



IOSH Quality Assurance Review Report

Training provider name: R B Health & Safety Solutions Ltd

Training provider reference number: BEARBH

Report Completed by: Donna Swann

Report Date: 11 June 2018

Attendees: Donna and Richard.

IOSH Quality Assurance Review Report

1 The purpose of the Quality Assurance Review

The purpose of this review is to ensure that the internal controls, processes, guidelines and policies are adequate, effective and in compliance with IOSH standards and Terms and Conditions of Licence.

2 Background

A periodic review of the administration, training and post course processes for each Training Centre in the IOSH Training Provider network.

IOSH will complete Quality Assurance Reviews periodically, using relevant occupational standards together with widely accepted Training Centre best practice guidance.

3 Summary and Overall rating

IOSH consider the grade of this review is: Outstanding.

This review was finalised in a face-to-face meeting at your premises.

Your processes and procedures were fit for purpose – which means that IOSH Terms and Conditions are fully met. Please see below for more detail.

Outcome detail

General – (Nominated role/Terms and Conditions/TP changes)

The nominated member has not changed for several years.

Marketing of licensing products

Courses are advertised on the website.

Administration

The admin process was shown to Donna (from IOSH) from enquiry through to certification. The delegates can book online or call the office. A member of the admin team will follow through with the enquiry with a telephone call. The details are confirmed verbally e.g. parking for offsite trainer, room expectations using the booking form as reference, then confirmed in written communication.

You print your own workbooks for your tailored courses. For the pack courses they are ordered when required. On average you have between twelve and sixteen delegates on your courses. The documentation is kept for three years.

ID is checked by the trainer. This is recorded on the register. Certificates are received, signed and issued to the company or delegates.

Insurances

The insurances are current. They are displayed on the wall in the office.

Course Management System

Slides are added in when appropriate. Please ensure all users log on at least once every two months.

Tailored Courses

After each course, the course is reviewed. Amendments may be made if agreed. The courses are reviewed annually.

Policies and procedures

You have your own company standards. Policies are in place for Equality and Diversity, Appeals and Complaints, and Malpractice. You are now in the process of training your staff for GDPR.

Here has been no appeals or complaints over the last twelve months.

Quality

The assessments are conducted in closed book conditions. The trainer marks the assessment documentation.

Feedback is completed by the trainer and delegates for every course. The feedback is reviewed, and action implemented where appropriate. I would suggest unless your trainer wishes to feedback about the course content trainer feedback for every course is not required.

Standardisation meetings occur once a year.

Trainer observations have been completed and were sent to IOSH. Cross marking is completed on a random basis by the nominated member.

Verification of assessment documentation

In each folder it has the following documentation;

- Register,
- Feedback forms
- Mark sheet from the marker
- Certificate summary sheet
- Assessment documentation

The following courses were verified by Donna onsite;

- Managing Safely for Theatre & Production - 261741, 265246, 248054
- Working Safely for Theatre & Production – 263802, 248051
- IOSH Managing Safely Refresher – 265247, 250548, 242411,
- IOSH Working Safely– 242414

The Marking was fair, consistent and in line with the marking scheme on the assessment documentation. No pattern and trends were identified during the moderation process.

The papers were clearly marked and annotated.

On all parts of the assessment the marks gained by all the delegates are above the pass mark indicating that the delegates have a reasonable understanding of the theory and practical aspects of health and safety at this level.

It was pleasing to see the course was well received.

Recommendation

- It is advised to use a range of assessment papers for the same course, for example, half have assessment 2 and the other half have assessment 4.

Please continue with the same approach, taking into consideration the points outlined above.

Grading of the Quality Assurance Review

We have used the National Occupational Standards for Audit as reference during this review. Audits are given one of five grades:

Outstanding

Outstanding provision - is highly effective and is exceeding all IOSH standards.

Good

Good provision - is effective in meeting the IOSH standards.

Requires Improvement

Requires Improvement provision - is performing less than expected in one or more of the key areas.

Unsatisfactory

Unsatisfactory provision - is inadequate and requires significant improvement to meet the IOSH standards.

Ungraded - No IOSH courses have been delivered at the time of review

Example grade descriptors: these are broad-stroke descriptions which do not contain every feature that may be considered within an audit. All features, as written in these descriptors, are used as general guidance only.