



# Level 6 Diploma in Occupational Safety and Health

## Qualification specification

Regulated by the  
Qualifications Regulators  
at Level 6 in the Regulated  
Qualifications Framework

Qualification number:  
600/1804/5



| <b>Contents</b>   | <b>Page</b> |
|---|-------------|
| 1. Introduction   | 1           |
| 1.1 The British Safety Council                                      | 1           |
| 2. Qualification profile  | 2           |
| 2.1. Level 6 Diploma in Occupational Safety and Health              | 2           |
| 2.2. Relationship with the Regulated Qualifications Framework (RQF) | 2           |
| 2.3. Related programmes of study                                    | 3           |
| 3. Delivering the qualification                                     | 4           |
| 3.1. Centre requirements  | 4           |
| 3.2. Learner requirements   | 4           |
| 3.3. Qualification withdrawal                                       | 5           |
| 3.4. Quality assurance – monitoring and sanctions                   | 5           |
| 4. Assessment overview  | 6           |
| 4.1. Assessment strategy at a glance                                | 6           |
| 4.2. Unit detail and weightings                                     | 7           |
| 4.3. Arranging assessments  | 11          |
| 4.4. Assessment conditions  | 12          |
| 4.5. Marking, awarding and reporting of results                     | 12          |
| 4.6. Availability of sample assessment material                     | 13          |
| 5. Rules and policies   | 14          |
| 5.1. Equality of opportunity  | 14          |
| 5.2. Reasonable adjustments   | 14          |
| 5.3. Special considerations   | 15          |
| 5.4. Malpractice and maladministration                              | 15          |
| 5.5. Result enquiries and appeals                                   | 16          |
| 5.6. Feedback and complaints  | 16          |

### **Publishing Policy for Specifications**

For all British Safety Council specifications, the electronic version on the British Safety Council website is definitive in the case of any difference between it and a previously printed version.

The electronic version on the website is updated if any significant changes are made during the lifetime of a specification.

Centres are advised to check that this printed version of the specification is the latest version by visiting [www.britsafe.org](http://www.britsafe.org)

### **Acknowledgements**

This specification has been developed in consultation with independent chartered health and safety practitioners.

The British Safety Council recognises and values all those who contribute their time and expertise to the development of its specifications.

**This version published  
January 2018.**

# 1.

## Introduction

### 1.1 The British Safety Council

Formed in 1957, the British Safety Council is one of the world's leading health and safety organisations.

Our vision is that no-one should be injured or made ill by work.

For more than half a century we've been a trusted guide to excellent health, safety and environmental management. We have educated millions of workers and made hundreds of thousands of workplaces safer for everyone. We do this by sharing information, supporting, advising, educating and campaigning. We are a not-for-profit organisation.

We've changed the world of work for the better and we'll never stop, because excellent health, safety and environmental management is good for your people and good for your business.

We are a government-regulated awarding organisation and, as such, must comply with a wide range of conditions set by the regulator so that rigour and consistency in the awarding of qualifications is maintained.

The British Safety Council is the only UK awarding organisation to offer a complete suite of health and safety qualifications from Entry Level to Level 6. Please refer to Section 2.3 ('Related programmes of study') for a full list of the qualifications currently offered.

# 2.

## Qualification profile

### 2.1. Level 6 Diploma in Occupational Safety and Health

In 2016/2017, in UK workplaces, 137 workers were killed with many thousands more seriously injured. 1.3 million people suffered from an illness they believed was caused or made worse by their current or past work and 31.2 million working days were lost as a result of occupational injury and ill-health.

In addition to the tragic loss of life and personal suffering, employers found themselves faced with court fines and costs, increased insurance premiums, compensation claims, reduced productivity, damaged reputation and lower staff morale.

The vast majority of occupational accidents and incidents of ill-health can be avoided by good health and safety management.

With this in mind, the British Safety Council offers the Level 6 Diploma in Occupational Safety and Health, a nationally-recognised, professional qualification for managers and practitioners with specific responsibility for health and safety in the workplace.

The content of the Level 6 Diploma reflects the management model in HSG65 'Successful Health and Safety Management', the Health and Safety Executive's guide on how organisations should manage health and safety.

