld, the individual will be registered in line with sections 2.4 and 2.5 of the centre handbook.

3.5.13 With the exception of certain circumstances, rejection will not normally preclude further applications by the organisation or individual.

3.5.14 There is a fee associated with making an appeal. The current fees can be found on our website, www.britsafe.org.

3.5.15 In the event the appeal is upheld all fees will be reimbursed.

3.5.16 Appeals Flowchart



4. Responsibilities of the Head of Centre

4.1 Introduction

- 4.1.1 This section has been developed to set out the minimum expected responsibilities of the Head of a British Safety Council approved centre
- 4.1.2 The responsibilities listed in section 5.2 should be read in conjunction with the requirements of the relevant sections of this handbook and our policies.
- 4.1.3 Additionally, due attention must be given to the relevant qualification specifications.
- 4.1.4 This handbook forms an integral part of the legally enforceable centre agreement.

4.2 The Head of Centre

- 4.2.1 The Head of Centre is the person with overall responsibility for the organisation.
- 4.2.2 Unless notification to the contrary is received, the named Head of Centre will be held accountable for the administration and delivery of British Safety Council qualifications.
- 4.2.3 More specifically the Head of Centre is responsible for:
 - 4.2.4 Administering British Safety Council qualifications in line with the standards set out in this document;
 - 4.2.5 Administering examinations in accordance with the standards and procedures in this handbook;
 - 4.2.6 Appointing an Examinations Officer to act on behalf of the Centre in matters relating to British Safety Council examinations (the Head of Centre may also be the Examinations Officer);
 - 4.2.7 Providing an address to which examination materials and related correspondence can be sent;
 - 4.2.8 Informing the British Safety Council of any change of address or contact details as soon as they occur;
 - 4.2.9 Providing accommodation for examinations in line with the requirements of this handbook and that allows access for all candidates in accordance with relevant legislation;
 - 4.2.10 Providing suitably trained staff, trainers and invigilators to manage and deliver British Safety Council qualifications and ensuring they are familiar with the content of this handbook and the Examination Rules;
 - 4.2.11 Making arrangements to receive and to issue to staff, as appropriate, all communications from time to time supplied by the British Safety Council;
 - 4.2.12 Verifying the identity of all candidates sitting for each examination;
 - 4.2.13 Informing candidates of the date, time and location of the examination and bringing the examination rules to the attention of candidates;
 - 4.2.14 Maintaining the confidentiality of examinations at all times. This includes ensuring that no examination materials are tampered with prior to the examination, that Centre personnel do not have an opportunity to read the question paper and that no copies of the question paper are retained in any format in any circumstance;
 - 4.2.15 Ensuring compliance with the British Safety Council Equality Policy and relevant legislation;
 - 4.2.16 Implementing reasonable adjustments and applying for special consideration in accordance with the British Safety Council Reasonable Adjustments and Special Consideration Policy;
 - 4.2.17 Reporting to the British Safety Council any established, suspected or alleged case of misconduct or malpractice by a candidate or malpractice or maladministration by a member of staff in accordance with the British Safety Council Malpractice and Maladministration Policy, and providing such information and evidence as the British Safety Council may reasonably require as part of any subsequent investigation;
 - 4.2.18 Making any result enquiries or appeals in accordance with the British Safety Council Result Enquiries and Appeals Policy;
 - 4.2.19 Facilitating any inspection of the Centre by the British Safety Council and/or the qualifications regulators which may be conducted without prior notice;
 - 4.2.20 Paying assessment fees in the manner and at the time specified by the British Safety Council;
 - 4.2.21 Keeping all unclaimed certificates under secure conditions for a period of three months and at the end of that period returning them to the British Safety Council.

5. Payment

5.1 Introduction

- 5.1.1 This section sets out the minimum requirements for making payment(s) to the British Safety Council.
- 5.1.2 Failure to make required payments within a specified timeframe will result in a delay in accessing British Safety Council services and may result in suspension and referral to the malpractice and maladministration process.

5.2 Required Payments

- 5.2.1 To be able to deliver British Safety Council qualifications, applying organisations are required to have paid the following:
 - 5.2.1.1 Centre approval fee;
 - 5.2.1.2 Qualification(s) approval fees;
 - 5.2.1.3 Assessment fees (credits).
- 5.2.2 For the most up-to-date fee information please visit www.britsafe.org.
- 5.2.3 Existing approved centres are, at a minimum, required to pay the following:
 - 5.2.3.1 Any required assessment fees (credits).
- 5.2.4 International centres may be subject to a different fee structure from organisations based in the United Kingdom.
- 5.2.5 For the most up-to-date information on international fees, please visit www.britsafe.org.
- 5.2.6 Payment can be made using the following methods:
 - 5.2.6.1 Credit/ debit card;
 - 5.2.6.2 Cheque;
 - 5.2.6.3 BACS;
 - 5.2.6.4 Invoice.
- 5.2.7 Access to the OQS will normally only be provided once cleared funds have been received.
- 5.2.8 Delayed, or missed, payment will prevent delivery of British Safety Council qualifications.

5.3 Non-payment of required fees

- 5.3.1 Failure to make payment within the specified timeframe may result in the suspension of one or more of the following:
 - 5.3.1.1 The centre as a whole:
 - 5.3.1.1.1 Where there is only one qualification offered;
 - 5.3.1.1.2 Where payment has not been received for the whole qualification offer.

- 5.3.1.2 Each qualification with an outstanding payment.
- 5.3.2 Failure to make payment may also result in referral to the maladministration and malpractice process, section 10.
- 5.3.3 Whilst there are outstanding payments on your account a Finance Suspension will be imposed.
- 5.3.4 Where a Finance Suspension is imposed, access to the OQS will be removed which will stop your ability to:
 - 5.3.4.1 Book assessments;
 - 5.3.4.2 Add and manage candidates;
 - 5.3.4.3 Add candidates to booked assessment sessions;
 - 5.3.4.4 Access examination materials;
 - 5.3.4.5 Access online assessments
 - 5.3.4.6 Review results;
- 5.3.5 Access to the OQS can only be reinstated on full payment of all outstanding fees.
- 5.3.6 Reinstatement of access can only be authorised by the Compliance Manager or Responsible Officer.

6. Training Delivery

6.1 Introduction

- 6.1.1 This training delivery procedure has been developed to set and maintain standards of delivery for British Safety Council approved centres and trainers.
- 6.1.2 The procedure for training delivery describes a minimum acceptable standard; however, we expect approved centres and trainers to strive to achieve as high a standard as possible.
- 6.1.3 Whilst we acknowledge that different tutors have different training styles, these procedures require that standards are consistently applied across the centre. Any variations must be justified.

6.2 Support Materials

- 6.2.1 Whilst the British Safety Council provides some support materials for use with our qualification, these materials are not compulsory.
- 6.2.2 We, therefore, support and actively promote tutor devised training materials and resources.
- 6.2.3 British Safety Council support materials represent the minimum level of depth and scope required of the training provision.
- 6.2.4 Use of British Safety Council support materials is subject to adherence to copyright requirements, as set out in 2.9 of this handbook.
- 6.2.5 The approved centre, and trainer(s), are responsible for ensuring their training programmes are kept up-to-date.
- 6.2.6 The British Safety Council recommends that trainers liaise with the local enforcement authority, as enforcement officers can provide information and advice on current legislation.

6.3 General administration

- 6.3.1 The approved centre should retain managers and a workforce of appropriate size and competence to undertake the delivery of the qualification as required by the British Safety Council.
- 6.3.2 The Head of Centre is responsible for ensuring all staff responsible for the delivery of our qualification(s) are suitably trained and are familiar with the contents of this handbook, the relevant qualification specifications and the examination rules.

- 6.3.3 With the exception of the qualifications listed in section 3.4 of this document, trainers should hold a minimum of a level 3 qualification in a relevant subject for teaching at Entry Level, Level 1 and Level 2.
- 6.3.4 It is good practice for all trainers to hold a teaching or training qualification and have extensive knowledge of the subject they are teaching.
- 6.3.5 All buildings and premises used by the approved centre for training and assessment purposes must provide appropriate and safe access for all candidates in accordance with relevant health and safety and equality legislation.
- 6.3.6 Centres are responsible for assessing the suitability of all premises used.
- 6.3.7 The Head of Centre will be held accountable for all aspects of quality assurance.
- 6.3.8 Prior to the delivery of certain British Safety Council qualifications, the approved centre must ensure that the trainer(s) are appropriately registered.
- 6.3.9 **Section 2.4** of this handbook sets out the qualifications requiring trainer registration.
- 6.3.10 Centres are only permitted to deliver the qualification, or suite of qualifications, for which they are approved.
- 6.3.11 Only registered trainers are permitted to deliver certain British Safety Council qualifications.
- 6.3.12 Approved centres must agree to provide access to premises, personnel and records to the British Safety Council and associated regulatory bodies as and when requested.
- 6.3.13 Approved centres must agree to cooperate with all British Safety Council quality assurance monitoring activities.
- 6.3.14 The British Safety Council reserves the right to conduct monitoring activities with only limited, or no, notification.
- 6.3.15 Approved centres are responsible for all aspects of administration associated with the delivery of British Safety Council qualifications.
- 6.3.16 It is expected that all learners undertake a form of initial assessment prior to taking a British Safety Council assessment.
- 6.3.17 The nature and form of the initial assessment is at the discretion of the Head of Centre.

6.3.18 The Head of Centre is expected to maintain a written record of all initial assessment outcomes.

6.4 Use of E-Learning

- 6.4.1 The British Safety Council encourages centres to use a wide range of teaching aids to support learners undertaking our qualifications.
- 6.4.2 The use of E-Learning is permitted, however, consideration must be given as to whether this is the most appropriate teaching methodology for the qualification(s) you are approved to deliver and the learning styles of the learners.
- 6.4.3 Approved centres should have a clear policy on the use of E-Learning tools in teaching.
- 6.4.4 Any E-Learning tool should cover, at a minimum, the learning outcomes and assessment criteria.
- 6.4.5 Please note, the use of E-Learning should be limited in practical assessment qualifications.
- 6.4.6 British Safety Council designed support materials cannot be used as a basis of a centre designed E-Learning course, without the express permission from the Head of Qualifications.
- 6.4.7 Permission must be in writing and gained in advance of development of the E-Learning course.
- 6.4.8 Prior to launch, the final version of the E-Learning course must be made available for final review
- 6.4.9 The British Safety Council reserves the right to withdraw approval or require changes to the course at any time.
- 6.4.10 Where approval is withdrawn, reasons will be provided.
- 6.4.11 The British Safety Council will not be held liable for any expense incurred in the development, running or withdrawal of E-Learning courses.
- 6.4.12 The British Safety Council offers a range of E-Learning Modules. For more information please contact your account manager.

6.5 Equality and diversity

- 6.5.1 Effective systems need to be in place to ensure the consistency of standards and equality of opportunity
- 6.5.2 Centres must have a written equality and diversity policy that is available to each

candidate prior to the commencement of training.

- 6.5.3 An example equality and diversity policy is provided in the exemplar section of the OQS.

