



Approved Centre Handbook

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General Introduction to this Handbook

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 <https://www.britsafe.org/training-and-learning/deliver-our-qualifications/qualifications-for-approved-centres/>.

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 guides on how to set up sessions and enrol learners which can be found in the Centre Portal, or on the website.

Where appropriate, supporting documentation is referenced throughout this handbook.

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British Safety Council Centre Approval Process

1.1 Introduction

This section sets out the minimum requirements to become, and remain, approved to deliver British Safety Council qualifications.

The information detailed in this section covers initial centre and qualification approval, expansion of qualification offers along with, invigilator, tutor/trainer and verifier approval.

The information provided here should be read in conjunction with the remainder of this document and the relevant qualification specifications.

Centre approval allows the approved organisation to offer and provide training towards the British Safety Council qualification(s) they are specifically approved to deliver.

Centre approval is not the same as accreditation. The British Safety Council does not accredit approved centre training courses.

1.2 Centre Approval

Application

Organisations seeking approval must have fully completed the approved centre application pack and provided all relevant, up to date and accurate information.

Based on our assessment of the application, taking into account the risk related to the qualification(s) approval is applied for, information given during the application, centres may be subject to additional evidence requirements for initial, continuing approval or re-approval, which will generally include a centre visit, that the centre will be charged for.

Approval and Centre Agreement

Organisations must be approved by the British Safety Council as an approved centre before they are permitted to deliver our qualifications.

Centres confirm approval by signing an enforceable Centre Agreement that will allow the British Safety Council to meet the regulatory requirements for the secure delivery of its qualifications. The terms of the Agreement may change from time to time not least in line with Regulator requirements.

Centres remain approved to deliver our qualifications except for the following circumstances:

- Centre approval automatically lapses where no learners have been registered or assessments run in a 6 month period
- British Safety Council reserve the right to withdraw approval where less than 25 learners have been enrolled for assessment in a 6 month period unless a satisfactory explanation is provided

- Individual qualification approvals lapse where the centre does not enrol at least 25 learners for assessment within a 6 month period
- Where all qualification approvals have lapsed for any reason the Centre Approval is automatically withdrawn
- Failure to pay any fees or charges within a specified timeframe including approval, compliance monitoring, qualification and assessment fees
- Breaches of the Centre Agreement or Centre Handbook
- The approved centre confirms in writing that they do not wish to continue to offer British Safety Council qualifications;
- The approved centre consistently fails to meet the minimum published standards in the administration and delivery of our qualifications
- The centre has been suspended for any reason and/or is subject to an investigation into potential malpractice or maladministration
- Centre approval is withdrawn following the outcome of an investigation into malpractice or maladministration
- The centre ceases trading
- British Safety Council becomes aware of any incorrect information supplied by the approved centre at anytime including that supplied on application for approval
- The centre behaves in a way that brings the British Safety Council into disrepute.

Following a lapse, breach of the Centre Agreement or withdrawal of centre approval, there is no guarantee the centre will receive re-approval. Should it wish to seek reapproval it will be required to complete a new application. Any centre previously subject to the withdrawal of centre approval will not be permitted to reapply.

A centre approval is removed, in all of the circumstance above, the centre will be required to remove references to approval from their website, literature and all other communications and inform their stakeholders including potential learners of the same.

Please note: We are required to notify other regulated awarding organisations, and the qualifications Regulators, where British Safety Council has cause for suspicion about a centre and its practices, a centre is under investigation, suspended, or centre approval has been withdrawn.

1.3 Qualification Approval

Approval for certain qualifications is dependent on the following requirements, as follows:

- Portfolio – Internal quality assurance/verification
- Multiple-choice examination - Internal quality assurance and invigilation
- Paper-based short answer examination – Internal quality assurance and invigilation
- Online short answer assessment – Internal quality assurance and invigilation.
- Level 3 qualifications including the ICertOSH – Internal quality assurance, invigilation and Registered Trainer;
- Level 6 qualifications including the IDipOSH – Internal quality assurance, invigilation and Registered Trainer;
- Practical assessment qualifications – Registered Tutor, Registered Internal Verifier and internal quality assurance.

1.4 Trainer Approval/Registration

Anyone wishing to teach the following description(s) of qualifications must be registered by the British Safety Council.

Registration and approval must take place in advance of any teaching and the qualifications requiring a Registered Trainer are as follows:

- All short answer level 3 qualifications
- All level 6 qualifications
- All practical assessment qualifications.

To be approved to deliver the listed qualifications, the centre must submit a fully-completed Registered Trainer Registration Form, copies of all relevant certificates and evidence at the time of applying and once approved, registration lasts 12 months.

It is the centre's responsibility to ensure that the Registered Trainer details are kept up-to-date, and this must be available for a BSC RQA to review during your centre's quality assurance engagement.

1.5 Internal Quality Assurer Approval/Registration

Any centre wishing to deliver qualifications must ensure they have a suitably trained internal quality assurer registered with the British Safety Council.

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.

1.6 Invigilator Approval

Any centre wishing to deliver qualifications with examinations requiring invigilation must ensure they have a suitably trained invigilator registered with the British Safety Council.

Registration and approval must take place in advance of any assessment and the invigilator must ensure they are following the BSC's guidance for the examinations that they are invigilating. See Section 2 of this handbook - Principles of delivering British Safety Council qualifications

1.7 Expanding Qualification Approval

Once approved, British Safety Council centres are permitted to deliver a level and/ or type of qualification.

Approved centres wishing to expand their qualification offer must first complete and return the qualification expansion request form at www.britisafe.org

Qualification expansion is subject to additional approval and receipt of the appropriate payment.

1.8 Required Policies, Procedures and Records

Approved centres are required to maintain, at a minimum, the following policies:

- Health & Safety
- Quality Assurance
- Equal Opportunities and Diversity
- Malpractice and Maladministration
- Appeals
- Learner Complaints
- Safeguarding
- Internal Verification/Quality Assurance
- Data Retention Policy

Information System:

- Qualifications
- Experience
- Record Continual Professional Development (CPD)
- Examination
- Invigilation
- Staff Records

Learner records covering the individual's 'journey' through the qualification, including at a minimum:

- Application form
- Initial assessment results record
- Date of training and Trainer name
- Assessment date
- Invigilator name
- Result
- Date certificate issued to Learner and released by the BSC

It is good practice to ask the Learner to sign for the certificate when collected in person.

1.9 GDPR Guidance for British Safety Council Course Providers

In accordance with the General Data Protection Regulation (GDPR), all course providers must follow the following guidance to ensure you remain able to provide British Safety Council Qualifications.