The qualification is regulated by the Qualifications regulators at Level 6 in the Regulated Qualifications Framework (RQF). It is accredited by the Institution of Occupational Safety and Health (IOSH) as meeting the requirement for graduate membership of the Institution (Grad IOSH). Following the successful completion of a period of initial professional development, a graduate member may apply for chartered status (CMIOSH). Holders of the Level 6 Diploma may also apply for full membership of the International Institute of Risk and Safety Management (IIRSM).

The Level 6 Diploma specification is regularly reviewed to ensure that it continues to cover all aspects of occupational health and safety law and practice required by today's health and safety practitioner, including risk management, occupational health, and health and safety culture.

### 2.2. Relationship with the Regulated Qualifications Framework (RQF)

The Level 6 Diploma in Occupational Safety and Health resides within the national Regulated Qualifications Framework (RQF). The RQF largely replaces the previous qualifications system, the Qualifications and Credit Framework (QCF).

The RQF is regulated by Qualifications Wales, Ofqual (England) and CCEA (Northern Ireland).

In general terms, the level of a qualification will indicate its relative difficulty and the title of either an Award, Certificate or Diploma will indicate the approximate duration of study and assessment required by learners.

This qualification has been assigned a 'Total Qualification Time' (TQT) value of 298 hours. Essentially, the TQT value reflects a combined total of the approximate Guided Learning (e.g. classroom-based teaching or 1-to-1 tuition) an 'average' learner for this qualification will require plus the time for any further preparation (e.g. revision) or assessment to complete the qualification. In the case of the Level 6 Diploma, this is 195 hours (Guided Learning) plus 103 hours (total examination time plus the time required to prepare the two assignments) respectively, i.e. 298 hours in total.

**2.3. Related programmes of study**

The following lists the full range of qualifications the British Safety Council presently offers or expects to offer shortly. Centres are advised to consult our website for up-to-date guidance on our portfolio of qualifications and to study the individual specification documents for information regarding the content of particular qualifications.

**Entry Level**

Entry Level Award in Workplace Hazard Awareness

**Level 1**

Level 1 Award in Health and Safety in the Workplace

Level 1 Award in Health and Safety in a Construction Environment

Level 1 Award in Environmental Sustainability

**Level 2**

Level 2 Award in Health and Safety in the Workplace

Level 2 Award in Health and Safety in Health and Social Care

Level 2 Award in Principles of COSHH

Level 2 Award in Principles of Risk Assessment

Level 2 Award in Principles of Fire Safety

Level 2 Award in Principles of Manual Handling

Level 2 Award in Contact Dermatitis Prevention

Level 2 Award in Risk Assessment

Level 2 Award in COSHH Risk Assessment

Level 2 Award in DSE Risk Assessment

Level 2 Award in Fire Risk Assessment

Level 2 Award in Manual Handling Risk Assessment

Level 2 Award in Supervising Staff Safely

Level 2 Award in Environmental Sustainability

Level 2 Award in Safe Driving at Work

Level 2 Award in Food Safety in Catering

Level 2 Award in Food Safety for Manufacturing

Level 2 Award in Food Safety for Retail

Level 2 Award in Emergency First Aid at Work

**Level 3**

Level 3 Certificate in Occupational Safety and Health

Level 3 Award in Supervising Food Safety in Catering

Level 3 Award in Food Safety Supervision for Manufacturing

Level 3 Award in Food Safety Supervision for Retail

Level 3 Award in First Aid at Work

Level 3 Award in Paediatric First Aid

**Level 6**

Level 6 Diploma in Occupational Safety and Health

**International**

International Certificate in Occupational Safety and Health

International Diploma in Occupational Safety and Health

# 3.

## Delivering the qualification

### 3.1. Centre requirements

The Level 6 Diploma is delivered by organisations ('centres') approved by the British Safety Council. Organisations seeking approved centre status should visit the British Safety Council website for the latest guidance and information.

Refer to the webpage entitled '*Become an Approved Centre*'.

Staff delivering this qualification must be competent to do so. Competence is a mixture of experience, knowledge, skills, training and qualifications. Tutors are expected to hold an up-to-date qualification at Level 6 (or close equivalent) in a relevant subject area and be of CMIOSH status (or close equivalent). It is also expected that tutors will hold a suitable teaching qualification, have experience teaching higher level, multiple unit, qualifications and have sufficient knowledge and experience of the subject area to teach the subject effectively.

Centres are required to familiarise themselves with the wide-ranging guidance and requirements detailed in the *Centre Handbook* document and the associated policy guides that are downloadable from our website.