6.6 Complaints and appeals

- 6.6.1 All approved centres must have a written complaints and appeals procedure and ensure that candidates are made aware of these procedures prior to the commencement of training.
- 6.6.2 Centres are required to retain all documents and data pertaining to complaints and appeals for a minimum of three years.
- 6.6.3 An example complaints and appeals policy is provided in the exemplar section of the OQS

6.7 Procedure for centres with registered trainers

- 6.7.1 Centres must ensure that registered trainers are, at all times, able to provide details of their British Safety Council registration, if requested to do so.
- 6.7.2 Centres must ensure that trainers are appropriately supported and adhere to relevant British Safety Council procedures.
- 6.7.3 Centres must observe a training session for each trainer, each year, and produce a report on this activity. An appropriately qualified person must undertake this activity and the report must be retained by the centre for a minimum of three years.

6.8 Procedures for centres and trainers

- 6.8.1 All approved centres must ensure there is an individual responsible for quality assurance.
- 6.8.2 For qualifications not requiring an approved trainer, the head of centre is responsible for ensuring trainers are suitably qualified and competent to deliver training for qualifications for which they are approved.
- 6.8.3 As a guide:
- 6.8.4 Trainers should be qualified to a minimum of the level above the level they are due to teach:
- 6.8.5 **Entry Level, Level 1 and Level 2** qualifications: the trainer should hold a minimum of **Level 3**, or equivalent, in a relevant subject.

- 6.8.6 **Level 3** qualifications: the trainer should hold a minimum of a **Level 4** or **6** in Health & Safety.
- 6.8.7 **Level 6** qualifications: the trainer should hold at a minimum a level 6 in Health & Safety and Chartered Membership of the Institution of Occupational Safety and Health (CMIOSH), or equivalent.
- 6.8.8 The trainer must have sufficient up-to-date knowledge of the subject matter to be able to effectively teach the subject.
- 6.8.9 It is good practice for all trainers to hold a teaching or training qualification and have extensive knowledge of the subject they are teaching.
- 6.8.10 The British Safety Council only requires approved trainers for the following qualifications:
 - 6.8.10.1 All short answer level 3 qualifications including international versions;
 - 6.8.10.2 All level 6 qualifications including international versions;
 - 6.8.10.3 All practical assessment qualifications.
- 6.8.11 A registered trainer may only deliver training for those qualifications they are approved to deliver.
- 6.8.12 For more information please refer to **2.4**.

7. Examination and Assessment

7.1 Introduction

- 7.1.1 This procedure sets out the minimum expected standards in managing our assessments and examinations.
- 7.1.2 This procedure should be read in conjunction with requirements set out in:
 - 7.1.2.1 The remainder of this document;
 - 7.1.2.2 Relevant qualification specifications;
 - 7.1.2.3 Any additional guidance issued by the British Safety Council.

7.2 Managing Assessments & Examinations

- 7.2.1 Candidates must be registered in advance of completing any assessment or examination.
- 7.2.2 It is the Head of Centre's responsibility to ensure that all qualification assessments and examinations are completed in line with the requirements set out in this document.

7.3 Portfolio-Based Assessments

- 7.3.1 Unless specified to the contrary, portfolio-based assessments are not held under examination conditions.
- 7.3.2 The work must be entirely the candidate's own.
- 7.3.3 Reasonable adjustments may be made for this assessment type, including the use of a scribe.
- 7.3.4 Where possible, reasonable adjustments should be added when registering the candidate.
- 7.3.5 Where a scribe is used, this must be clearly indicated on each piece of work.
- 7.3.6 A declaration form must be completed by the candidate and trainer/teacher.

7.4 Examinations

- 7.4.1 Unless specified to the contrary, all examinations must be held under examination conditions.
- 7.4.2 All submitted work must be the candidate's own and unaided.
- 7.4.3 Reasonable adjustments may be applied for this assessment type, including:
 - 7.4.3.1 The use of a scribe;
 - 7.4.3.2 The use of a reader;
 - 7.4.3.3 Extra time;
 - 7.4.3.4 Bilingual dictionary.
- 7.4.4 The use of translators is not allowed.

- 7.4.5 Candidates with hearing impairments are permitted a British Sign Language (BSL) interpreter during the examination
- 7.4.6 The following rules apply to all BSL interpreters:
 - 7.4.6.1 The interpreter cannot be used as an invigilator;
 - 7.4.6.2 The interpreters primary role is to translate to translate the Chief Invigilator's instructions to ensure the understanding of the candidate;
 - 7.4.6.3 During the examination no other communication between the interpreter and candidate is permitted;
 - 7.4.6.4 Any questions raised by the candidate must be referred to the invigilator for a response;
 - 7.4.6.5 The interpreter is not permitted to assist the candidate with their responses.
- 7.4.7 Invigilators cannot act as scribe or reader
- 7.4.8 Where a scribe or reader is used, consideration must be given to the other candidates.
- 7.4.9 Where possible, separate rooms and invigilators should be used.
- 7.4.10 Where possible, reasonable adjustments should be added at the time of registering the candidate.
- 7.4.11 Any reasonable adjustments applied during an assessment should be noted on the candidate attendance sheet.
- 7.4.12 A fully completed, and signed, candidate attendance sheet must be returned with completed candidate answer forms.

7.5 Online short-answer assessment

- 7.5.1 Unless specified to the contrary, online short-answer assessments are not held under examination conditions.
- 7.5.2 The work must be entirely the candidate's own; plagiarism of any sort will not be tolerated.
- 7.5.3 The candidate must appoint a person to act as verifier to confirm their work is their own.
- 7.5.4 The candidate must allow the verifier access to their assessment prior to submission.
- 7.5.5 The candidate cannot act as verifier.
- 7.5.6 Reasonable adjustments may be applied for this assessment type, including:
 - 7.5.6.1 The use of a scribe;
 - 7.5.6.2 The use of a reader;
 - 7.5.6.3 Bilingual dictionary;

- 7.5.7 As this assessment is completed at the candidate's own pace, extra time will only be applied in exceptional circumstances.
- 7.5.8 Extra time should be applied for in writing, using the reasonable adjustments and special considerations application form.
- 7.5.9 It is expected that enrolled candidates complete this assessment within six months of starting.
- 7.5.10 Where plagiarism is identified, the candidate will be referred to the sanctions policy.
- 7.5.11 Where the allegation is upheld, the candidate will be disqualified.

7.6 Invigilation

- 7.6.1 Where an approved centre offers qualifications with an examination, the Head of Centre is required to provide suitably trained invigilators.
- 7.6.2 The trained invigilator cannot have been involved in any part of the candidates' teaching.
- 7.6.3 The invigilator is normally responsible for ensuring the security and integrity of the examination.
- 7.6.4 The invigilator must have a good understanding of British Safety Council examination rules.
- 7.6.5 The senior invigilator is required to:
 - 7.6.5.1 Ensure the room is suitable for the examination and number of candidates;
 - 7.6.5.2 Prepare the room in advance of the examination to ensure:
 - 7.6.5.3 No reference materials are on show;
 - 7.6.5.4 Where possible, candidates are all facing in the same direction;
 - 7.6.5.5 Candidates are positioned at least 1.25m apart;
 - 7.6.5.6 There is a working clock visible to all candidates;
 - 7.6.5.7 A board with the qualification title, start and finish times is visible to all candidates;
 - 7.6.5.8 Examination in progress signs are displayed outside the room.
- 7.6.6 Full instructions can be found in the relevant **Approved Centre Procedure in Section 2**

7.7 Special Consideration

- 7.7.1 Special consideration involves procedures that may result in an adjustment to the marks of learners who have not been able to demonstrate attainment because of

exceptional circumstances during the assessment itself.

- 7.7.2 The British Safety Council ensures that its special considerations treat learners fairly and in accordance with national guidelines.
- 7.7.3 In some circumstances, for example for on-demand assessments, it may be more appropriate to offer a learner an opportunity to retake an assessment at a later date.
- 7.7.4 A learner who is fully prepared for an assessment may be eligible for special consideration if:
 - 7.7.4.1 Performance in an assessment is affected by circumstances beyond the control of the learner. For example, recent personal illness, accident, bereavement or serious disturbance during the assessment
 - 7.7.4.2 Reasonable adjustment arrangements which were agreed in advance of the assessment proved inappropriate or inadequate.
- 7.7.5 Learners who believe they were disadvantaged during an assessment through circumstances beyond their control may make a request for special consideration. Centres may apply for special consideration on behalf of learners. They should complete a Special Consideration Application Form and submit this to the British Safety Council no later than 7 days after the assessment. The application should be supported by appropriate evidence, for example, a doctor's letter in the case of illness.
- 7.7.6 Requests for special consideration will be considered at the awarding stage, and appropriate allowance may be made at the judgement of the awarding committee. The maximum allowance is 5% of the total raw marks available for the particular component.
- 7.7.7 No allowance will be made for circumstances which may have affected a learner's learning or preparation for an examination.
- 7.7.8 The British Safety Council cannot make aegrotat awards to learners who fail to undertake an assessment. As all assessment is external there would be insufficient evidence on which to make such an award.