The GDPR main concepts and principles are much the same as those in the Data Protection Act (DPA). However, there are new elements and significant enhancements, so you may have to do some things for the first time and some things differently.

For UK course providers

We strongly recommend that you visit Gov.uk for comprehensive advice on remaining GDPR compliant: <https://www.gov.uk/government/publications/guide-to-the-general-data-protection-regulation>.

For course providers located in other European countries

We strongly advise referring to the relevant governing organisation dealing with **GDPR** for your region.

For course providers located outside Europe

GDPR is still very relevant as it is referred to in your accreditation agreement with us and the guidance in this document will ensure that Learners are clear about how British Safety Council will process any data that you transfer to us.

Data protection terms

For the purpose of the GDPR you are considered the '**Data Controller**' when dealing with Learners registering to BSC qualifications and BSC is the '**Data Processor**'. Under the new regulation, **Data Controllers** are responsible for ensuring any **third-party** contractor they transfer data to have adequate data processing procedures in place to ensure compliance with the regulation.

Below are some key considerations for course providers with regard to **Data Processing** and **Data Security**. We would also strongly recommend you review the amendments to the Course Provider Agreement, the revised Learners' Terms and Conditions and the revised Privacy Statement

Explicit Consent

By registering for an assessment, you give express consent for us to transfer your data; specifically, your full name, address, email address, gender, and telephone contact details to British Safety Council for the purpose of registration, examination and certification of qualifications only. British Safety Council have a privacy statement available on their website detailing how they will process these data.

Personal Data

Sensitive Personal Data is information that is subject to more stringent conditions than other forms of personal data. Processing Reasonable Adjustments, Special Considerations and Extension Requests will most likely require evidence concerning Learners or other individuals. This evidence would be considered in most cases sensitive personal data. This type of data requires careful handling and the subject must be clear about how these data will be processed securely.

Once a reasonable adjustment or special consideration has been processed it is advised that course providers do not retain the supporting evidence. One suggestion is for the type of evidence to be logged on a database for referencing purposes, but not the actual evidence itself. It is recommended that this should be securely disposed of in whatever format it is held and in line with your own robust data security measures.

For clarification, British Safety Council retains data that may be required as evidence or is part of an on-going investigation for the purposes of detecting crime, investigating malpractice or verification of the validity of awards. For these purposes data (including contact data where applicable) may be held indefinitely.

Note: Providing false or misleading information may impact on your approval status.

2.1 Centre Renewal

Active Centres remain approved to deliver British Safety Council qualifications for as long as the current qualification(s) offer is delivered.

Where all qualification subscriptions have lapsed, centre approval will be removed and the centre will not be able to access the Portico Quartz Online System (where applicable) or deliver our qualification(s).

To renew lapsed centre approval, please see section 1.2.

2.2 Qualification Renewal

Qualification approval is for as long as the qualification is being delivered by the centre and the qualification is active. Qualification delivery is determined through learner enrolments for assessment. Where no learners are enrolled for assessment in a 6 month period the qualification approval automatically lapses and no further learners can be enrolled without qualification re-approval.

Where all qualifications that the centre is approved for lapse due to inactivity, the Centre approval will also be automatically be withdrawn

2.3 Invigilator, Trainer and Internal Quality Assurer Renewal

Trainers and Internal Verifiers are registered for a 12-month period.

Unless renewed, Trainer and Internal Verifier registration will lapse at the end of the registration period.

It is important to identify if there are any changes to individuals' details and these must be noted on the form. Approved centres are required to keep up- to-date trainers' and internal verifiers' records, including contact details and relevant evidence of continual professional development (CPD) and certificates on file.

Approved centres are required to provide access to staff records for all, Invigilators, Trainers and Internal Quality Assurers involved with British Safety Council qualifications to the British Safety Council Compliance Team, Regional Quality Assurance Staff, Qualification Regulators and other relevant Agencies. Invigilator, Trainer and Internal Quality Assurer records will be confirmed at centre engagements (usually a monitoring visit)

2.4 Deregistering an Invigilator, Trainer or Internal Quality Assurer

It is the responsibility of the Head of Centre to keep Centre staff records current and in the event of an individual being no longer active within your centre you must deregister them as an invigilator, trainer or internal verifier, you must inform the qualifications team in writing immediately. Notification can be made by email to qualifications@britsafe.org and must contain the following information:

- Full Name of the Invigilator, Trainer or Internal Quality Assurer
- Date of deregistration
- Reason for deregistration

Centres are not permitted to deliver qualifications without a registered invigilator trainer/internal verifier.

Once deregistered, an Invigilator, Trainer or Internal Quality Assurer will be required to submit a new registration form and supporting evidence, to register. Prior registration as a British Safety Council registered invigilator, trainer or internal quality assurer does not guarantee re-approval

2.5 Right of Appeal

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. Written appeals must be sent to qualifications@britsafe.org within **14- days** of the date of notification.

The appeal should include the following information:

- Name and address of the centre;
- The full name of the invigilator, trainer, or internal quality assurer if applicable;
- Full detail of the appeal;
- Date of application.

The BSC reserves the right to not grant approval to a centre or individual.

Responsibilities of the Head of Centre

3.1 Introduction

This section has been developed to set out the minimum expected responsibilities of the Head of a British Safety Council approved centre. The responsibilities listed should be read in conjunction with the requirements of the relevant sections of this handbook and our policies.

Additionally, due attention must be given to the relevant qualification specifications.

3.2 The Head of Centre

The Head of Centre is the person with overall responsibility for the organisation and will be held accountable for the administration and delivery of British Safety Council qualifications and ensuring that the terms of the Centre Agreement are complied with.

More specifically the Head of Centre is responsible for:

- Administering British Safety Council qualifications in line with the standards set out in this document and the qualification specifications
- Administering examinations in accordance with the standards and procedures in this handbook
- 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)

- Providing an address to which examination materials and related correspondence can be sent
- Informing the British Safety Council of any change of address or contact details as soon as they occur
- Providing accommodation for examinations in line with the requirements of this handbook and that allows access for all learners in accordance with relevant legislation
- 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
- Making arrangements to receive and to issue to staff, as appropriate, all communications from time to time supplied by the British Safety Council
- Verifying the identity of all learners sitting for each examination
- Informing learners of the date, time and location of the examination and bringing the examination rules to the attention of learners
- 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
- Ensuring compliance with the British Safety Council Equality Policy and relevant legislation
- Implementing reasonable adjustments and applying for special consideration in accordance with the British Safety Council Reasonable Adjustments and Special Consideration Policy
- Reporting to the British Safety Council any established, suspected or alleged case of misconduct or malpractice by a Learner 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;
- Making any result enquiries or appeals in accordance with the British Safety Council Result Enquiries and Appeals Policy
- Facilitating any inspection of the Centre by the British Safety Council and/or the qualifications regulators which may be conducted without prior notice
- Paying assessment fees in the manner and at the time specified by the British Safety Council
- 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.