To be approved to deliver these qualifications you must submit a fully-completed Trainer Registration Form and copies of all certificates and evidence at the time of applying.

### 3.2. Learner requirements

It is recommended that learners entered for the Diploma hold a Level 3 or International Certificate in Occupational Safety and Health or an alternative appropriate qualification in a related sector. In some cases, learners may also qualify to study the Diploma through appropriate professional experience gained through a health and safety role.

Centres must ensure that all candidates entered for the Diploma can undertake the assessments with a reasonable expectation of success. The assessments are conducted in English and approved centres are advised to ensure that candidates for whom English is a second language are at equivalent to a minimum of Band 5 of the *International English Language Testing System (IELTS)* 9-Band Scale.

## 3.

## Delivering the qualification cont.

### 3.3. Qualification withdrawal

All regulated qualifications have operational start, operational end and certification end dates.

The operational end date is the date by which learners must be registered for a qualification and the certification end is the date by which learners must claim their certificates.

In the event of a qualification being withdrawn, the British Safety Council will give sufficient notice to centres to ensure that learners' interests are adequately protected. When qualifications are updated, the British Safety Council will make arrangements for the transfer of learners to any revised version.

In some cases, a qualification may be redeveloped to ensure content is current and a replacement may be introduced or a qualification may be withdrawn without a replacement being made available.

Whichever of the above applies, the British Safety Council will keep centres informed of the future of a qualification that is currently being offered.

### 3.4. Quality assurance – monitoring and sanctions

The British Safety Council has a responsibility to the learners taking its qualifications and to the qualifications regulators to ensure that centres deliver our qualifications and units in accordance with relevant national standards.

It is important that centre staff involved in the delivery of our qualifications are fully aware of the contents of our sanctions policy and its possible implications should failure to comply with the requirements specified occur.

Centres are advised to study the centre monitoring and sanctions policy documents available on our website for detailed guidance in these areas.

# 4.

## Assessment overview

### 4.1. Assessment strategy at a glance

The following table provides key information regarding the assessment strategy for this qualification.

#### Examinations

|                             |  |
|-----------------------------|--|
| <b>Method</b>               | Two mandatory written examinations addressing Units 1 and 2 (the examinations be completed on different days and in either order). The examinations test knowledge, understanding and the application of learning. |
| <b>Language</b>             | English  |
| <b>Format</b>               | Paper-based  |
| <b>Duration</b>             | Unit 1 (3 hours), Unit 2 (2 hours and 30 minutes)  |
| <b>Grading</b>              | Fail, Pass, Merit or Distinction (grading applied at individual unit level and for the qualification overall)  |
| <b>Resources</b>            | None required or permitted   |
| <b>Re-sit opportunities</b> | Unlimited  |

#### Assignments

|                             |   |
|-----------------------------|---|
| <b>Method</b>               | Two mandatory assignments addressing Units 2 and 3 (these assessments may completed in either order). The assignments provide an opportunity for candidates to apply their knowledge and understanding for the benefit of both themselves and their organisation. |
| <b>Language</b>             | English   |
| <b>Format</b>               | Assignments are submitted as electronic copies  |
| <b>Duration</b>             | The assignments are completed at each candidate's own pace  |
| <b>Grading</b>              | Fail, Pass, Merit or Distinction (grading applied at individual unit level and for the qualification overall)   |
| <b>Resources</b>            | Candidates will prepare assignments through an investigation of their own workplace   |
| <b>Re-sit opportunities</b> | Unlimited   |

#### Important

Please note that all assessments must be passed within a five year period to qualify for the overall Diploma.

## 4.

## Assessment overview cont.

### 4.2. Unit detail and weightings

The Level 6 Diploma comprises of three mandatory units - *Principles of Health and Safety Management* (L/503/1738), *Safeguarding People's Health in the Workplace* (R/503/1739) and *Promoting a Positive Health and Safety Culture in the Workplace* (J/503/1740).

The Learning Outcomes state what a candidate will be expected to know, understand or be able to do and the assessment criteria describe the requirements that a candidate is expected to meet to demonstrate that a learning outcome has been achieved.

The following table indicates the unit content (syllabus).