7.8 **Special Consideration Appeals**

7.8.1 Centres and learners may appeal against the British Safety Council's decisions regarding special consideration.

7.8.2 Such an appeal will be considered by the independently chaired British Safety Council Appeals Committee.

7.8.3 Further information can be found in the British Safety Council's **Result Enquiries and Appeals Policy**.

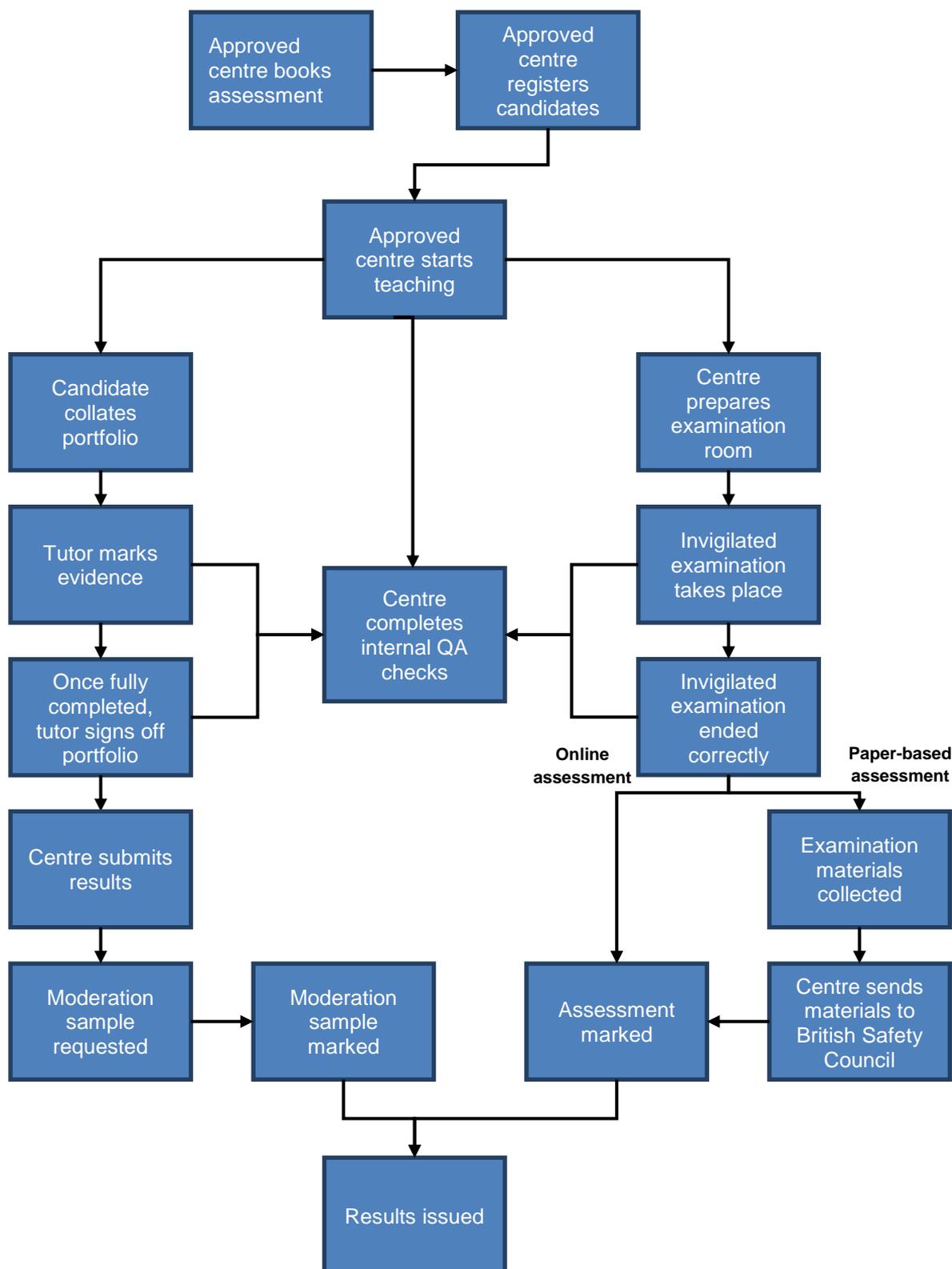
Section 2

Principles of delivering British Safety Council qualifications

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8. Qualification Delivery Principals

8.1 Qualification Process Flow



8.2 Booking Assessments

- 8.2.1 With the exception of Level 3 and 6 non multiple-choice examinations, all assessments must be booked using the Online Qualifications System (OQS).
- 8.2.2 The process for the booking of assessments can be found in the approved centre documentation section on the OQS.
- 8.2.3 Level 6 assessments must be booked using the forms available from our website, www.britsafe.org.
- 8.2.4 The minimum booking periods for each assessment type are as follows:
 - 8.2.4.1 All portfolio based qualifications must be booked a minimum of 24 hours in advance of the start of teaching;
 - 8.2.4.2 All multiple-choice examinations must be booked a minimum of four days in advance of the assessment;
 - 8.2.4.3 All Level 2 online short answer assessments can be booked for immediate access by the candidate;
 - 8.2.4.4 Level 3 short answer examinations must be booked, and candidates registered, a minimum of seven weeks in advance of the examination.
 - 8.2.4.5 Level 6 candidate registrations must be booked a minimum of four weeks in advance of the examination.

8.3 Paying for Assessments

- 8.3.1 Centres must pay for the number of required assessments at the time of booking.
- 8.3.2 Assessments booked through the OQS are paid for using a 'credits' system.
- 8.3.3 You must ensure you have sufficient credits to cover the number of candidates taking the assessment.
- 8.3.4 Additional credits can be purchased at any time from your Account Manager or through our website www.britsafe.org.
- 8.3.5 Any assessment booked 'outside' of the OQS must be paid in full before the start of the assessment session.
- 8.3.6 Where a centre fails to make payment, access to assessment materials will be restricted.
- 8.3.7 For portfolio assessments, additional candidates can be added throughout the assessment period.

8.4 Registering Candidates

- 8.4.1 The following rules apply when registering candidates:
 - 8.4.2 **Portfolio based assessments:**
 - 8.4.2.1 Candidates must be registered in advance of the start of teaching.
 - 8.4.2.2 The process for the registration of candidates can be accessed from the approved centre documentation section of the OQS.
 - 8.4.2.3 Where a candidate is registered after the start of teaching a reason must be provided.
 - 8.4.2.4 Late registered candidates will be required to complete their portfolio within the remaining assessment period.
 - 8.4.3 **Multiple-choice assessments:**
 - 8.4.3.1 Candidates must be registered in advance of the examination;
 - 8.4.3.2 Registration can take place from the time of booking up to the day of the examination;
 - 8.4.3.3 In exceptional circumstances, candidates can be registered up to one hour before the start of the examination.
 - 8.4.4 **Online short answer assessments:**
 - 8.4.4.1 Candidates can be added at any time for immediate access.
 - 8.4.5 **Level 3 and 6 short and long answer assessments** including international versions:
 - 8.4.5.1 Please refer to section **8.2.4.4** and **8.2.4.5**.
 - 8.4.5.2 Candidate registrations will not be accepted after the cut-off date/time.
 - 8.4.6 Regular late registration of candidates is considered as poor practice and could result in referral to the compliance team.

8.5 Receiving Assessment Materials

- 8.5.1 The centre must designate a specific contact for the receipt of assessment materials
- 8.5.2 In most cases this will either be the examinations officer or the person responsible for the centre's OQS account.
- 8.5.3 **Portfolio based assessments:**
 - 8.5.3.1 Available through the centre support section of the OQS.
- 8.5.4 **Level 2 short answer assessments**
 - 8.5.4.1 Available through the centre support section of the OQS.
- 8.5.5 **Multiple Choice Examinations:**
 - 8.5.5.1 Paper-based examinations materials include the following:

- 8.5.5.2 Candidate Answer Forms (OMRs): These are dispatched to the centre at the time of purchasing credits;
- 8.5.5.3 Candidate Attendance Sheet (CAS): Downloadable from the OQS;
- 8.5.5.4 Examination Paper: Downloadable from the OQS;
- 8.5.5.5 Room plan: Downloadable from the OQS.
- 8.5.6 It is the Head of Centre's responsibility to contact the British Safety Council if any of the examination materials have not been received.
- 8.5.7 Examination papers should be downloaded and printed in advance of the examination.
- 8.5.8 The paper is available to print 72 hours in advance of the assessment.
- 8.5.9 The paper is automatically removed from the system at the designated start time of the examination.
- 8.5.10 The printed examination paper should be carefully checked to ensure that all the pages have been printed.
- 8.5.11 **Please Note:** if you fail to print the examination paper before the cut off, we will not be able to provide you with another copy.
- 8.5.12 Any missed session must be rebooked; we will not be able to reduce the four-day booking period.
- 8.5.13 **Important:** Care must be taken to ensure the downloaded paper is the one assigned to the examination session.
- 8.5.14 Candidates issued an incorrect examination paper will not achieve the minimum pass mark.
- 8.5.15 The person responsible for downloading and collating papers should not be involved in the teaching of the candidates due to take the examination.
- 8.5.16 The examination paper must be stored in a locked cabinet in a securely locked room until 15 minutes before the examination start time.
- 8.5.17 Under no circumstances can the tutor have access to the examination paper
- 8.5.18 No additional copies of the paper may be printed.
- 8.5.19 Where an incorrect paper has been issued to candidates, the centre will be referred to the maladministration and malpractice procedure and sanctions policy.
- 8.5.20 The outcome of an investigation could result in the suspension of the centre or removal of Approved Centre status.
- 8.5.21 **Online Examinations**
- 8.5.22 The designated person will receive the login details for all registered candidates.
- 8.5.23 It is the responsibility of the centre to contact the British Safety Council if any of the login details have not been received.
- 8.5.24 The online examination will become available in advance of the assessment start time.
- 8.5.25 Candidates must have logged into the assessment by the appointed start time.
- 8.5.26 Access to the examination is automatically removed from the system following the designated start time of the examination.
- 8.5.27 **Level 3 and 6 short and long answer examinations**
- 8.5.28 All required examination materials will be dispatched from the British Safety Council.
- 8.5.29 The pack includes:
- 8.5.29.1 Candidate registration form;
- 8.5.29.2 Room plan;
- 8.5.29.3 Examination rules;
- 8.5.29.4 Examination announcement;
- 8.5.29.5 Incident report form;
- 8.5.29.6 Examination papers – sealed.
- 8.5.30 It is the responsibility of the centre to contact the British Safety Council if any of the examination materials have not been received.
- 8.5.31 Examination papers must only be opened at the start of the examination in the presence of the candidates.
- 8.6 **Storing Examination Materials**
- 8.6.1 Paper-based examination papers must be stored securely at all times to ensure no unauthorised person has access to them.
- 8.6.2 Ideally, examination materials should be stored in a lockable safe.
- 8.6.3 Where this is not available a non-portable, lockable metal cabinet or similar container must be used.
- 8.6.4 The safe, cabinet or container must be kept in a securely locked room
- 8.6.5 The Head of Centre is regarded as responsible for the allocation and security of keys to the safe or container and the room in which it is located.
- 8.6.6 At no time should the trainer have access to the examination papers.

8.7 Level 2 short answer assessments - Assessment Verifier

- 8.7.1 Candidates are required to nominate a colleague, normally their line manager, to act as a verifier
- 8.7.2 It is the verifier's role to confirm the submitted assessment is the candidate's own work.
- 8.7.3 The candidate must allow the verifier to review their responses during the assessment.

8.8 Assessment Rules

- 8.8.1 The assessment can be started at any time following registration.
- 8.8.2 Candidates must complete their assessment task within six months of starting.
- 8.8.3 Candidate responses must be entirely their own work.
- 8.8.4 Any form of plagiarism will not be accepted and may result in the candidate's disqualification from this and all other British Safety Council qualifications.

8.9 Withdrawing a candidate

- 8.9.1 During the assessment period, it may be necessary to withdraw a candidate from a qualification.
- 8.9.2 **Portfolio based Assessments**
- 8.9.3 The result for the candidate(s) unable to complete the assessment should be set to withdrawn on the OQS.
- 8.9.4 **Multiple-Choice Assessments**
- 8.9.5 Where a candidate booked on a session on the OQS fails to sit the examination, the system will automatically remove their name from the session when the results are processed.
- 8.9.6 The candidate can then be added to a different session.
- 8.9.7 Do not create another candidate record for the individual.
- 8.9.8 Where a candidate is withdrawn from an assessment, the credit will be reimbursed.

8.10 The Examination Room

- 8.10.1 **Paper-based examinations**
- 8.10.2 The Centre must have adequate accommodation and facilities at its exclusive disposal for the examination.
- 8.10.3 Due attention must be paid to health, safety and welfare matters such as heating, lighting, ventilation and the level of extraneous noise.