Payment

4.1 Introduction

This section sets out the minimum requirements for making payment(s) to the British Safety Council. 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 through the application of sanctions and referral to the malpractice and maladministration process.

4.2 Required Payments

To be able to deliver British Safety Council qualifications, approved centres are required to have paid the following:

- Centre approval fee (only for new, or lapsed centres wishing to re-apply)
- Qualification(s) approval fees
- Assessment fees (credits)*

All approved centres in the are required to meet an annual minimum spend requirement of £3000 (UK centres) or £7000 (international centres). In a centre fails to meet this requirement, additional charges will apply.

For the most up-to-date fee information please visit www.britsafe.org or log-on to the Centre Portal.

Payment can be made using the following methods

- Credit/ debit card
- BACS
- Invoice

Access to the Portico Quartz Online System will normally only be provided once cleared funds have been received.

****Please note that assessment credits must be fully paid for, before an examinations/tests can take place. This can be completed via credit card or invoice, with assessment credits only released once the invoice has been fully paid.***

4.3 Non-payment of required fees

Failure to make payment within the specified timeframe may result in sanctions being applied and the suspension of one or more of the following:

- The centre as a whole, where there is only one qualification offered
- Where payment has not been received for the whole qualification offer, each qualification with an outstanding payment.

Failure to make payment may also result in referral to the maladministration and malpractice policy which can be found on www.britsafe.org.

Where a sanction as a result of a non-payment is imposed, access to the Portico Quartz Online System will be removed which will stop your ability to:

- Book assessments
- Add and manage learners
- Add learners to booked assessment sessions
- Access examination materials

- Access online assessments
- Review results

Access to the Portico Quartz Online System can only be reinstated on full payment of all outstanding fees and can only be authorised by the Head of Qualifications or Responsible Officer.

Training Delivery

5.1 Introduction

This training delivery procedure has been developed to set and maintain standards of delivery for British Safety Council approved centres and trainers. 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.

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.

5.2 Support Materials

Whilst the British Safety Council provides some support materials for use with our qualifications, these materials represent the minimum level of depth and scope required of the training provision but are not compulsory and we actively promote tutor devised training materials and resources.

Where British Safety Council support materials are used they are subject to adherence to copyright requirements.

The approved centre, and trainer(s), are responsible for ensuring their training programmes are kept up-to-date.

The British Safety Council recommends that trainers liaise with the local enforcement authority, as enforcement officers can provide information and advice on current legislation.

5.3 Use of E-Learning

Approved centres should have a clear policy on the use of E-Learning tools in teaching, with any E-Learning covering, at a minimum, the learning outcomes and assessment criteria. The use of E-Learning should be limited in practical assessment qualifications.

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 British Safety Council, which gained in advance of development of the E-Learning course and prior to launch, the final version of the E- Learning course must be made available for final review

The British Safety Council reserves the right to withdraw approval or require changes to the course at any time and where approval is withdrawn, reasons will be provided. The British Safety Council will not be held liable for any expense incurred in the development, running or withdrawal of E- Learning courses.

The British Safety Council offers a range of E-Learning Modules. For more information please contact your account manager.

5.4 General administration of the Approved Centre

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.

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.

It is good practice for all trainers to hold a teaching or training qualification and have extensive knowledge of the subject they are teaching.

All buildings and premises used by the approved centre for training and assessment purposes must provide appropriate and safe access for all learners in accordance with relevant health and safety and equality legislation.

Centres are responsible for assessing the suitability of all premises used.

The Head of Centre will be held accountable for all aspects of quality assurance and approved centres must agree to cooperate with all British Safety Council quality assurance monitoring activities.

Prior to the delivery of certain British Safety Council qualifications, the approved centre must ensure that the trainer(s) are appropriately registered.

Centres are only permitted to deliver the qualification, or suite of qualifications, for which they are approved.

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.

The British Safety Council reserves the right to conduct monitoring activities with only limited, or no, notification.

Approved centres are responsible for all aspects of administration associated with the delivery of British Safety Council qualifications.

It is expected that all learners undertake a form of initial assessment prior to taking a British Safety Council assessment, the nature of which is at the discretion of the Head of Centre. The Head of Centre is expected to maintain a written record of all initial assessment outcomes.

5.5 Equality and diversity

Effective systems need to be in place to ensure the consistency of standards and equality of opportunity and centres must have a written equality and diversity policy that is available to each Learner prior to the commencement of training.

An example Equality and Diversity policy is provided in the exemplar section of the Portico Quartz Online System.

5.6 Complaints and appeals

All approved centres must have a written complaints and appeals procedure and ensure that learners are made aware of these procedures prior to the commencement of training.

Centres are required to retain all documents and data pertaining to complaints and appeals for a minimum of three years.

An example Complaints and Appeals policy is provided in the exemplar section of the Portico Quartz Online System.

5.7 Procedure for centres with registered trainers

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. Their names should appear as such on the Portico Quartz Online System.

Centres must ensure that trainers are appropriately supported and adhere to relevant British Safety Council procedures.

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.

5.8 Quality Assurance

All approved centres must ensure there is an individual responsible for quality assurance.

Examination and Assessment

6.1 Introduction

This procedure sets out the minimum expected standards in managing our assessments and examinations and should be read in conjunction with requirements set out in:

- The remainder of this document
- Relevant qualification specifications
- Any additional guidance issued by the British Safety Council.

6.2 Managing Assessments & Examinations

Learners must be registered in advance of completing any assessment or examination.

It is the Head of Centre's responsibility to ensure that all qualification assessments and examinations are completed in line with British Safety Council requirements.

6.3 Portfolio-Based Assessments

Unless specified to the contrary, portfolio-based assessments are not held under examination conditions. The work must be entirely the Learner's own.

Reasonable adjustments may be made for this assessment type, and the centre should refer to the British Safety Council's Reasonable Adjustment Policy for how to apply these.

6.4 Examinations

Unless specified to the contrary, all examinations must be held under examination conditions and all submitted work must be the Learner's own and unaided.

Reasonable adjustments may be applied for this assessment type and the centre should refer to the British Safety Council's Reasonable Adjustment Policy for how to apply these. Any reasonable adjustments applied during an assessment should be noted on the Learner attendance sheet.