#### Unit 1 – Principles of Health and Safety Management

| Learning outcome   | Assessment criteria |  |
|--|---------------------|--|
| 1. Understand the need for managing health and safety at work                            | 1.1                 | Explain why occupational health and safety needs to be managed   |
| 2. Understand how the law relating to health and safety at work is developed and applied | 2.1                 | Explain how the sources of law relating to health and are developed and used   |
|  | 2.2                 | Explain the influence and role of the European Union on UK health and safety safety legislation  |
|  | 2.3                 | Explain how criminal and civil law is applied in the context of health and safety at work  |
|  | 2.4                 | Describe the main duties and responsibilities placed on employers, occupiers, manufacturers, the self-employed and employees by the Health and Safety at Work etc Act 1974 and other principal health and safety legislation |
|  | 2.5                 | Describe the offences and penalties on organisations and individuals for non-compliance with UK health and safety law  |
|  | 2.6                 | Explain how health and safety laws are enforced in the workplace   |
| 3. Understand how to develop and implement a health and safety management system         | 3.1                 | Explain the principles and components of a health and safety management system   |
|  | 3.2                 | Explain the benefits of implementing a health and safety management system   |
|  | 3.3                 | Explain the role and responsibilities of a health and safety practitioner  |
|  | 3.4                 | Describe how health and safety performance can be measured and reviewed  |

## 4.

## Assessment overview cont.

|  |     |  |
|--|-----|--|
| 4. Understand how to identify and evaluate hazards and risks associated with workplace activities          | 4.1 | Evaluate the main hazards relating to workplace activities   |
|  | 4.2 | Explain the potential consequences of uncontrolled workplace hazards                               |
|  | 4.3 | Describe the factors that need to be considered when assessing the risks from workplace activities |
|  | 4.4 | Describe the components of a suitable and sufficient risk assessment                               |
|  | 4.5 | Explain the different uses of generic, specific and dynamic risk assessments                       |
| 5. Understand how to develop and implement control strategies for managing health and safety risks at work | 5.1 | Describe a general hierarchical approach for managing risk   |
|  | 5.2 | Describe suitable control measures for specific workplace hazards                                  |
|  | 5.3 | Describe how to develop and implement a safe system of work  |
| 6. Know how to report and investigate health and safety incidents at work                                  | 6.1 | Evaluate theories of incident loss causation   |
|  | 6.2 | Describe the requirements for incident reporting and investigation                                 |
|  | 6.3 | Evaluate the role of human failure in incident causation   |
|  | 6.4 | Describe how human failure can be assessed and reduced   |
| 7. Understand how to reduce the impact of workplace activities on the environment                          | 7.1 | Evaluate the main risks to the environment from workplace activities                               |
|  | 7.2 | Explain the measures to reduce and manage risks to the environment from workplace activities       |
|  | 7.3 | Describe the main elements of an environmental management system                                   |

**Unit 2 – Safeguarding People’s Health in the Workplace**

| <b>Learning outcomes</b>   | <b>Assessment criteria</b> |  |
|--|----------------------------|--|
| 1. Understand how an occupational health strategy integrates with an effective health and safety management system | 1.1                        | Explain how occupational health strategies are developed and implemented within an overall health and safety management system |
|  | 1.2                        | Describe the functions of and relationships between members of an occupational health team                                     |
|  | 1.3                        | Explain the internal and external requirements for reporting occupational diseases   |
| 2. Understand how occupational health hazards affect people  | 2.1                        | Describe common occupational health hazards  |
|  | 2.2                        | Explain how the body can be harmed from exposure to hazardous agents in the workplace  |
|  | 2.3                        | Explain how the body can defend itself from exposure to hazardous agents   |
|  | 2.4                        | Outline the principles of toxicology and epidemiology  |
| 3. Know the current statutory requirements for occupational health   | 3.1                        | Describe how relevant statutory requirements relating to occupational health are applied to workplace activities               |
|  | 3.2                        | Describe the responsibilities of employers for managing occupational health risks to vulnerable persons in the workplace       |
| 4. Understand how to identify and evaluate occupational health hazards and risks                                   | 4.1                        | Describe the factors to be considered when conducting risk assessments for occupational health hazards                         |
|  | 4.2                        | Assess the risk of harm from exposure to occupational health hazards   |
|  | 4.3                        | Explain how exposure to hazardous agents can be measured and evaluated against established exposure limits or values           |
| 5. Understand how to develop and implement control strategies for managing occupational health risks               | 5.1                        | Describe a general hierarchical approach for preventing occupational ill-health  |
|  | 5.2                        | Describe suitable control measures for specific occupational health hazards  |
|  | 5.3                        | Describe methods for monitoring and reviewing occupational health control measures   |
|  | 5.4                        | Describe the requirements for and methods of monitoring the health of employees  |