- 8.10.4 The seating arrangements should be such as to prevent candidates from overlooking, intentionally or otherwise, the work of any other candidate.
- 8.10.5 Using the room plan, available on the OQS, the Invigilator must produce a plan of the examination room indicating the seating positions of each candidate.
- 8.10.6 The room plan must be kept until all results have been published and certificates dispatched.
- 8.10.7 There is no requirement to send the room plan to the British Safety Council unless requested to do so.
- 8.10.8 The room should be clear of any display material (e.g. posters) that might be helpful to candidates.
- 8.10.9 If secure cloakroom facilities are available, candidates should be advised that they must leave coats, bags and notes in them.
- 8.10.10 If there are no cloakroom facilities, or they are not secure, all personal belongings must be placed at the front/back of the room.
- 8.10.11 All mobile telephones are to be switched off and placed with personal belongings.
- 8.10.12 Candidates are not permitted to keep mobile telephones with them.
- 8.10.13 Candidates are not permitted to keep any other electronic device with them which could assist with answering the questions, for example:
 - 8.10.13.1 Smart Watches
 - 8.10.13.2 Google Glasses
 - 8.10.13.3 Smart TabletsThis list is not exhaustive
- 8.10.14 **Paper-based examinations** – excluding Level 3 and 6 short and long answer qualifications
- 8.10.15 The minimum distance in all directions from each candidate's chair must be 1.25 metres.
- 8.10.16 Whenever possible all candidates should face the same direction and each candidate should have a separate desk or table of sufficient size to accommodate a question paper and answer sheet.
- 8.10.17 The Centre must provide the following for each examination:
 - 8.10.17.1 An HB pencil with eraser for each candidate;
 - 8.10.17.2 Pencil sharpeners and/or replacement pencils;

- 8.10.17.3 A reliable clock visible to each candidate in the examination room;
- 8.10.17.4 A board stating the qualification title and the start and finish times of the examination;
- 8.10.17.5 At least one sign stating 'Quiet Please – Examination in Progress' displayed outside the examination room

8.10.18 Online Examinations including the Level 3 multiple-choice examinations

- 8.10.19 To ensure the validity of the examination is maintained, the following should be observed:
 - 8.10.19.1 Candidates must have their own computer;
 - 8.10.19.2 Candidates should have their own desk;
 - 8.10.19.3 Whenever possible candidates should either face each other or face in the same direction with sufficient space to prevent candidates overlooking each other;
 - 8.10.19.4 If this is not possible, candidates must be positioned so they cannot see any other computer screen in the room;
 - 8.10.19.5 If available, partition screens can be used to allow candidates to sit next to each other.
- 8.10.20 The Centre must provide the following for each examination:
 - 8.10.20.1 Although each examination is timed by the system, a reliable clock should be visible to each candidate in the examination room;
- 8.10.21 At least one sign stating 'Quiet Please – Examination in Progress' outside the examination room.

8.10.22 Level 3 and 6 short and long answer examinations – including international qualifications

- 8.10.22.1 A reliable clock visible to each candidate in the examination room;
- 8.10.22.2 A board stating the qualification title and the start and finish times of the examination;
- 8.10.22.3 At least one sign stating 'Quiet Please – Examination in Progress' displayed outside the examination room;
- 8.10.22.4 Spare pens and blank paper.
- 8.10.23 Full requirements are set out in the examination pack.

8.11 Examination invigilation

- 8.11.1 To maintain the integrity of the assessment, the Head of Centre must ensure that invigilation is carried out by suitable adults who have not been involved in the teaching or training of the candidates.
- 8.11.2 Invigilator(s) cannot be related to any candidate in the examination.
- 8.11.3 Sufficient invigilators must be appointed to ensure that the examination is conducted in accordance with the following requirements:
 - 8.11.3.1 At least one invigilator should be present for every 20 candidates;
 - 8.11.3.2 When only one invigilator is present, he/she must be able to summon assistance easily, without disturbing the candidates (for example a candidate needing to take a comfort break);
 - 8.11.3.3 Each candidate in the examination room must be in sight of at least one invigilator at all times.

8.11.4 Level 6 Public Examinations

- 8.11.5 Invigilators are provided by the British Safety Council and have not been involved in the teaching or support of candidates taking the qualification.

8.12 Examination Rules

- 8.12.1 The examination must be run at the booked start time.
- 8.12.2 All candidates present, and booked, on the examination must take the examination at the same time.
- 8.12.3 Under no circumstances are centres allowed to stagger candidate start times for an individual examination session.
- 8.12.4 The examination must be conducted according to the British Safety Council's Examination Rules, a copy of which can be found at **appendix 1**.
- 8.12.5 The Examination Rules must be brought to the attention of all candidates at the start of the examination.

8.13 Before the examination (paper-based)

- 8.13.1 If anything is missing that would affect the smooth running of the examination, the senior invigilator should attempt to rectify the situation locally (e.g. photocopy an answer sheet).

- 8.13.2 If in doubt, the senior invigilator should telephone the British Safety Council qualifications team for advice.
- 8.13.3 The answer sheet/ OMR form must be fully completed by the candidate, including the candidate number matrix.
- 8.13.4 Candidates who have not been registered for the examination are not permitted to take the examination without prior permission of the British Safety Council qualification team.
- 8.13.5 Using the room plan template, the Invigilator must produce a plan of the examination room indicating the name and seating positions of each candidate.
- 8.14 Pre-Examination announcement**
- 8.14.1 Five minutes before the scheduled start time, the senior invigilator should brief all candidates on the following:
- 8.14.1.1 The location of the fire exits and assembly points;
- 8.14.1.2 Other relevant health and safety information.
- 8.14.2 In the event of a fire alarm/ evacuation, candidates should be told they must not discuss the contents of their examination paper, so that the examination can be restarted.
- 8.14.3 In the event of a stopped session, lost time will be added to the end of the examination
- 8.14.4 The senior invigilator must read the pre-examination announcements, word-for-word, to the candidates
- 8.14.5 The appropriate announcements are at **Appendix 1**.
- 8.15 During the Examination**
- 8.15.1 Any candidate who arrives after the start of the examination should be allowed to sit the assessment during the remainder of the time.
- 8.15.2 No extension of time may be granted.
- 8.15.3 An incident form must be completed and returned.
- 8.15.4 Invigilators must ensure that the examination is conducted in such a way as to avoid any breach of security which may adversely affect the integrity of the examination process.
- 8.15.5 No unauthorised persons are allowed into the examination room during the examination.
- 8.15.6 If a candidate wishes to leave the room to go to the toilet, s/he must be accompanied by an invigilator.
- 8.15.7 Only one candidate can leave the examination room to go to the toilet at any one time.
- 8.15.8 There is normally no reason for invigilators to be talking during an examination.
- 8.15.9 Where it is necessary, talking must be kept to an absolute minimum.
- 8.15.10 During the examination, invigilators are not permitted to carry out any other activity which may distract them from their invigilation responsibilities, for instance:
- 8.15.10.1 Reading;
- 8.15.10.2 Talking;
- 8.15.10.3 Using a mobile telephone or electronic device;
- 8.15.10.4 Using a computer, tablet or laptop.
- 8.15.11 Under no circumstances may invigilators:
- 8.15.11.1 Assist candidates with their answers during the examination;
- 8.15.11.2 Complete the assessment on behalf of the candidate;
- 8.15.11.3 Give copies of the assessment to candidates to complete outside of the examination room or session.
- 8.15.12 Where malpractice is identified, the approved centre and invigilator will be referred to the malpractice and maladministration process.
- 8.15.13 In the event malpractice is identified, the candidate and/or centre will be subject to the sanctions policy which could lead to either disqualification or withdrawal of approval.
- 8.16 After the Examination**
- 8.16.1 Once all candidates have completed the assessment task, each candidate's answer sheet should be collected by the invigilator.
- 8.16.2 The invigilator must ensure that the candidate number and corresponding matrix have been completed
- 8.16.3 Invigilators are not permitted to make any other changes to the candidate's OMR form or answer booklet.
- 8.16.4 Completed OMR forms/ answer booklets, the signed CAS, room plan and any other relevant paperwork must be immediately sealed in a return envelope.
- 8.16.5 The question papers do not need to be returned to us and must be immediately, and securely, destroyed.

- 8.16.6 Ideally destruction should be by:
 - 8.16.6.1 Cross shredding;
 - 8.16.6.2 Secure shredding;
 - 8.16.6.3 Incineration (where available).
- 8.16.7 Examination papers must never be disposed of in an unsecure waste bin.
- 8.16.8 The examination paperwork must be returned to the British Safety Council on the day of the examination.
- 8.16.9 Where this is not possible, the envelope must be securely stored and returned the next working day.
- 8.16.10 When returning the paperwork to the British Safety Council, centres should use special delivery or a courier to ensure the delivery can be tracked.
- 8.16.11 The British Safety Council cannot be held responsible for assessments that fail to be delivered to our offices.
- 8.16.12 Proof of postage is not proof of delivery.

8.17 Results

- 8.17.1 **Portfolio Based qualifications**
- 8.17.2 At the end of the assessment period, the system will automatically close the session.
- 8.17.3 Candidates without marks added against their name will be automatically set to 'did not complete'.
- 8.17.4 Note: Where a candidate has not completed the assessment, the credit will not be reimbursed.
- 8.17.5 The completed portfolio must evidence the minimum required learning outcomes and assessment criteria.
- 8.17.6 The portfolio of evidence must include a signed declaration.
- 8.17.7 The centre marks the candidates' work and submits the marks to the British Safety Council via the OQS.
- 8.17.8 Candidate marks are submitted as:
 - 8.17.8.1 Pass;
 - 8.17.8.2 Fail;
 - 8.17.8.3 Withdrawn.
- 8.17.9 A moderation sample of the submitted candidates' work will be requested for external moderation.
- 8.17.10 The sample may include the work of candidates who have failed to reach the minimum standard.
- 8.17.11 Once the external moderation process has been completed, the centre will receive a moderation report.

8.18 The External Moderation Process

- 8.18.1 Following the submission of candidates' results, the system will automatically generate an external moderation sample list.
- 8.18.2 The generated list will contain the names of candidates' work we wish to moderate.
- 8.18.3 The list is generated by identifying a random 15% sample of the entry.
- 8.18.4 Where there are 15 or fewer candidates in the cohort, we will ask for a 100% sample.
- 8.18.5 The request will be sent by email to the main centre contact.
- 8.18.6 Centres must return the sample of work within 21 days of the email.
- 8.18.7 Centres are advised that unless specifically requested, candidates' work will not be returned following moderation.
- 8.18.8 Centres can supply the requested sample in the following formats:
 - 8.18.8.1 Electronically scanned and emailed;
 - 8.18.8.2 Electronically scanned and added to the Qualifications Team 'dropbox';
 - 8.18.8.3 Photocopied and posted to the British Safety Council;
 - 8.18.8.4 Posted to the British Safety Council as an 'original' document.
- 8.18.9 Where a centre sends an original portfolio, a copy of the evidence should be kept by the centre until the results have been issued.
- 8.18.10 Portfolios should be posted by special delivery or courier to ensure the delivery can be tracked.
- 8.18.11 The British Safety Council cannot be held responsible for assessments that fail to be delivered to our offices.
- 8.18.12 Proof of postage is not proof of delivery.
- 8.18.13 When the moderation sample arrives, the portfolio will be subject to an initial sufficiency review.
- 8.18.14 The review will confirm the following:
 - 8.18.14.1 The requested candidates' portfolios have been included in the sample;
 - 8.18.14.2 The front declaration sheet has been fully completed, signed and dated by all parties;
 - 8.18.14.3 There is evidence of marking/ notation through the portfolio;
 - 8.18.14.4 The sample has been submitted in an appropriate format.
- 8.18.15 Where a sample fails to meet the requirements detailed in section **8.18.14**, the

entire sample will be returned to the centre for the error(s) to be corrected.

8.18.16 Once accepted, each sample is assigned to an independent moderator for moderation.

8.18.17 For larger moderation samples, the moderator may decide to review a random sample from the submitted portfolios.

8.18.18 In these circumstances the Moderator will follow the moderation process below and make a decision whether to agree with the marking of the selection or require a full moderation of all portfolios in the submission.