A fully completed, and signed, Learner attendance sheet must be returned with completed Learner answer forms.

6.5 Online short-answer assessment

Unless specified to the contrary, online short-answer assessments are not held under examination conditions and all submitted work must be the Learner's own and unaided, plagiarism of any sort will not be tolerated.

The tutor must verify the learners work and the Learner must allow the verifier access to their assessment prior to submission. The Learner cannot act as verifier.

Reasonable adjustments may be applied for this assessment type, including:

Reasonable adjustments may be applied for this assessment type and the centre should refer to the British Safety Council's Reasonable Adjustment Policy for how to apply these.

6.6 Invigilation

Where an approved centre offers qualifications with an examination, the Head of Centre is required to provide suitably trained Invigilators who cannot have been involved in any part of the Learners' teaching.

The Invigilator is normally responsible for ensuring the security and integrity of the examination and must have a good understanding of British Safety Council examination rules.

The Invigilator is required to:

- Ensure the room is suitable for the examination and number of learners
- Prepare the room in advance of the examination to ensure
- No reference materials are on show
- Where possible, learners are all facing in the same direction
- Learners are positioned at least 1.25m apart
- There is a working clock visible to all Learners
- A board with the qualification title, start and finish times is visible to all Learners
- Examination in progress signs are displayed outside the room.

6.7 Special Consideration

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. Full details of the BSC's approach to can be found in Special Consideration Policy on www.britsafe.org

6.8 Special Consideration Appeals

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

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

7.1 Booking Assessments

With the exception of Level 3 and 6 non multiple-choice examinations, all assessments must be booked using the Portico Quartz Online System.

The process for the booking of assessments can be found in the Approved Centre documentation section on the Portico Quartz Online System.

The minimum booking periods for each assessment type are as follows:

- All portfolio based qualifications must be booked a minimum of 24 hours in advance of the start of teaching
- All multiple-choice examinations must be booked a minimum of three hours in advance of the assessment
- All Level 2 online short answer assessments can be booked for immediate access by the Learner
- Level 3 short answer examinations must be booked, and Learners registered, a minimum of seven weeks in advance of the examination
- Level 6 Learner registrations must be booked a minimum of four weeks in advance of the examination.

7.2 Paying for Assessments

Centres must pay for the number of required assessments at the time of booking.

- Assessments booked through the Portico Quartz Online System are paid for using a 'credits' system.
- You must ensure you have sufficient credits to cover the number of Learners taking the assessment.
- Additional credits can be purchased at any time from your Account Manager or through our website www.britsafe.org.
- Any assessment booked 'outside' of the Portico Quartz Online System must be paid in full before the start of the assessment session.
- Where a centre fails to make payment, access to assessment materials will be restricted.
- For portfolio assessments, additional Learners can be added throughout the assessment period.

7.3 Registering Learners

The following rules apply when registering Learners:

Portfolio based assessments

- Learners must be registered in advance of the start of teaching.
- The process for the registration of Learners can be accessed from the approved centre documentation section of the Portico Quartz Online System.
- Where a Learner is registered after the start of teaching a reason must be provided and the centre may be investigated in line with our malpractice and maladministration policy
- Late registered learners will be required to complete their portfolio within the remaining assessment period.

Multiple-choice assessments:

- Learners must be registered in advance of the examination
- Registration can take place from the time of booking up to the day of the examination
- In exceptional circumstances, learners can be registered up to three hours before the start of the examination.

Online short answer assessments:

- Learners can be added at any time for immediate access.
- Level 3 and 6 short and long answer assessments including international versions:
- Please refer to section 8.2
- Learner registrations will not be accepted after the cut-off date/time.
- Regular late registration of Learners is considered as poor practice and could result in referral to the compliance team who may elect to conduct an investigation in line with our malpractice and maladministration policy.

7.4 Receiving Assessment Materials

The centre must designate a specific contact for the receipt of assessment materials. In most cases this will either be the examinations officer or the person responsible for the centre's Portico Quartz Online System account.

Portfolio based assessments:

- Available through the centre support section of the Portico Quartz Online System.
- Level 2 short answer assessments
- Available through the centre support section of the Portico Quartz Online System.

Multiple Choice Examinations:

- Paper-based examinations materials include the following:
- Learner Answer Forms (OMRs): These are dispatched to the centre at the time of purchasing credits
- Learner Attendance Sheet (CAS): Downloadable from the Portico Quartz Online System;
- Examination Paper: Downloadable from the Portico Quartz Online System
- Room plan: Downloadable from the Portico Quartz Online System.

It is the Head of Centre's responsibility to contact the British Safety Council if any of the examination materials have not been received.

Examination papers should be downloaded and printed in advance of the examination and the printed examination paper should be carefully checked to ensure that all the pages have been printed. Care must be taken to ensure the downloaded paper is the one assigned to the examination session as Learners issued an incorrect examination paper will not achieve the minimum pass mark.

Where an incorrect paper has been issued to Learners, the centre will be referred to the maladministration and malpractice procedure and sanctions policy.

The paper is available to print 72 hours in advance of the assessment and is automatically removed from the system at the designated start time of the examination, therefore

if you fail to print the examination paper before the cut off the British Safety Council we will not be able to provide you with another copy.

The person responsible for downloading and collating papers should not be involved in the teaching of the Learners due to take the examination and the examination paper must be stored in a locked cabinet in a securely locked room until 15 minutes before the examination start time. Under no circumstances can the tutor have access to the examination paper and no additional copies of the paper may be printed.

Online Examinations

The designated person will receive the login details for all registered Learners and it is their responsibility to contact the British Safety Council if any of the login details have not been received.

The online examination will become available in advance of the assessment start time and Learners must have logged into the assessment by the appointed start time. Access to the examination is automatically removed from the system following the designated start time of the examination.

Level 3 and 6 short and long answer examinations

All required examination materials will be dispatched from the British Safety Council. The pack includes:

- Learner registration form;
- Room plan
- Examination rules
- Examination announcement
- Incident report form
- Examination papers – sealed.

It is the responsibility of the centre to contact the British Safety Council if any of the examination materials have not been received. Examination papers must only be opened at the start of the examination in the presence of the Learners.

7.6 Storing Examination Materials

Paper-based examination papers must be stored securely at all times to ensure no unauthorised person has access to them. Ideally, all examination materials should be stored in a lockable safe, but where this is not available a non-portable, lockable metal cabinet or similar container must be used. The safe, cabinet or container must be kept in a securely locked room.