**Unit 3 – Promoting a Positive Health and Safety Culture in the Workplace**

| <b>Learning outcomes</b>   | <b>Assessment criteria</b> |   |
|--|----------------------------|---|
| 1. Understand the importance of promoting a positive health and safety culture within an organisation            | 1.1                        | Explain the benefits of a positive health and safety culture for an organisation  |
|  | 1.2                        | Explain the barriers to achieving a positive health and safety culture in an organisation   |
|  | 1.3                        | Describe the symptoms of a poor health and safety culture in an organisation  |
| 2. Be able to assess the existing health and safety culture of an organisation                                   | 2.1                        | Explain the methodology used for assessing the health and safety culture of an organisation   |
|  | 2.2                        | Describe the indicators that can be used to measure the health and safety culture of an organisation  |
|  | 2.3                        | Describe how to carry out a climate survey in relation to health and safety in the workplace  |
|  | 2.4                        | Critically analyse data to make judgments about the health and safety culture of an organisation  |
| 3. Understand the factors that influence staff behaviour   | 3.1                        | Explain the individual, organisational and job factors which influence workers' behaviour   |
|  | 3.2                        | Explain the role of an organisation's communication system in promoting positive behaviour and improving health and safety culture              |
|  | 3.3                        | Explain how staff competency can be measured, improved and maintained   |
| 4. Know how to develop a strategy for improving the health and safety culture of an organisation                 | 4.1                        | Describe how to develop a strategy for improving the health and safety culture of an organisation   |
|  | 4.2                        | Explain the factors influencing the development of a strategy for improving health and safety culture   |
|  | 4.3                        | Explain how risk management principles are used in the development of a strategy for improving the health and safety culture of an organisation |
| 5. Be able to develop and present a business case for improving the health and safety culture of an organisation | 5.1                        | Construct a business case for investing resources into improving the health and safety culture of an organisation                               |
|  | 5.2                        | Prepare a management report for improving the health and safety culture of an organisation  |

### 4.3. Arranging assessments

#### **Registration**

Candidates pay an initial registration fee, then a fee for each examination and each assignment.

#### **Examinations**

Three examination sessions are held each year in London and Manchester. Dates and venues are indicated on the booking form available via the British Safety Council website.

Examinations must be booked by either the Approved Centre or private candidate at least four weeks before an examination date. Results are issued within approximately six weeks after each examination.

#### **Assignments**

Candidates may choose when they complete and submit their assignments. Results are issued within approximately six weeks of submission.

#### **Booking assessments**

It is the responsibility of the candidate to ensure that the British Safety Council is kept informed of any change of address or contact details.

The full assessment fee must accompany each booking.

#### *Examinations*

The examination closing date is four weeks prior to the examination.

The assessment booking form can be downloaded from the British Safety Council website. The form should be returned by email to the Qualifications Team at [submissions@britsafe.org](mailto:submissions@britsafe.org)

Once available, candidates will be advised on details confirming the date, time and venue of their examination.

#### *Assignments*

Candidates studying with an Approved Centre should arrange for the submission of an assignment directly with the training provider concerned.

Private candidates should request a booking form by emailing at [submissions@britsafe.org](mailto:submissions@britsafe.org)

For all assignments, a cover sheet completed by the candidate must accompany the submission.

#### ***New online system planned for 2018***

The British Safety Council plans to transfer the administration of the Diploma to our new online 'Centre Portal' system in 2018. The new system utilises Quartz, an industry-leading system that enables centres to book examinations directly, view the records and results of their learners faster and access valuable reporting functionality. Further information on the system will be made available to centres ahead of the transition to the new system.

#### 4.4. Assessment conditions

Each centre takes responsibility for administering examinations in accordance with British Safety Council regulations. This includes providing a suitable room, invigilation and ensuring that the candidates' work is their own.

Details of the examination arrangements can be found in the Centre Handbook.

The British Safety Council reserves the right to send an inspector to an examination sitting to ensure that all regulations are being adhered to. The inspector will arrive without prior notice, will be identified by an official letter, and must be granted access to the examination room and to all the examination documentation. Failure to allow an inspector access, or any discovered breach of British Safety Council regulations, may invalidate the examination. The British Safety Council may also withdraw the centre's approval.