8.18.19 The moderator will review the marking and content of the sample and make a judgement as to the validity of the sample and marking.

8.18.20 The moderator will also compare marking and decisions across the portfolios.

8.18.21 Following moderation one of the following judgements will be made:

8.18.21.1 Agree with the marking and results of the sample and allow certification;

8.18.21.2 Require an additional sample from the centre;

8.18.21.3 Reject the marking and sample.

8.18.22 Rejected assessments will be returned to the centre for correction and resubmission.

8.18.23 Following each moderation session, the external moderator will produce a report for identifying any areas of weakness and good practice and detailing their decision.

8.18.24 Centres must retain all candidate portfolios until the sample has passed the moderation process and a report has been received

8.18.25 **Multiple-Choice Examinations**

8.18.26 **Paper-based**

8.18.27 Each pack is normally processed within five working days of receipt.

8.18.28 Processing involves scanning each candidate's answer form against the correct answer matrix.

8.18.29 Where there are any illegible marks, the forms are visually checked and manually corrected.

8.18.30 Once the scanning has been completed, the results are automatically uploaded onto the OQS.

8.18.31 **Online**

8.18.32 Once all candidates have completed the assessment and the session is closed, the results are automatically recorded on the OQS.

8.18.33 **Level 2 short answer assessments**

8.18.34 Once a candidate has submitted their assignment the system automatically assigns the assessment to an examiner.

8.18.35 The assignment is marked on screen and results issued on completion.

8.18.36 **Level 3 and 6 Examinations and Assignments – including International versions**

8.18.37 Each examination/ assignment pack is marked by an examiner.

8.18.38 Results are normally issued within 20 days of receipt

8.18.39 Candidates who successfully meet all of the assessment requirements will be awarded a fail, pass, merit or distinction grade for each unit.

8.18.40 The candidate will be issued a result notification for each unit.

8.18.41 The combined results for the two units will be reported as a fail, pass, merit or distinction for the qualification as a whole.

8.19 **Certification**

8.19.1 **Entry Level, Multiple-Choice and Level 2 Short Answer qualifications**

8.19.2 Candidates who successfully meet all of the assessment requirements will be awarded a Pass grade.

8.19.3 The result will be reported as a pass or fail for the qualification as a whole.

8.19.4 Successful candidates will receive a certificate confirming the award of the qualification.

8.19.5 Qualification certificates remain the property of British Safety Council.

8.19.6 **Level 3 and 6 Short and Long Answer qualifications including International versions**

8.19.7 Certificates are normally dispatched the same day, or the next working day as the issue of the final result.

8.19.8 **General information**

8.19.9 Certificates are normally processed within five working days of processing the results

8.19.10 Where possible, the certificates are dispatched the same day, or the next working day when processing takes place after 15:00.

8.19.11 With the exception of level 6 qualifications, certificates are normally sent to the Head of Centre.

8.19.12 It is the responsibility of the Head of Centre to distribute certificates to candidates.

8.19.13 Certificates should be given to candidates at the earliest opportunity.

8.19.14 A record of candidate certificates must be maintained, including when they were dispatched to candidate.

8.19.15 It is good practice for candidates collecting their certificate to sign to say they have received them.

8.19.16 Unclaimed certificates should be returned to the British Safety Council after three months

8.19.17 Qualification certificates remain the property of the British Safety Council.

8.20 **Enquiries & Appeals**

8.20.1 If a candidate is unhappy with their result they have the right to make an enquiry or appeal.

8.20.2 For more information on this process please refer to the Result Enquiries and Appeals Policy on our website www.britsafe.org

8.20.3 **Please Note:** There are fees associated with these services.

8.20.4 All fees are refundable if the enquiry or appeal is upheld.

8.21 **Malpractice & Maladministration**

8.21.1 We take all incidents of potential malpractice and maladministration extremely seriously.

8.21.2 If you are approved to deliver our qualifications we would expect you to ensure the following:

8.21.2.1 Each assessment is booked within the specified timeframe;

8.21.2.2 Candidates are registered within the specified timeframe;

8.21.2.3 Candidates' names are correctly spelt;

8.21.2.4 The examination is run in accordance with our rules.

8.21.3 For more information on malpractice and maladministration please refer to section 10.

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Section 3

Monitoring, Malpractice, Investigations and Sanctions

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9. Monitoring of approved centres, trainers and internal verifiers

9.1 Introduction

- 9.1.1 As part of our commitment to quality assurance, the British Safety Council audits all aspects of the qualification delivery.
- 9.1.2 Auditing is undertaken as a means of ensuring that our qualifications are being delivered to the highest standards and in accordance with the requirements of the regulatory bodies.
- 9.1.3 Additionally, auditing ensures the reliability of the assessment and adherence by the centre, staff and trainer(s) to the rules and requirements set out in this document.
- 9.1.4 The procedure outlined in this document has been created to promote standards of quality and integrity concerning the delivery and assessment of British Safety Council units and qualifications by approved centres.

9.2 Risk Assessment and Rating

- 9.2.1 To ensure a consistent approach to identifying which approved centres to monitor, the British Safety Council assigns a level risk rating to each organisation.
- 9.2.2 The risk process uses a standard risk formula, **Impact vs Likelihood**, to determine the level of interaction we will need to have with you.
- 9.2.3 The **Impact** score is derived from the following (this list is not exhaustive):
 - 9.2.3.1 The known size of the organisation;
 - 9.2.3.2 Number of qualifications offered;
 - 9.2.3.3 Number of different levels of qualification offered;
 - 9.2.3.4 Number or candidate registrations;
 - 9.2.3.5 Number of certifications.
- 9.2.4 The **Likelihood** score is derived from the following:
 - 9.2.4.1 History of the organisation with British Safety Council;
 - 9.2.4.2 The type of organisation;
 - 9.2.4.3 The number of reported/identified issues;
 - 9.2.4.4 The outcome of previous monitoring visits;
 - 9.2.4.5 Number of identified/reported incidents of maladministration or malpractice;
 - 9.2.4.6 Notifications of malpractice/ investigation outcomes by other awarding organisations.
- 9.2.5 Each area is separately risk rated and an average total score derived.

- 9.2.6 The total scores are then plotted onto a risk matrix. (1 = Low Risk)

		Impact			
		1	2	3	4
Likelihood	1	P	G	S	S
	2	G	S	S	B
	3	S	S	B	B
	4	S	B	B	U

- 9.2.7 Once risk rated the centre is assigned a rating:
 - 9.2.7.1 U: Unrated;
 - 9.2.7.2 B: Bronze;
 - 9.2.7.3 S: Silver;
 - 9.2.7.4 G: Gold;
 - 9.2.7.5 P: Platinum.
- 9.2.8 In general we will focus the majority of our activities on those centres with U, B or S ratings.
- 9.2.9 Risk ratings are reviewed annually and we encourage approved centres to undertake ongoing self-improvement throughout the year.
- 9.2.10 Approved centres can request a review of their rating at any time during the year.
- 9.2.11 The current fee for this review can be found on the British Safety Council website.
- 9.2.12 We also encourage approved centres to use their rating in their marketing materials.

9.3 Centre Monitoring

- 9.3.1 To ensure approved centres are operating within expected standards, we undertake centre monitoring.
- 9.3.2 Centre monitoring takes two forms:
 - 9.3.2.1 **Passive:** A desk based approach which reviews assessment bookings, candidate registrations, general administration and any interactions you have with the qualifications team.
 - 9.3.2.2 **Proactive:** Centre monitoring visits and examination observations.
- 9.3.3 Monitoring visits are designed to confirm your compliance with our requirements.
- 9.3.4 When we carry out an audit, our default assumption is that you are fully compliant.

9.4 Centre Monitoring Visits

- 9.4.1 Centre monitoring visits are conducted by either the Compliance Manager, Regional Quality Assurance staff (RQAs) or other British Safety Council staff.
- 9.4.2 RQAs are provided with a list of approved centres in their particular area.
- 9.4.3 RQAs are responsible for making their own arrangements to visit.
- 9.4.4 If you have any concerns regarding an RQA please contact the British Safety Council Compliance Manager in the first instance.
- 9.4.5 We will normally try to give as much notice as possible to allow you sufficient time to prepare for the audit.
- 9.4.6 When we notify you, we will tell you which areas we will focus on during the visit.
- 9.4.7 RQAs will normally make contact with the head of centre by email in the first instance.
- 9.4.8 All emails will be followed up by a telephone conversation.
- 9.4.9 The frequency of monitoring visits and interactions will be determined, in part, by your approval status.
- 9.4.10 The following monitoring frequencies should be used as a guide; however, we reserve the right to carry out visits more frequently if required.
- 9.4.11 Standard monitoring frequencies:
 - 9.4.11.1 Platinum Centres - 3 year cycle
 - 9.4.11.2 Gold Centres – 2 year cycle
 - 9.4.11.3 Silver Centres – annually
 - 9.4.11.4 Bronze – 6 months to annually
 - 9.4.11.5 Unrated – As frequently as is deemed necessary to improve standards in the delivery of British Safety Council qualifications.
- 9.4.12 Where an unrated centre fails to meet the required standards within an agreed timeframe, the centre will be referred to the sanctions policy and approved centre status will be withdrawn.
- 9.4.13 All approved centres are subject to monitoring visits.

9.5 The Monitoring Process

- 9.5.1 Monitoring visits will not normally take any longer than three hours to complete and will be shorter if all requested information is available to review.
- 9.5.2 Before each visit we tell you which areas we will be looking at and the evidence we would like to see.

- 9.5.3 Where we can, we will also combine the visit with an observation of an examination in progress.

9.6 During the visit

- 9.6.1 On arrival the RQA will present identification.
- 9.6.2 Identification will take the form of either:
 - 9.6.2.1 A business card;
 - 9.6.2.2 A letter of authority.
- 9.6.3 Refusing entry to an RQA without just cause will result in immediate referral to the sanctions policy and suspension of approval status pending an investigation.
- 9.6.4 During the visit we will make notes on a monitoring recording form.
- 9.6.5 For new/unvisited centres we will normally:
 - 9.6.5.1 Review your policies and procedures;
 - 9.6.5.2 Review staff qualification and CPD records;
 - 9.6.5.3 Review learner data held on site;
 - 9.6.5.4 View training and examination rooms;
 - 9.6.5.5 Talk to trainers and invigilators, if available, to confirm processes are followed.
- 9.6.6 At the end of the monitoring activity, the RQA will identify:
 - 9.6.6.1 Areas of good practice;
 - 9.6.6.2 Areas for improvement;
 - 9.6.6.3 Any agreed actions and a timescale for completion.
- 9.6.7 Where the RQA is using a paper document, you will normally be asked to sign this document, and you may take a photocopy for your records if you wish.
- 9.6.8 On rare occasions this may not always be possible.

9.7 After the visit

- 9.7.1 Following the visit, we will write to thank you for your time and confirm the findings of the visit and any agreed actions.
- 9.7.2 The actions listed will be the same as those agreed during the meeting.
- 9.7.3 All actions must be completed and 'signed off' by the RQA.
- 9.7.4 Once the report has been reviewed by the compliance team and all outstanding actions completed, we will:
 - 9.7.4.1 Update the Centre Risk profile;
 - 9.7.4.2 Provide you with your updated centre status.
 - 9.7.4.3 We encourage you to use this status in your marketing materials.