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 and at no time should the trainer have access to the examination papers.

7.7 Level 2 short answer assessments - Assessment Verifier

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

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

7.8 Withdrawing a Learner

It may be necessary to withdraw a Learner from a qualification:

Portfolio based Assessments

- The result for the Learner(s) unable to complete the assessment should be set to withdrawn on the Portico Quartz Online System.

Multiple-Choice Assessments

Where a Learner booked on a session on the Portico Quartz Online System fails to sit the examination, the system will automatically remove their name from the session when the results are processed, please note the following:-

- The Learner can then be added to a different session.
- Do not create another Learner record for the individual.
- Where a Learner is withdrawn from an assessment, the credit will be reimbursed.

7.9 The Examination Room

Paper-based examinations

The Centre must have adequate accommodation and facilities at its exclusive disposal for the examination and due attention must be paid to health, safety and welfare matters such as heating, lighting, ventilation and the level of extraneous noise.

The seating arrangements should be such as to prevent learners from overlooking, intentionally or otherwise, the work of any other Learner.

Using the room plan, available on the Portico Quartz Online System, the Invigilator must produce a plan of the examination room indicating the seating positions of each Learner. This must be sent to the British Safety Council with the completed exam papers.

The room should be clear of any display material (e.g. posters) that might be helpful to Learners.

If secure cloakroom facilities are available, Learners should be advised that they must leave coats, bags and notes in them. If there are no cloakroom facilities, or they are not secure, all personal belongings must be placed at the front/back of the room.

All mobile telephones are to be switched off and placed with personal belongings.

Learners are not permitted to keep any electronic device with them that could assist with answering the questions, for example: mobile telephones, Smart Watches, Google Glasses, Smart Tablets

For Paper-based examinations – excluding Level 3 and 6 short and long answer qualifications

The minimum distance in all directions from each Learner's chair must be 1.25 metres and whenever possible all Learners should face the same direction and each have a separate desk or table of sufficient size to accommodate a question paper and answer sheet. The Centre must provide the following for each examination:

- An HB pencil with eraser for each Learner
- Pencil sharpeners and/or replacement pencils
- A reliable clock visible to each Learner in the examination room
- A board stating the qualification title and the start and finish times of the examination
- At least one sign stating 'Quiet Please – Examination in Progress' displayed outside the examination room

Online Examinations including the Level 3 multiple-choice examinations

To ensure the validity of the examination is maintained, the following should be observed:

- Learners must have their own computer
- Learners should have their own desk
- Whenever possible Learners should either face each other or face in the same direction with sufficient space to prevent Learners overlooking each other
- If this is not possible, Learners must be positioned so they cannot see any other computer screen in the room
- If available, partition screens can be used to allow Learners to sit next to each other
- A reliable clock should be visible to each Learner in the examination room;
- At least one sign stating 'Quiet Please – Examination in Progress' outside the examination room.

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

- A reliable clock visible to each Learner in the examination room
- A board stating the qualification title and the start and finish times of the examination
- At least one sign stating 'Quiet Please – Examination in Progress' displayed outside the examination room
- Spare pens and blank paper.

Full requirements are set out in the examination pack.

7.10 Examination invigilation

To maintain the integrity of the assessment, the Head of Centre must ensure that invigilation is carried out by invigilators registered with the British Safety Council who have not been involved in the teaching or training of the Learners. Invigilator(s) cannot be related to any Learner in the examination.

Sufficient invigilators must be appointed to ensure that the examination is conducted in accordance with the following requirements:

- At least one invigilator should be present for every 20 Learners
- When only one invigilator is present, he/she must be able to summon assistance easily, without disturbing the Learners (for example a Learner needing to take a comfort break)
- Each Learner in the examination room must always be in sight of at least one invigilator.

Level 6 Public Examinations

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

7.11 Examination Rules

The examination must be run at the booked start time all Learners present, and booked, on the examination must take the examination at the same time and under no circumstances are centres allowed to stagger Learner start times for an individual examination session.

The examination must be conducted according to the British Safety Council's Examination Rules, a copy of which can be found at appendix 1.

The Examination Rules must be brought to the attention of all Learners at the start of the examination.

7.12 Before the examination (paper-based)

If anything is missing that would affect the smooth running of the examination, the invigilator should attempt to rectify the situation locally (e.g. photocopy an answer sheet). If in doubt, the senior invigilator should telephone the British Safety Council qualifications team for advice.

The answer sheet/OMR form must be fully completed by the Learner, including the Learner number matrix.

Learners 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.

Using the room plan template, the invigilator must produce a plan of the examination room indicating the name and seating positions of each Learner.

7.13 Pre-Examination announcement

Five minutes before the scheduled start time, the invigilator should brief all Learners on the following:

- The location of the fire exits and assembly points;
- Other relevant health and safety information.
- In the event of a fire alarm/ evacuation, Learners should be told they must not discuss the contents of their examination paper, so that the examination can be restarted.
- In the event of a stopped session, lost time will be added to the end of the examination
- The invigilator must read the pre-examination announcements, word-for-word, to the learners

The appropriate announcements are at Appendix 1.

7.14 During the Examination

Any Learner who arrives after the start of the examination should be allowed to sit the assessment during the remainder of the time, but no extension of time may be granted and this, or any other, incident must be recorded on the CAS form and returned.

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.

No unauthorised persons are allowed into the examination room during the examination. If a Learner wishes to leave the room to go to the toilet, s/he must be accompanied by an invigilator.

Only one Learner can leave the examination room to go to the toilet at any one time. There is normally no reason for invigilators to be talking during an examination, but where it is necessary, talking must be kept to an absolute minimum. During the examination, invigilators are not permitted to carry out any other activity which may distract them from their invigilation responsibilities, for instance:

- Reading
- Talking
- Using a mobile telephone or electronic device
- Using a computer, tablet or laptop.

Under no circumstances may invigilators:

- Assist Learners with their answers during the examination
- Complete the assessment on behalf of the Learner
- Give copies of the assessment to Learners to complete outside of the examination room or session.

Where any malpractice is suspected or identified, BSC must be informed immediately and this will be dealt with in line with the BSC's Malpractice and Maladministration policy.

7.15 After the Examination – Paper Based

Once all Learners have completed the assessment task, each Learner's answer sheet should be collected by the invigilator who must ensure that the Learner number and corresponding matrix have been completed. Invigilators are not permitted to make any other changes to the Learner's OMR form or answer booklet.