#### 4.5. Marking, awarding and reporting of results

All assessments are marked by examiners appointed and trained by the British Safety Council. All examiners are senior level practitioners of occupational health and safety and rigorous standardisation procedures ensure that the marking schemes are applied consistently.

Results and (for achievement at qualification level) certificates are issued within approximately six weeks of the submission of an assessment. Candidates who achieve a pass in a unit will receive a result notification as a record of achievement.

##### **Unit 1 – Principles of Health and Safety Management**

Section A of the examination has one question worth a total of 40 marks and Section B has eight questions each worth 10 marks (i.e. 120 marks in total).

In order to pass this unit, candidates must achieve the pass mark and score at least 40% in each of sections A and B of the examination.

Results are reported as Pass, Merit, Distinction or Fail.

##### **Unit 2 – Safeguarding People's Health in the Workplace**

Unit 2 is assessed by examination and assignment. It is possible to fail one of these components but still pass the unit (through very strong performance in the other component), provided the candidate scores at least 40% in the failed component. This score of 40% is termed the 'threshold mark' and should not be confused with the pass mark. The examination and assignment marks are scaled and then aggregated to give a total scaled mark for the unit as a whole. Unit grades are reported as Pass, Merit, Distinction or Fail.

##### *Examination*

The examination consists of ten questions in this paper each worth 10 marks (i.e. 100 marks in total). The examination carries a weighting of 50% for the unit overall. Results are reported as Pass, Merit, Distinction or Fail.

##### *Assignment*

As the requirements of the assignment and the marking criteria do not change, standards are best maintained by applying the same grade boundaries over time. Grade boundaries for the assignment are published in the assignment guidance document. The assignment carries a weighting of 50% for the unit overall. Results are reported as Pass, Merit, Distinction or Fail.

### Unit 3 – Promoting a Positive Health and Safety Culture in the Workplace

As with the assignment for Unit 2, standards are best maintained by applying the same grade boundaries over time (these are published in the respective assignment guidance document).

#### Awarding the Qualification

Qualification results are issued to candidates who pass the assessments for all three units within a five year period. Candidates who pass all three units will be awarded the British Safety Council Level 6 Diploma in Occupational Safety and Health.

Once a candidate has successfully completed all three units, the unit grades are aggregated to give a result for the qualification as a whole.

Candidates with the following combinations of unit grades will be awarded qualification grades as follows:

| Unit grades | Qualification | Unit grades | Qualification |
|-------------|---------------|-------------|---------------|
| D + D + D   | Distinction   | M + M + M   | Merit         |
| D + D + M   | Distinction   | M + M + P   | Merit         |
| D + D + P   | Merit         | P + P + D   | Merit         |
| D + M + M   | Merit         | M + P + P   | Pass          |
| D + M + P   | Merit         | P + P + P   | Pass          |

#### Grade descriptions

##### *Distinction*

A candidate who has achieved a distinction in a unit has demonstrated a thorough knowledge and understanding of occupational health and safety issues relevant to that unit, including legal issues, and an ability to apply these effectively in a practitioner role. A distinction for the qualification as a whole reflects a very high level of achievement across the three units.

##### *Merit*

A candidate who has achieved a merit in a unit has demonstrated a good knowledge and understanding of health and safety issues relevant to that unit, including legal issues, and an ability to apply these in a practitioner role. A merit for the qualification as a whole reflects either a high level of achievement in all three units or a very high level in one unit balanced by a satisfactory level in another.

##### *Pass*

A candidate who has achieved a pass in a unit has demonstrated satisfactory knowledge and understanding of health and safety issues relevant to that unit, including legal issues, and some ability to apply these in a practitioner role. In units with two components, achievement may have been unequal between them. A pass for the qualification as a whole reflects at least a pass level of achievement in every unit.

### 4.6. Availability of sample assessment material

Centres and learners may familiarise themselves with the format and style of the examination questions by reference to the specimen papers available via the webpage for this qualification.

Candidates are strongly encouraged to prepare assignments by reference to the guides available on the qualification webpage.

# 5.

## Rules and policies

The following provides a summary of the rules and policies relevant to this qualification.

Centres and learners are advised to study the full and most current versions of each policy available on the British Safety Council website.