9.8 **Appealing a monitoring visit outcome**

- 9.8.1 If you are unhappy with the outcome of a monitoring visit, you have the right to appeal the findings.
- 9.8.2 To complain/appeal a decision, the head of centre should put into writing the following:
 - 9.8.2.1 The approved centre name and number;
- 9.8.3 The reason for the complaint/appeal;
 - 9.8.3.1 Full details of the complaint/appeal;
 - 9.8.3.2 Any relevant supporting materials.
- 9.8.4 The appeal should be marked private and confidential and either posted or emailed for the attention of the Compliance Manager.
- 9.8.5 It is suggested the centre use delivery and read receipts if emailing and recorded or special delivery to ensure delivery to our offices.
- 9.8.6 Following receipt the Compliance Manager will:
 - 9.8.6.1 Confirm receipt of the appeal/complaint within five working days of receipt;
 - 9.8.6.2 Undertake a review of the appeal/complaint and any supporting documentation;
 - 9.8.6.3 Review all original monitoring documentation;
 - 9.8.6.4 Undertake interviews with all parties as necessary.
- 9.8.7 Following the review one of the following decisions will be made:
 - 9.8.7.1 Uphold the appeal/complaint;
 - 9.8.7.2 Reject the appeal/complaint.
- 9.8.8 All parties will be notified of the result within 28 days of receipt of the original appeal/complaint.
- 9.8.9 If you are not satisfied with the result of the review, you are able to appeal this decision.
- 9.8.10 Secondary appeals will be reviewed by the Responsible Officer.
- 9.8.11 The appeal should be marked private and confidential and for the attention of the Compliance Manager.
- 9.8.12 Following receipt the Compliance Manager will:
 - 9.8.12.1 Confirm receipt of the appeal within five days of receipt.
 - 9.8.12.2 Pass all evidence related to the case to Responsible Officer for review.
- 9.8.13 The Responsible Officer will review all evidence and make a decision based on the information provided.
- 9.8.14 Following the review on of the following decisions will be made:
 - 9.8.14.1 Uphold the appeal;

- 9.8.14.2 Reject the appeal.
- 9.8.15 All parties will be notified of the result within 28 days of receipt of second appeal.
- 9.8.16 The Responsible Officer's decision is final.

9.9 **Examination Observations**

- 9.9.1 To ensure the integrity of British Safety Council qualification examinations we undertake examination observations.
 - 9.9.2 Observations are used to ensure the approved centre is running the examination in accordance with our examination rules.
 - 9.9.3 As such we will only give notice of our intention to attend where it is absolutely necessary to ensure entry to the examination.
 - 9.9.4 In these cases limited notice will be provided of no more than five working days.
 - 9.9.5 In most instances attendance will be unannounced, or with notification on the day.
 - 9.9.6 Observations are carried out by either the Compliance Manager or RQAs
 - 9.9.7 Each RQA will be provided with a list of upcoming examinations with booked candidates.
- ### 9.10 **Examination Observation visit**
- 9.10.1 Where prior contact is required, the RQA will normally telephone the Head of Centre in the first instance.
 - 9.10.2 On arrival the RQA will present identification.
 - 9.10.3 Refusing entry to an RQA without just cause may result in:
 - 9.10.3.1 Invalidation of the assessment;
 - 9.10.3.2 Immediate referral to the sanctions policy and suspension of approval status pending an investigation.
 - 9.10.4 During the visit the RQA will make notes on an examination monitoring form.
 - 9.10.5 The RQA will not interfere with the running of the examination and will not normally answer any questions during the observation.
 - 9.10.6 Where an issue is identified with the running of the examination, the RQA will not stop proceedings unless there is a direct threat to the integrity of the examination.
 - 9.10.7 The RQA will give verbal feedback following the observation.

9.11 **After the visit**

- 9.11.1 Following the visit, we will write to thank you for your time and confirm the findings of the observation and any identified non-compliances.
- 9.11.2 The non-compliances will be the same as those agreed during the meeting.
- 9.11.3 Any actions identified during the observation must be completed in time for the next examination.
- 9.11.4 Once the report has been reviewed by the compliance team and all non-compliances noted, we will:
 - 9.11.4.1 Update the Centre Risk profile;
 - 9.11.4.2 Provide you with your updated centre status.
- 9.11.5 We encourage you to use this status in your marketing materials.

9.12 **Appealing a monitoring visit outcome**

- 9.12.1 If you are unhappy with the outcome of a monitoring visit, you have the right to appeal the findings.
- 9.12.2 To complain/appeal a decision please refer to section 9.8.

10. Malpractice & Maladministration

10.1 Introduction

- 10.1.1 Malpractice and maladministration seriously undermines confidence in qualifications.
- 10.1.2 Centres are required to actively monitor and seek to reduce the risk of malpractice or maladministration.
- 10.1.3 Each centre must have procedures for dealing with malpractice or maladministration allegations, as all allegations made in relation to a centre or trainer will be investigated.
- 10.1.4 Centres must also ensure that all staff involved in the delivery of British Safety Council qualifications understand the nature of malpractice and maladministration and the consequence of such actions.
- 10.1.5 The British Safety Council will conduct a full investigation into all instances of alleged or suspected malpractice or maladministration and take such action as necessary to maintain the integrity of our qualifications.
- 10.1.6 Significant cases of malpractice or maladministration, for example deliberate fraudulent activity, will be reported to the regulatory bodies and other agencies as necessary, including the police.
- 10.1.7 All records of malpractice and maladministration are stored confidentially and are not normally made available to account managers or the qualifications team.
- 10.1.8 Centres and trainers must report all cases of alleged or suspected malpractice or maladministration, in writing, to the Awarding Organisation Compliance Manager.
- 10.1.9 It is also required that all centres record and supply the British Safety Council with information relevant to any internal investigations, outcomes and action taken.
- 10.1.10 British Safety Council malpractice investigations and any related decisions and requirements will be guided by the level of severity and impact of the issue or incident, and the risk rating of the centre.
- 10.1.11 The risk rating of a centre is based upon an ongoing assessment of the performance of the centre including issues such as the nature and scope of a centre's malpractice, training activities and/or responses to an audit or investigation, and the extent to which these may compromise, or have the

potential to compromise, compliance with British Safety Council procedures.

- 10.1.12 Examples of malpractice and maladministration may include: (this list not exhaustive)
 - 10.1.12.1 Poor standard of training or subject knowledge;
 - 10.1.12.2 Misuse of the British Safety Council name, logo, intellectual property or copyright materials;
 - 10.1.12.3 Misuse of trainer ID or use of an unregistered trainer(s), where applicable;
 - 10.1.12.4 Misuse of a centre ID or use of an unregistered centre, where applicable;
 - 10.1.12.5 Poor candidate identity verification and records;
 - 10.1.12.6 Examination/assessment/invigilation misconduct or irregularities;
 - 10.1.12.7 Breach of examination paper security, including online examinations;
 - 10.1.12.8 Mismanagement of results or certificates;
 - 10.1.12.9 Misrepresentation of our qualification(s);
 - 10.1.12.10 Failure to follow the qualification specification(s);
 - 10.1.12.11 Failure to follow British Safety Council examination rules;
 - 10.1.12.12 Refusing access to premises, staff and records to British Safety Council staff and their representatives;
 - 10.1.12.13 Refusing access to premises, staff and records to qualifications regulators and other agencies and their representatives;
 - 10.1.12.14 Poor administration of the centre;
 - 10.1.12.15 Inadequate training or examination accommodation;
 - 10.1.12.16 Inadequate learning support;
 - 10.1.12.17 Financial irregularity;
 - 10.1.12.18 Certificate fraud.

10.2 Allegations/evidence of malpractice or maladministration

- 10.2.1 Should the British Safety Council receive allegations or evidence of malpractice or maladministration, the Compliance Manager will initiate appropriate investigations and record outcomes and/or any action taken, which may include an audit and/or a follow-up centre visit.
- 10.2.2 Cases of malpractice or maladministration suspected by any British Safety Council staff connected with the administration of British

Safety Council qualifications will also be reported to the Compliance Manager.

- 10.2.3 It is likely that cases of malpractice or maladministration will be identified as a result of information from one or more sources:
- 10.2.3.1 An approved centre;
 - 10.2.3.2 Trainer;
 - 10.2.3.3 Examiners/ moderators/ external quality assurers;
 - 10.2.3.4 British Safety Council staff – for example the qualifications team, moderators, examiners, RQAs or the compliance team;
 - 10.2.3.5 Learners;
 - 10.2.3.6 Candidates;
 - 10.2.3.7 Other training providers;
 - 10.2.3.8 As a result of a quality audit;
 - 10.2.3.9 Regulatory bodies – for example Ofqual, Qualifications Wales, Dfes and CCEA;
 - 10.2.3.10 Other awarding organisations;
 - 10.2.3.11 Local authority departments;
 - 10.2.3.12 Other third-party information.
- 10.2.4 If an investigation by the British Safety Council discovers that the centre and/or trainer lack suitable quality assurance procedures, such as are detailed below, to address cases of suspected malpractice or maladministration, centre and/or trainer registration may be suspended until this issue has been resolved (see ‘sanctions’.)
- 10.2.5 In some circumstances, for example where the Head of Centre is implicated in the allegation of malpractice or maladministration, the centre will be suspended immediately.
- 10.2.6 In the event of a centre suspension, candidate registrations and certifications will also be suspended.
- 10.2.7 The investigation procedure adopted may differ depending on whether the allegation of malpractice or maladministration relates to an individual or to a centre. In all cases, it is essential that centres are aware of the procedures that will be adopted where allegations of malpractice or maladministration are made. In particular, centres must cooperate fully with any investigation made by the British Safety Council and any regulatory bodies.
- 10.2.8 Failure to cooperate (for example failure to respond to, or contact, the British Safety Council within a given deadline) will result in

the suspension of centre and/or trainer registration, certificates not being issued, or being issued directly to candidates and new registrations not being approved. Please refer to section 11.

- 10.3 Centre procedure for dealing with a case of malpractice or maladministration**
- 10.3.1 In cases where malpractice or maladministration is suspected, the following procedure must be adopted by centres:
- 10.3.1.1 The Quality Assurance Contact at the centre should assume overall responsibility for the internal investigation of any associated allegation of malpractice or maladministration;
 - 10.3.1.2 As soon as malpractice or maladministration is suspected, all the relevant parties involved must be informed of the nature of the allegation and informed that action will be taken;
 - 10.3.1.3 The centre should then begin an immediate internal investigation.
- 10.3.2 Having completed this investigation, the centre should compile a written report explaining the nature of the allegation and providing full details of the internal investigation.
- 10.3.3 This report, together with any relevant evidence, must then be submitted, under confidential cover, to the Awarding Organisation Compliance Manager at the British Safety Council within the given deadline.
- 10.3.4 The submitted report must be signed by the centre’s Quality Assurance Contact as a declaration that the information provided represents an accurate account of the incident.
- 10.3.5 If requested, the centre will also be expected to provide the Awarding Organisation Compliance Manager at the British Safety Council with any other information directly relevant to the case.
- 10.3.6 At all times, British Safety Council will be willing to provide advice and guidance throughout the investigation.
- 10.3.7 To assist centres in their own malpractice or maladministration investigations, an exemplar malpractice report is available to download from the online qualification system.