Completed OMR forms/answer booklets, the signed CAS, room plan, and any other relevant paperwork must be immediately sealed in a return envelope. The examination paperwork must be returned to the British Safety Council on the day of the examination. Where this is not possible, the envelope must be securely stored and returned the next working day.

When returning the paperwork to the British Safety Council, centres should use special delivery or a courier to ensure the delivery can be tracked. Proof of postage is not proof of delivery.

The British Safety Council cannot be held responsible for assessments that fail to be delivered to our offices.

The question papers do not need to be returned to the British Safety Council and must be immediately, and securely, destroyed by:

- Cross shredding
- Secure shredding
- Incineration (where available)

Examination papers must never be disposed of in an unsecure waste bin.

7.16 Results

Portfolio Based qualifications

At the end of the assessment period, the system will automatically close the session and Learners without marks added against their name will be automatically set to 'did not complete'. Note: Where a Learner has not completed the assessment, the credit will not be reimbursed.

The completed portfolio must evidence the minimum required learning outcomes and assessment criteria and must include a signed declaration.

The centre marks the Learners' work and submits the marks to the British Safety Council via the Portico Quartz Online System, with learner marks are submitted as:

- Pass
- Fail
- Withdrawn.

A moderation sample of the submitted Learners' work will be requested for external moderation which may include the work of Learners who have failed to reach the minimum standard.

Once the external moderation process has been completed, the centre will receive a moderation report.

7.17 The External Moderation Process

Following the submission of Learners' results, the system will automatically generate an external moderation sample list of Learners' work we wish to moderate.

The list is generated by identifying a random 15% sample of the entry but where there are 15 or fewer Learners in the cohort, we will ask for a 100% sample.

The request will be sent by email to the main centre contact and the sample of work must be returned within 21 days. Centres are advised that unless specifically requested, Learners' work will not be returned following moderation.

Centres can supply the requested sample in the following formats:

- Electronically scanned and emailed
- Electronically scanned and added to the Qualifications Team 'dropbox'
- Photocopied and posted to the British Safety Council
- Posted to the British Safety Council as an 'original' document.

Where a centre sends an original portfolio, a copy of the evidence should be kept by the centre until the results have been issued.

Portfolios should be posted by special delivery or courier to ensure the delivery can be tracked, please note that proof of postage is not proof of delivery. The British Safety Council cannot be held responsible for assessments that fail to be delivered to our offices.

When the moderation sample arrives, the portfolio will be subject to an initial sufficiency review to confirm the following:

- The requested Learners' portfolios have been included in the sample
- The front declaration sheet has been fully completed, signed and dated by all parties
- There is evidence of marking/ notation through the portfolio
- The sample has been submitted in an appropriate format.

Where a sample fails to meet the requirements the entire sample will be returned to the centre for the error(s) to be corrected.

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

For larger moderation samples, the moderator may decide to review a random sample from the submitted portfolios. In these circumstances the moderator will follow the moderation process below and decide whether to agree with the marking of the selection or require a full moderation of all portfolios in the submission.

The moderator will review the marking and content of the sample and make a judgement as to the validity of the sample and marking and will also compare marking and decisions across the portfolios.

Following moderation one of the following judgements will be made:

- Agree with the marking and results of the sample and allow certification
- Require an additional sample from the centre
- Reject the marking and sample.

Rejected assessments will be returned to the centre for correction and resubmission. Following each moderation session, the external moderator will produce a report identifying any areas of weakness and good practice and detailing their decision.

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

Multiple-Choice Examinations

Paper-based

Each pack is normally processed within five working days of receipt, with processing involves scanning each Learner's answer form against the correct answer matrix. Where there are any illegible marks, the forms are visually checked and manually corrected.

Once the scanning has been completed, a quality assurance check will be completed following which the results are uploaded onto the Portico Quartz Online System, unless the quality assurance check requires the British Safety Council to investigate further in which case the results will be held.

Online

Once all Learners have completed the assessment and the session is closed, a quality assurance check will be completed following which the results are released and the results are automatically recorded on the Portico Quartz Online System, unless the quality assurance check requires the British Safety Council to investigate further in which case the results will be held.

Level 2 short answer assessments

Once a Learner has submitted their assignment the system automatically assigns the assessment to an examiner. The assignment is marked on screen and results issued on completion, following successful moderation/quality assurance.

Level 3 and 6 Examinations and Assignments – including International versions

Each examination/ assignment pack is marked by an examiner and results are normally issued within 20 days of receipt, following moderation/quality assurance

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

The Learner will be issued a result notification for each unit and the combined results for the two units will be reported as a fail, pass, merit or distinction for the qualification as a whole.

7.18 Certification

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

Learners who successfully meet all the assessment requirements will be awarded a Pass grade and the result will be reported as a pass or fail for the qualification as a whole.

Successful Learners will receive a certificate confirming the award of the qualification. Qualification certificates remain the property of British Safety Council.

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

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

General information

Certificates are normally processed within five working days of processing the results. Where possible, the certificates are dispatched the same day, or the next working day when processing takes place after 15:00:

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

It is the responsibility of the Head of Centre to distribute certificates to learners.

Certificates should be given to Learners at the earliest opportunity.

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

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

Unclaimed certificates should be returned to the British Safety Council after three months. Qualification certificates remain the property of the British Safety Council.

7.19 Enquiries & Appeals

If a Learner is unhappy with their result, they have the right to make an enquiry or appeal, to the Centre and the centre at the first instance should provide assistance following these guidelines. However if the matter cannot be resolved, the centre is to forward the enquiry to the BSC.

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

Please Note: There are fees associated with these services. All fees are refundable if the enquiry or appeal is upheld.

7.20 Malpractice & Maladministration

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

For more information please refer to the Malpractice and Maladministration policy on our website www.britsafe.org

Monitoring of approved centres, invigilators, trainers and internal verifiers

8.1 Introduction

As part of our commitment to quality assurance, the British Safety Council audits all aspects of the qualification delivery.

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. 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.

The procedures outlined in this document have been created to promote standards of quality and integrity concerning the delivery and assessment of British Safety Council units and qualifications by approved centres.

8.2 Risk Assessment and Rating

To ensure a consistent approach to identifying which approved centres to monitor, the British Safety Council assigns a level risk rating to each organisation.

The risk process uses a standard risk formula, impact vs likelihood, to determine the level of interaction we will need to have with you.

Once risk rated the centre is assigned a rating of Bronze, Silver, Gold or Platinum

Risk ratings are reviewed regularly, and we encourage approved centres to undertake ongoing self-improvement throughout the year.

Approved centres can request a review of their rating at any time during the year. The current fee for this review can be found on the British Safety Council website. We also encourage approved centres to use their rating in their marketing materials.