### 5.1. Equality of opportunity

The British Safety Council is committed to the principle of equality for all and it is a requirement that approved centres undertake the delivery of British Safety Council qualifications in accordance with the Equality Act 2010.

The British Safety Council aims to ensure that equality of opportunity is promoted through its qualifications and that unlawful or unfair discrimination, whether direct or indirect, does not occur.

Through our qualification development procedures and quality assurance arrangements, we keep under review how we can ensure equality for all learners.

We will ensure that:

- the widest possible diversity of learners can access our qualifications;
- the entry requirements, content and assessment demands of our qualifications are appropriate to the knowledge, understanding and skills specified and do not act as unnecessary barriers to achievement;
- the language used in our assessment materials is clear, free from bias and appropriate to the programme of study and target group;
- we produce materials that do not cause offence;
- we respond to requests for reasonable adjustments and special consideration;
- we act fairly at all times when working with centres and learners;
- our qualifications are regularly reviewed against this statement.

### 5.2. Reasonable adjustments

When necessary, the British Safety Council approves reasonable adjustments for candidates with particular requirements to enable them to have access to fair assessment and to demonstrate achievement. Candidates may require reasonable adjustments for a number of reasons including a permanent or temporary disability or medical condition.

Reasonable adjustments are not concessions to make assessment easier for learners, nor advantages to give learners a head start.

### 5.3. Special consideration

Special consideration involves procedures that may result in an adjustment to the marks of candidates who have not been able to demonstrate attainment because of exceptional circumstances during the examination itself.

The British Safety Council ensures that its special considerations treat learners fairly and in accordance with national guidelines.

A learner who is fully prepared for an assessment may be eligible for special consideration if:

- performance in an assessment is affected by circumstances beyond the control of the learner (e.g. recent personal illness, accident, bereavement or serious disturbance during the assessment);
- reasonable adjustment arrangements which were agreed in advance of the assessment proved inappropriate or inadequate.

### 5.4. Malpractice and maladministration

The fairness of the assessment process depends upon all parties acting in good faith and adhering to the highest professional standards of conduct. Any evidence of deviation from such standards may lead to disqualification of candidates and/or withdrawal of centre approval. In the event of proven malpractice or maladministration, the British Safety Council may notify the qualifications regulators and other awarding organisations.

All examiners, invigilators, centres, learners and awarding organisation staff are required to report suspicions of malpractice or maladministration on the part of centres, learners, tutors or anyone involved in delivering the qualification. Such reports should be made to the British Safety Council's Head of Qualifications for investigation and resolution.

Any attempt to gain unfair advantage in a qualification for oneself or for another constitutes malpractice, as does any infringement of examination rules.

Examples of malpractice include:

- a learner copying another learner's work;
- a learner bringing into an examination room aids (e.g. notes, mobile phone) that could be used to help answer the examination questions;
- a learner using others' ideas and words in an assignment without clearly acknowledging the source of the information (plagiarism);
- a tutor giving a learner unfair assistance with an assessment;
- an invigilator revealing the questions in an examination to learners before the time of the examination.

Any activity or practice which results in non-compliance with the British Safety Council's regulations and requirements constitutes maladministration.

Examples of maladministration include:

- a centre failing to return all examination materials after an examination;
- a centre failing to issue learners with appropriate notices and warnings in an examination;
- a centre not ensuring the examination venue conforms to requirements;
- errors or omissions in information supplied to the British Safety Council.

### 5.5. Result enquiries and appeals

The British Safety Council endorses the right of individuals to enquire about their result and to appeal against the outcome of that enquiry. Procedures are in place to ensure that result enquiries and appeals are dealt with thoroughly and fairly.

The British Safety Council reserves the right not to consider result enquiries if the request is submitted more than 14 days after the result issue date.

A result enquiry or an appeal can result in a grade being confirmed, raised or lowered. Where a grade is changed, the new grade will replace the original grade, whether it is higher or lower.

### 5.6. Feedback and complaints

The British Safety Council is committed to providing an outstanding level of customer service and we welcome feedback to help us continually improve our service.

With complaints, we undertake to:

- acknowledge your complaint within two working days;
- log all complaints and resolve them as quickly as possible;
- assign an appropriately qualified member of staff to deal with your complaint;
- respond fully or provide a progress report within 20 working days;
- for more complex complaints, conclude follow-up action within an agreed timescale;
- reply in whichever way (telephone, e-mail, letter) is most convenient for you.





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