10.4 **British Safety Council procedures for dealing with a case of malpractice or maladministration**

- 10.4.1 If, upon receipt of information, the British Safety Council suspects a case of malpractice or maladministration, the following procedure will be implemented immediately in order that the offence is properly investigated:
- 10.4.1.1 The Compliance Manager shall, at his/her discretion, consult with the complainant and other relevant parties;
- 10.4.1.2 Where required, and appropriate, the Compliance Manager will undertake site visits to review records and interview witnesses.
- 10.4.2 If the Compliance Manager concludes that the complaint could be justifiable, he/she may formally notify the party concerned in writing.
- 10.4.3 All relevant parties will also receive appropriate details in writing concerning the offence and will be expected to provide a written response
- 10.4.4 Written responses should be submitted within a time period of no longer than 28 days or the stated timescale.
- 10.4.5 When all responses have been received, due consideration is given by the Compliance Manager and other appropriate British Safety Council Staff.
- 10.4.6 If the Compliance Manager concludes at this stage that the complaint is justifiable, he/she shall so advise the complainant and will formally notify the centre/trainer concerned in writing of the decision taken by the British Safety Council.
- 10.4.7 If deemed appropriate, the Compliance Manager will also provide feedback to the other relevant parties.
- 10.4.8 It should be noted that when notifying the complainant, due regard will be given to relevant legislation and only the outcome will be communicated. No details will be provided regarding any imposed sanctions.
- 10.4.9 However, should the Compliance Manager conclude, at this stage, that the complaint is not justified, he/she shall so advise the complainant and, if deemed appropriate, the party concerned, in writing.

10.5 **Sanctions against a centre or trainer**

- 10.5.1 It should be noted that with less serious breaches/instances of malpractice or maladministration, suspension of a centre's registration will normally only take place when all reasonable measures taken to encourage the centre to comply with standard requirements have failed to produce improvements.
- 10.5.2 If deemed necessary, the British Safety Council also reserves the right to enforce immediate centre and/or trainer suspension, or withdrawal of the registration of the centre/trainer prior to the official conclusion of the investigation.
- 10.5.3 Subject to the specifics of the investigation and its final outcome, it is possible that a particular case may lead directly to an audit and/or audit visit by the Awarding Organisation.
- 10.5.4 Opportunities available to candidates affected by recorded centre malpractice or maladministration may include:
- 10.5.4.1 Retaking the course at the centre's expense;
- 10.5.4.2 Resubmitting assignments;
- 10.5.4.3 Being granted an extension for the submission of assignments;
- 10.5.4.4 Resitting the examination.
- 10.5.5 If, however, a complaint of malpractice against a candidate has been upheld, the penalty imposed will result, where appropriate, in his/her certificate(s) being invalidated and withdrawn.
- 10.5.6 Where a certificate is withdrawn, the candidate will be disqualified from the qualification.
- 10.5.7 Disqualification prohibits that candidate from undertaking any other British Safety Council qualification.
- 10.5.8 The British Safety Council will at all times strive to protect the anonymity of the complainant. The British Safety Council will not, under any circumstances, reveal the identity of the complainant without first seeking his/her consent.
- 10.5.9 If the British Safety Council decides that the complaint of malpractice or maladministration was justifiable and as a consequence the malpractice or maladministration has brought the Awarding Organisation into disrepute, immediate

suspension or withdrawal of the registration of the centre and/or trainer may occur. Regulatory bodies and other awarding organisations will be notified of any withdrawal of registration (see 'Procedure for sanctions').

10.5.10 In instances where the complaint of malpractice or maladministration may have an adverse effect on the delivery of a qualification by another centre, the centre will also be informed.

10.5.11 Results/certificates will be sent directly to candidates if a centre suspension is upheld for a long time. The centre will receive notification of the batches to which this applies.

10.6 The appeals process

10.6.1 The complainant may challenge the decision by writing directly to the Head of Qualifications within 28 days of the date of the letter with the decision.

10.6.2 This appeals process will be informed solely by the written representations from the complainant/ other relevant parties already submitted to the Compliance Manager.

10.6.3 The appeal should clearly and concisely specify the reason(s) for the appeal and provide an explanation as to why the original decision was incorrect.

10.6.4 The appeal will be considered by the Head of Qualifications.

10.6.5 Should it be considered that a legitimate case has been made, the Head of Qualifications will inform the other relevant parties and formally notify the centre/trainer concerned in writing of the final decision taken by the British Safety Council.

10.6.6 The British Safety Council's decision shall be final and binding and there shall be no obligation to provide a written explanation for the decision taken.

10.6.7 If the decision is that the centre and/or trainer registration is to be withdrawn, regulatory bodies and other awarding organisations will be notified of this decision.

10.7 Whistleblowing

10.7.1 The British Safety Council is committed to protecting the integrity of its qualifications, assessments and standards of practice.

10.7.2 If any individual holds information relating to malpractice committed by a centre, trainer or candidate and wishes to make a confidential disclosure to the British Safety Council, the British Safety Council Whistleblower Policy provides support and guidance.

10.7.3 The policy can be downloaded from our website, www.britsafe.org.

10.7.4 Disclosures can be made by any person, including trainers, candidates, centre staff and centre clients.

10.7.5 Whistleblowing is defined as a confidential disclosure relating to malpractice and is considered distinct from complaints, appeals and employment disputes.

10.7.6 Where possible, any concerns about malpractice or maladministration should first be raised with the Quality Assurance Contact at the centre.

10.7.7 If the centre does not satisfactorily address the concern, or if it is considered inappropriate or impossible to report the concern to the centre, the individual should report his/her concern to the British Safety Council Compliance Manager to investigate.

11. Sanctions

11.1 Introduction

11.1.1 The British Safety Council is committed to assisting all approved centres and trainers, but there are circumstances where centres and/or trainers do not respond and are non-compliant with British Safety Council agreements and therefore the centre handbook.

11.1.2 Non-compliance generally falls in to four categories:

- 11.1.2.1 Financial;
- 11.1.2.2 Inactivity;
- 11.1.2.3 Monitoring;
- 11.1.2.4 Malpractice or maladministration.

11.1.3 Non-compliance may result in sanctions being imposed on a centre or trainer.

11.1.4 Imposed sanctions are designed to limit further activity.

11.1.5 The types of sanction that can be imposed relate to the four categories of non-compliance listed in 11.1.2

11.2 Financial non-compliance

11.2.1 Centres that fail to pay invoices, or go into administration, will be subject to sanctions and have their registration suspended.

11.2.2 As a result of suspension, centres will no longer be permitted to:

- 11.2.2.1 Purchase credits;
- 11.2.2.2 Access the Online Qualifications System;
- 11.2.2.3 Book assessments;
- 11.2.2.4 Manage candidates;
- 11.2.2.5 Add candidates to a booked session;
- 11.2.2.6 Access booked assessments;
- 11.2.2.7 Access assessment papers;
- 11.2.2.8 Access training materials;
- 11.2.2.9 Certificates may be issued directly to the candidate (centres will be notified of such action);

11.2.3 If a centre is suspended, or has gone into administration, the British Safety Council may notify the qualifications regulators and other awarding organisations

11.2.4 Once a sanction has been placed, outstanding fees cannot be waived.

11.2.5 Financial suspension may only be lifted once payment has been received.

11.2.6 Suspension can only be lifted by the Compliance Manager.

11.3 Inactivity

11.3.1 An approved centre, or trainer, may be made inactive if a centre delivers no training, makes no purchases and/or does not run any assessments for a period of 12 months.

11.3.2 In such circumstances the centre will be contacted to advise that their approval is due to be withdrawn.

11.3.3 The inactive centre will be given two months' notice of our intention to withdraw approval.

11.3.4 During the notice period the centre will have their approval suspended.

11.3.5 At the end of the notice period, if no activity has taken place, centre approval will be withdrawn.

11.3.6 When centre approval withdrawn:

- 11.3.6.1 Access to the OQS will be removed;
- 11.3.6.2 Any remaining, purchased credits will be forfeited;
- 11.3.6.3 No refunds will be issued.

11.3.7 Inactive status can be lifted during the notice period subject to:

- 11.3.7.1 The receipt of a fully completed application form, if not on file;
- 11.3.7.2 The receipt of a signed centre agreement form, if not on file;
- 11.3.7.3 Payment of a reactivation fee;
- 11.3.7.4 Completion of a satisfactory monitoring visit within an agreed period of time, normally not more than three months;
- 11.3.7.5 Registration of candidates within an agreed period of time, normally not more than six months from re-activation.

11.4 Monitoring visit non-compliance

11.4.1 Centre approval may be suspended if a centre fails:

- 11.4.1.1 To respond to an audit request;
- 11.4.1.2 To agree a date for an audit;
- 11.4.1.3 To allow British Safety Council staff, and their representatives, access to premises, staff and records;
- 11.4.1.4 To allow the Qualifications regulators, or other agencies, access to premises, staff and records;
- 11.4.1.5 Meet an audit deadline and/or comply with any conditions arising from a monitoring visit.

11.4.2 The British Safety Council will write to the centre, stating a response is required and advising the centre of the consequences for failing to respond.

- 11.4.3 In normal circumstances, the Regional Quality Assurer will have discussed the areas of non-compliance during the monitoring visit.
- 11.4.4 The letter will be addressed to the head of centre and/or quality assurance manager and will be sent by email, marked High Importance and Confidential. Delivery and read receipts will also be used.
- 11.4.5 A copy of the letter can be posted to the approved centre on written request.
- 11.4.6 The letter will be sent using the information held by the British Safety Council
- 11.4.7 Where centre approval is suspended due to monitoring non-compliance:
- 11.4.8 No results will be processed nor certificates issued for assessments conducted after the date of suspension;
- 11.4.9 Certificates issued after the date of suspension may be sent directly to the candidates, with notification to the centre;
- 11.4.10 Centres are not permitted to advertise or deliver British Safety Council training courses or assessments.
- 11.4.11 Centre access to the OQS will be removed.
- 11.4.12 Suspension of centre approval can be lifted subject to:
- 11.4.12.1 Receipt of a satisfactory response to the British Safety Council request;
- 11.4.12.2 Provision of a statement of future intent;
- 11.4.12.3 Completion of a satisfactory follow-up monitoring visit.
- 11.4.13 Voluntary suspension due to a centre deciding to stop the audit process will incur the same penalties as the suspension.
- 11.4.14 Voluntary suspension can be lifted on request from the centre and the satisfactory completion of the monitoring visit.
- 11.5 Malpractice or maladministration**
- 11.5.1 Centre and trainer approval may be suspended as a result of a malpractice or maladministration investigation.
- 11.5.2 Unless immediate suspension is required, the British Safety Council will write to the centre stating the information is required as part of a malpractice or maladministration investigation and informing them of the consequences of failing to respond.
- 11.5.3 The letter will be addressed to the head of centre and/or quality assurance manager and will be sent by email, marked High Importance and Confidential. Delivery and read receipts will also be used.
- 11.5.4 A copy of the letter can be posted to the approved centre on written request.
- 11.5.5 The letter will be sent using the information held by the British Safety Council
- 11.5.6 If a centre or trainer is suspended due to the outcome of a malpractice or maladministration investigation, the centre will be informed in writing (as above).
- 11.5.7 A centre may request the suspension of registration. The consequences of voluntary suspension are the same as for suspension imposed by British Safety Council.
- 11.5.8 Where centre approval is suspended due to monitoring non-compliance:
- 11.5.8.1 No results will be processed nor certificates issued for assessments conducted after the date of suspension;
- 11.5.8.2 Certificates issued after the date of suspension may be sent directly to the candidates, with notification to the centre;
- 11.5.8.3 Centres are not permitted to advertise or deliver British Safety Council training or assessments;
- 11.5.8.4 Centre access to the OQS will be removed.
- 11.5.8.5 Suspension due to malpractice or maladministration may be lifted if the centre complies with the conditions imposed by the British Safety Council.
- 11.5.9 The British Safety Council will provide opportunities for the centre to rectify the non-compliance. If the opportunities are not taken or if further non-compliances occur or are identified, the British Safety Council may decide to withdraw centre approval.
- 11.5.10 If centre approval is withdrawn due to serious malpractice or maladministration, the centre will be informed in writing.
- 11.5.11 The letter will be addressed to the head of centre and/or quality assurance manager and will be sent by email, marked High Importance and Confidential. Delivery and read receipts will also be used.
- 11.5.12 A copy of the letter can be posted to the approved centre on written request.
- 11.5.13 The letter will be sent using the information held by the British Safety Council
- 11.5.14 A centre may request the withdrawal of approval. The consequences of voluntary withdrawal are the same as for withdrawal imposed by the British Safety Council.