8.3 Centre Engagement (Monitoring)

To ensure approved centres are operating within expected standards, we undertake centre monitoring, usually via one of two methods.

- Remote - A desk-based approach which reviews assessment bookings, Learner registrations, general administration and any interactions you have with the qualifications team.
- Visit - Visits to centres and examination observations.

Centre engagements are designed to confirm your compliance with our requirements.

8.4 Centre Engagement – Planning and frequency

Centre engagements are conducted by either the Compliance team, Regional Quality Assurance staff (RQAs) or other British Safety Council staff. We will normally try to give as much notice as possible to allow you sufficient time to prepare for the audit.

The following engagement frequencies should be used as a guide; however, we reserve the right to carry out visits more frequently if required.

Standard monitoring frequencies:

- Approval completion visit for 1st Session
- Bronze – 12 months
- Silver Centres – 12 months
- Gold Centres – 2 years
- Platinum Centres – 3 years
- Unrated – As frequently as is deemed necessary to improve standards in the delivery of British Safety Council qualifications.

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.

If a centre requires further engagements other than their annual allocation or if they would like to cancel a visit they will incur a charge.

8.5 The Monitoring Process

Monitoring will not normally take any longer than three hours to complete and will be shorter if all requested information is available to review.

Before each engagement we tell you which areas we will be looking at and the evidence we would like to see.

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

8.6 During a visit

On arrival the RQA will present identification, which will take the form of either a letter of authority from BSC or BSC ID card.

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.

During the visit we will make notes on a monitoring form and will normally:

- Review your policies and procedures
- Review staff qualification and CPD records
- Review learner data held on site
- View training and examination rooms
- Talk to trainers and invigilators, if available, to confirm processes are followed.

At the end of the monitoring activity, the RQA will identify:

- Areas of good practice
- Areas for improvement
- Any agreed actions and a timescale for completion.

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.

On rare occasions this may not always be possible.

8.7 After the visit

Following the visit, we send the Head of Centre the completed form and recommendations to sign and return to the BSC.

The actions listed will generally be the same as those agreed during the meeting, however the BSC reserves the right to impose additional actions to safeguard delivery of BSC qualifications.

All actions must be completed and 'signed off' by the RQA, or the BSC compliance team. Once the report has been reviewed by the compliance team and all outstanding actions completed, we will:

- Review the Centre Risk profile
- Provide you with your updated centre status
- We encourage you to use this status in your marketing materials.

Failure to complete actions assigned to a centre by BSC within the agreed timescale may lead to further sanctions being applied.

8.8 Appealing a monitoring outcome

If you are unhappy with the outcome of a BSC monitoring, you have the right to appeal the findings.

8.9 Examination Observations – Unannounced RQA visits

To ensure the integrity of British Safety Council qualification examinations we undertake examination observations.

Unannounced RQA visits are used to ensure the approved centre is running the examination in accordance with our examination rules. As such we will only give notice of our intention to attend where it is absolutely necessary to ensure entry to the examination and in these cases, limited notice will be provided of no more than five working days.

In most instances attendance will be unannounced, or with notification on the day. Observations are generally carried out by BSC RQAs, although other members of the BSC team may conduct these visits.

8.10 Examination Observation - Announced RQA visits

Where prior contact is required, the RQA will normally telephone the Head of Centre in the first instance.

On arrival the RQA will present identification and refusing entry to an RQA without just cause will result in:

- Invalidation of the assessment;
- Immediate applications of sanctions in line with the sanctions policy.

The RQA will not interfere with the running of the examination and will not normally answer any questions during the observation.

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. The RQA will give verbal feedback following the observation and complete a monitoring report.

Malpractice & Maladministration

9.1 Introduction

This British Safety Council's Malpractice and Maladministration policy sets out our approach to malpractice and maladministration by centres, learners or others involved in the development, delivery and award of British Safety Council qualifications.

Irrespective of the underlying cause or the people involved, all allegations of malpractice or maladministration in relation to qualifications and assessment need to be investigated in order to protect the integrity of the qualifications and to be fair to all centres and learners

The policy can be found on the British Safety Council website.

9.2 Whistleblowing

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

The British Safety Council Whistleblower Policy provides support and guidance. The policy can be downloaded from our website, www.britsafe.org.

9.3 Learner Malpractice

For clarification Learner Malpractice includes (this list is not exhaustive):

- Copying;
- Plagiarism;
- Using prohibited items in an examination;
- Identity fraud.

Where, following an investigation, a Learner has been found to have broken British Safety Council examination or assessment rules, the Learner may be immediately disqualified. Disqualification from an examination/ assessment may result in disqualification from all British Safety Council qualifications.

The Learner has the right to appeal this decision using the enquiries and appeals process which can be found on our website www.britsafe.org.

Sanctions

10.1 Introduction

Centres who fail to comply with the British Safety Council's quality assurance and centre agreement requirements will have sanctions imposed upon them. Sanctions could lead to suspension of certain centre activities or the withdrawal of centre approval for some or all qualifications at all the main centre and all satellite sites.

The primary aims of applying sanctions are to:

- Protect and minimise the risk to the integrity of qualifications and/or the quality assurance process.
- Protect all aspects of the British Safety Council's awarding of results and certificates.
- Allow the British Safety Council to investigate suspected, maladministration/malpractice while maintaining the integrity of the qualification(s) involved.
- Protect the interest of Learners.
- Protect public confidence in the British Safety Council's qualifications.

The British Safety Council have five levels of sanction and these will be applied in line with the Sanctions Policy which can be found on the British Safety Council website.

10.2 Protection of learners following approval withdrawal

If an approved centre is subject to withdrawal of approved centre status, the Head of Centre must:

- Provide a full list of learners currently completing a British Safety Council qualification;
- Details of any agreements in place with another approved British Safety Council centre.

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 Learner is expected to meet to demonstrate that the learning outcome has been achieved

Learner: The person undertaking the end of course assessment

Plagiarism: The wrongful appropriation and stealing and publication of another author's language, thoughts, ideas, or expressions and the representation of them as one's own original work.

Referencing: Providing citations of sources of information.

Learner Charter: Document for Learners 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: Learner 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: Learner Management System

CV: Curriculum Vitae

Examiner: Independent assessor of Learners' 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 Learner 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

Regulator(s): Bodies appointed to regulate qualifications across a nation this includes Ofqual in England, CCEA in Northern Ireland and Qualification Wales

OMR Form: Optically read answer sheets used for multiple-choice examinations

Portfolio: Portfolio is a term relating to evidence created and collated by a Learner 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 Learners or booking assessments

Trainer/ Tutor: Person responsible for delivering training courses in support of British Safety Council qualifications

Appendix 1

Pre-Examination Announcements (all examinations)

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

Learners 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 Learners:

11.1 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)/ minutes.
- 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)/ minutes to complete the examination. You may start.