- 11.5.15 When centre approval is withdrawn due to malpractice or maladministration:
- 11.5.15.1 Centres are not permitted to advertise or deliver any British Safety Council training courses or assessments once registration has been withdrawn;
 - 11.5.15.2 No results will be processed, nor certificates issued, for examinations taken following withdrawal;
 - 11.5.15.3 The centre has a right to appeal against the British Safety Council decision to withdraw approval. Refer to section 10.6
- 11.5.16 If the appeal is successful, any requirements made by the British Safety Council must be fulfilled within the deadline set, prior to the reversal of the withdrawal of approval.

11.6 Candidate Malpractice

- 11.6.1 For clarification Candidate Malpractice includes (this list is not exhaustive):
- 11.6.1.1 Copying;
 - 11.6.1.2 Plagiarism;
 - 11.6.1.3 Using prohibited items in an examination;
 - 11.6.1.4 Identity fraud.
- 11.6.2 Where, following an investigation, a candidate has been found to have broken British Safety Council examination or assessment rules, the candidate will be immediately disqualified.
- 11.6.3 Disqualification from an examination/assessment will result in disqualification from all British Safety Council qualifications.
- 11.6.4 The candidate has the right to appeal this decision using the enquiries and appeals process which can be found on our website www.britsafe.org.

11.7 Protection of learners

- 11.7.1 If an approved centre is subject to withdrawal of approved centre status, the Head of Centre must:
- 11.7.1.1 Provide a full list of learners currently completing a British Safety Council qualification;
 - 11.7.1.2 Details of any agreements in place with another approved British Safety Council centre.

12. Glossary & Abbreviations

Assessment	Is an instrument to measure the extent to which an individual performs against the standards of the qualification
Assessment Criteria	Describes the requirements the candidate is expected to meet to demonstrate that the learning outcome has been achieved
Candidate	The person undertaking the end of course assessment
Candidate Charter	Document for candidates outlining the standards of commitment, to be expected of all British Safety Council registered centres, trainers and staff, to assist them in their learning
CAS	Candidate Attendance Sheet
Centre	An approved training provider responsible for administering British Safety Council qualifications
Centre Agreement	The contractual agreement between the approved centre and the British Safety Council
Centre Handbook	The rules and expected standards an approved centre must adhere to, to retain approved centre status
CMS	Candidate Management System
CV	Curriculum Vitae
DfES The Department for Education and Skills	The department for the regulation of awarding organisations. In Wales, responsibility now sits with the Welsh Government and Qualifications Wales.
Examiner	Independent assessor of candidates' examination scripts
Internal quality assurer	Person employed by the centre to ensure the validity and parity of trainer assessments of portfolios and practical elements of qualifications
Learner	A person undertaking a programme of study
Learning Outcome	State what a candidate is expected to know, understand or be able to do to be able to achieve the qualification
Monitoring Visit	A formal visit to establish whether quality assurance procedures have been implemented and are being followed
Monitoring Report	Report produced following a formal audit visit detailing observations and requirements
Ofqual: Office of Qualifications and Examinations Regulation	The department for the regulation of awarding organisations in England and vocational qualifications in Northern Ireland
OMR Form	Optically read answer sheets used for multiple-choice examinations
Portfolio	Portfolio is a term relating to evidence created and collated by a candidate to meet the Assessment Criteria and Learning Outcomes
Qualifications Wales	The department responsible for the regulation of awarding organisations in Wales from September 2015
RQA: Regional Quality Assurer	Responsible for monitoring approved centres' training provision to ensure compliance with the centre handbook and quality assurance procedures. RQAs also offer support and advice regarding improving the training provision, where appropriate
Senior Invigilator	The person with overall responsibility for the invigilation of an examination
Session	Refers to the assessment period for a particular qualification
Short Answer Examination	Examinations requiring short to medium length written responses
Suspension	A sanction temporarily stopping the centre from delivering British Safety Council qualifications, registering candidates or booking assessments
Trainer/ Tutor	Person responsible for delivering training courses in support of British Safety Council qualifications
Welsh Government	The department for the regulation of awarding organisations in Wales until September 2015

12.1 Appendix 1

Pre-Examination Announcements (all examinations)

Five minutes before the scheduled start time, the senior invigilator should brief all candidates on the location of the fire exits and assembly points and any other relevant health and safety information.

Candidates should be informed that in the event of a fire alarm/drill, they must not discuss the contents of their examination paper so that, wherever possible, the examination can be re-started and that any lost time will be added to the end of the examination.

The following announcements should then be made to all candidates:

1.1 Online Multiple-Choice Examinations:

You are reminded that all mobile telephones must be switched off and placed with personal belongings.

You are not permitted to keep a mobile phone on your person.

The examination lasts for xx hour(s)/ minutes⁶.

The examination is self-timed and will automatically stop at the end of the allocated time period.

If you finish early and have submitted your answers, you may leave the room quietly.

You will not be allowed to re-enter the room.

If you wish to go to the toilet, you should raise your hand.

Only one person is allowed to leave the room at any one time.

The examination is self-timed and there is a clock on screen during the examination. However, you will be told when there are 10 minutes of examination time remaining.

The examination has been loaded on to the computer and you should all be logged in.

Is anyone not logged in at this time?

To start the examination, simply follow the instructions on-screen.

Are there any questions?

The time is now xxxx. You have xx hour(s)/ minutes⁶ to complete the examination.

You may start.

⁶ Please refer to the front of the question paper for the exam timing.

1.2 Paper-Based Multiple-Choice Examinations

You are reminded that all mobile telephones must be switched off and placed with personal belongings.

You are not permitted to keep a mobile phone on your person.

Write your name and date of birth at the top of the answer sheet as you wish it to appear on your certificate.

Please check that you have fully completed the candidate number matrix at the top of the answer sheet.

You should enter your answers on the answer sheet using the pencil provided.

Should you require a pencil sharpener during the examination, please raise your hand and an invigilator will supply one.

For each question there are four possible answers, A, B, C or D.

You should select what you think is the correct or best answer, find the corresponding number on the answer sheet and draw a horizontal line through the option you have chosen. Because your answer sheet is read by a scanner, please ensure that the horizontal line does not go beyond the square brackets around each lettered option.

If you want to change an answer, rub out your first answer carefully and clearly insert your new answer in the same way.

The examination lasts for xx hour(s)/ minutes⁷.

If you finish early you may hand in your question paper and answer sheet and leave the room quietly. You will not be allowed to re-enter the room.

If you wish to go to the toilet, you should raise your hand.

Only one person is allowed to leave the room at any one time.

You will be advised when there are 10 minutes of examination time remaining.

Are there any questions?

I/we will now distribute the examination question papers. Please do not open the question paper until you are told to start.

(Invigilators should give a question paper to each candidate. Question papers must not be placed on desks that are unoccupied. All spare papers must be kept secure with the examination materials)

Please write your name, signature and date of birth on the front of the question paper.

The time is now xxxx. You have xx hour(s)/ minutes⁷ to complete the examination.

You may start.

⁷ Please refer to the front of the question paper for the exam timing.

1.3 Level 3 Short Answer Examination

The examination lasts for xx hour(s)/ minutes⁸.

If you finish early you may hand in your question paper and answer sheet and leave the room quietly.

You will not be allowed to re-enter the room.

If you wish to go to the toilet, you should raise your hand. Only one person is permitted to leave the room at any one time.

You will be told when there are 10 minutes of examination time remaining.

On completion of the examination, please hand your question paper to an invigilator and leave the room quietly.

Are there any questions?

We will now distribute the examination question papers. Please do not open the question paper until you are told to start. Invigilators should give a question paper to each candidate.

(Question papers must not be placed on desks that are unoccupied. All spare papers must be kept secure with the examination materials).

Write your name and date of birth on the front of the examination question paper and sign the front of the paper. Your name should be written as you wish it to appear on your certificate. Your date of birth is used as a unique identifier.

(Invigilators should check that candidates have completed the front of their examination question papers).

On the front of the examination question paper are 'Instructions to Candidates'.

You should read these carefully before starting the examination.

The time is now xxxx. You have xx hour(s)/ minutes⁸ to complete the examination.

You may start.

⁸ Please refer to the front of the question paper for the exam timing.

1.4 Level 6 Examination

You are reminded that all mobile telephones must be switched off and placed with personal belongings. You are not permitted to keep a mobile phone on your person.

You are not permitted to leave the room (except in an emergency) until one hour after the actual starting time of the examination.

No extra time will be permitted, for example, for toilet breaks.

Any candidate wishing to go to the toilet should raise their hand and may only leave the examination room accompanied by an invigilator.

Only one person is permitted to leave the room at any one time, unless they have no intention of returning to the examination room, in which case, their question paper and answer sheet should be handed to an invigilator.

You are not allowed to remove an examination question paper from the room. It must be handed in.

You will be advised when there are 10 minutes of examination time remaining.

On completion of the examination, please hand all examination materials to an invigilator, collect your personal belongings and leave the room quietly.

Once you have left the examination room, you will not be permitted to re-enter the room until after the examination has finished and all examination materials have been securely stored.

Are there any questions?

We will now distribute the question papers. Please do not open the question paper until you are told to start.

(Each invigilator should be responsible for handing out examination papers for one or more qualifications. Question papers must not be placed on desks that are unoccupied. All spare papers must be returned to their security envelopes).

Please check that you have got the correct question paper.

If anyone has the wrong paper, please raise your hand now.

Please write your name, candidate number and signature on the front of the paper.

The time is now xxxx. You may start.

The Senior Invigilator must now write the start and finish times on the board at the front of the room.

Session	Duration	Qualification Title
Morning	3 hours	Unit 1 - Level 6 Diploma in Occupational Safety and Health or Unit 1 - International Diploma in Occupational Safety and Health
Afternoon	2½ hours	Unit 2 - Level 6 Diploma in Occupational Safety and Health or Unit 2 - International Diploma in Occupational Safety and Health

Please refer to the Level 6/ International Invigilator Handbook for full instructions

Revisions to this document

Page	Code	Revisions to the Approved Centre Handbook	Date amendment came into force