11.2 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 Learner 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 1 hour.
- 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 Learner. 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)/ minutes to complete the examination.

- **You may start.**

11.3 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 Learner.
- (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 Learners have completed the front of their examination question papers).

- On the front of the examination question paper are 'Instructions to Learners'.
- You should read these carefully before starting the examination.
- The time is now xxxx. You have xx hour(s)/ minutes to complete the examination.
- **You may start.**

11.4 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 Learner 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, Learner number and signature on the front of the paper.
- The time is now xxxx.
- **You may start.**

General Information and Procedures

12.1 The British Safety Council Awarding Organisation

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 qualification's regulators. These conditions ensure that rigour and consistency in the awarding of qualifications are maintained.

Our assessment procedures comply with best practice in the examinations industry.

12.2 The Role of the Qualifications Regulators

The Office of Qualifications and Examinations Regulation (Regulator(s)) in England, Qualifications Wales, in Wales, and the Council for the Curriculum, Examinations and Assessment (CCEA Regulation) 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.

12.2 The Regulatory Criteria for Qualifications

Accredited British Safety Council qualifications are governed by regulatory criteria as required by the relevant Regulator (Ofqual, Qualifications Wales, CCEA).

The British Safety Council meets regulatory requirements specified by Ofqual, Qualifications Wales and CCEA.

Our Qualifications

The British Safety Council offers a range of qualifications at Entry Level, Level 1, 2, 3 and 6 We offer several different assessment methods, dependent on the type and level of the qualification. Our assessment methodologies include:

- Portfolio
- Multiple-choice examination
- Online short answers assessment
- Paper-based examination
- Workplace assignment.

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

12.3 The Use of British Safety Council Name and Logo

The British Safety Council is a professional organisation and the use of its name and logo is restricted. 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. The conditions set with regard to the use of the British Safety Council logo are specified by its Board of Trustees.

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.

12.4 Conditions of using British Safety Logo

The following conditions must be adhered to when using our name and logo:

The name 'British Safety Council' must be used in full, rather than any abbreviation.

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;

12.5 Ownership of product

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;

Centres may only advertise qualifications that they have been approved, by us, to deliver. The logo must always be used in a way that clearly shows the organisation to be a British Safety Council approved centre. 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.

The only permitted British Safety Council logo is the version supplied by your British Safety Council account manager or the qualifications team. 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. Screenshots, electronic copies, photocopies and scans taken from our website or marketing materials are not permitted to be used. The British Safety Council logo must be less significant than, and placed below, the name of the Centre on all materials.

For more information please refer to the Approved Centre Logo Guidelines which can be accessed via the Approved Centre Documentation section of the Portico Quartz Online System. Please contact your account manager or the qualifications team for a high-resolution copy of our logo.

12.6 Trademark

As the British Safety Council logo is a registered trademark, use of the British Safety Council logo is permitted subject to the following restrictions:

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.

An inactive, suspended or withdrawn centre must not display the British Safety Council name or the British Safety Council logo.

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.

Appropriate marketing and promotional materials include; pages on a centre's website relating to British Safety Council qualifications, printed brochures, leaflets and exhibition stands.

12.7 Advertising and promotion of British Safety Council qualifications

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. Proofs of all promotional materials must be sent to the British Safety Council Qualifications Team for approval prior to publication.

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.

12.8 Misuse of the British Safety Council logo

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.

Any wilfully misleading use of the British Safety Council logo will be considered a breach of the approved centre agreement.

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.

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.

12.9 Copyright

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:

- Economic rights that enable them to control use of the work in several ways – such as making copies or adapting material for other purposes;
- 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.
- 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.
- 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.

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.

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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.

13.1 Training Materials

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.

Such permission is granted with restrictions and you should check the copyright notice on the product for specific details.

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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The rights of the writer, illustrator, designer and other copyright holders are asserted under the Copyright, Designs and Patents Act 1988

13.2 Copyright and visual impairment

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, 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').

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.

If you are in any doubt about rights associated with any British Safety Council products, please contact your account manager or the qualifications team.

13.3 Copyright of Learner Work

All documentation relating to the assessment of a Learner remains the property of the British Safety Council.

The British Safety Council retains ownership and copyright of all work submitted by a learner, student, pupil or Learner in relation to the qualification they are taking. Including: (This list is not exhaustive)

- Portfolio of evidence;
- Assignments
- Any supporting evidence;
- All assessment responses;
- All examination responses.

Where Learner evidence is held locally, the approved centre is required to provide access to Learner work and the documentation listed in 1.13.2 to the individuals and organisations listed in 1.13.4.

The British Safety Council is required to allow access to Learner materials to the following individuals and organisations: (This list is not exhaustive)

- British Safety Council Regional Quality Assurers (RQAs);
- British Safety Council compliance team members;
- British Safety Council Examiners;
- British Safety Council Moderators;
- British Safety Council External Verifiers;

The qualifications regulators, Regulator(s) and Qualifications Wales; Law enforcement agents.

The British Safety Council reserves the right to use redacted scripts in published marketing materials.

13.4 Conflicts of interest

To ensure the integrity of our qualifications and assessments we require all approved centres to give due regard to potential conflicts of interest.

- Examples of conflicts of interest could include: (this list is not exhaustive)
- Tutors with responsibility for managing the booking of assessments, registration of Learners and printing examination papers for subjects they teach;
- Tutors acting as invigilators for their own learners' examinations;
- British Safety Council staff acting as tutor or invigilator for an approved centre;
- Tutors acting as internal verifier for their own learners.
- Wherever possible all conflicts of interest should be removed.
- Where this is not possible any conflict should be appropriately managed.
- Important: We do not allow tutors to act as invigilator to their learners.
- It is good practice to maintain an accurate log of all conflicts of interest related to the delivery of British Safety Council qualifications.

For more information about conflicts of interest please contact the qualification team or the Compliance Manager.

British Safety Council Support Services

The British Safety Council provides a range of support services to approved centres including:

- A dedicated account manager
- A dedicated qualifications team
- A wide range of support materials and documentation

- Regional Quality Assurance staff
- Compliance support.
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A dedicated online qualifications system for the management of your assessments, Learners and results.

For more information please visit www.britsafe.org/qualifications