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Introduction

The IOSH Training Provider Portal was created with you in mind.

It’s a system that allows you to take control of your IOSH courses, from course registrations and result submissions to workbook and certificate orders and payments.

The Portal is available 24 hours a day, seven days a week.

IOSH is a global organisation, with 2,500 Training Providers around the world, and we understand how important it is to you and your business to have access to straightforward services.

Take control of your IOSH courses and stay up-to-date, on-the-go.

What will the Portal do for me and how does it work?

The Training Provider Portal offers instant access to a dedicated profile which records all your current and completed IOSH courses.

You can order workbooks, add course notifications in the form of a calendar entry, make changes on-the-go, and instantly generate your course reference numbers.

When you have finished marking your delegate papers, you can log onto the portal and submit your results right away – either directly onto the Portal or by completing the results form and using the drag-and-drop function to upload them in bulk. Yes, it’s that easy!

Once all results have been uploaded, you can order certificates, make your payment and, before you know it, your delegate certifications have arrived.

If, after reading our guide, you need any assistance in using the Training Provider Portal, please contact the IOSH Customer Service Centre on +44 (0)116 257 3192 or email us at training@iosh.com.
Your account, security and access

Am I already signed up?

If you have been assigned as the main admin contact by your company, your account will already be set up. Please follow the steps below to try the IOSH Portal for yourself.

1. To access the Portal, you will require an internet connection. You can use your laptop, computer, tablet or smart phone to access the system, 24/7.

2. The Portal was designed to work on the following browsers: Google Chrome, Firefox and Internet Explorer. We do not recommend using other browser systems.

3. Follow this link to access the Portal: trainingproviderportal.iosh.com

Note: We recommend bookmarking the link in your chosen browser, so you don’t need to remember it.

4. To log in, you will need to use the email address and password you created when initially signing up to ‘My IOSH’ on our website. This email address will also mirror the one that we hold on our system for you.

Note: If you need a reminder of any of your details, please contact our Customer Service team for further support, or use the ‘forgot password’ process on the Portal log in screen.

How can I get access?

If you are not the assigned main admin contact for your company, but would like access to the Portal, follow the steps below.

1. First, ensure that you (the intended user) are named on our records here at IOSH.

Note: You will be on our records if you are the approved IOSH Course Trainer, nominated member or similar. If we do not hold a record for you under the Training Provider Licence on our system, we cannot give you access to the system nor can we process any requests, changes or re-sets without written consent from your main admin contact or nominated member.

2. To log in to the IOSH Portal: if you haven’t done so already, you will need to register as a user on ‘My IOSH’. To do that, follow this link: www.iosh.co.uk/Registration.aspx

Note: The email address used MUST be the same as the email address held for you on our system. If you have any queries on this, contact our Customer Service team.

3. Once you have registered (or if you are already registered) on ‘My IOSH’, you can use this same email address and password to log in to the Training Provider Portal.

4. Follow this link below to access the Portal: https://trainingproviderportal.iosh.com

Note: we recommend bookmarking the link in your chosen browser, so you don’t need to remember it.
Forgotten password

If you have forgotten your password, follow the ‘Forgot Password’ process by clicking on the blue button. If you have any queries on this, contact our Customer Service team.

Note: You can opt to ‘remember my log in’, a great way to access your account quickly. Please remember to use this option responsibly.
Your home screen

General navigation

Once you have logged in successfully to the Portal, you should see your Training Provider home screen, which will look a little like the image below.

Top menu

- ‘HOME’: Clicking this while on any page in the Portal will bring you back to your home screen.
- ‘ACCOUNTS’: A summary page of your outstanding invoices and payment options.
- ‘BUY / ORDER WORKBOOKS’: Process and pay for your workbook orders.
- User button: Your name with a drop-down function.
  - Training Provider Profile – provides an overview of your contact name, address and invoice details.
  - Change Training Provider – if you work for more than one provider, you can switch between them here.
  - Log out.
Left-hand menu

- ‘Search’: You can enter your course reference or course title to find a particular course.
- ‘DELIVERY METHOD’ and ‘CERTIFICATION TYPE’: Tick and untick the relevant fields to filter through the courses you have on your account.
- ‘STATUS’: The status of your courses will fall under the following categories.
  - Active: Course is registered and awaiting results
  - Cancelled: Actively cancelled courses or Automatically cancelled if it is six months past the end date with no result submission
  - Awaiting results: E-learning/ Leading Safely/ Qualification courses with delegate registrations but no results submitted
  - Completed: Results have been submitted
- ‘COURSE DATE’: Search by course Start and End date.
**Accounts**

**Outstanding invoices and payments**

On the ‘Accounts’ page, accessed via the top menu, you can view and pay any outstanding invoices. It is possible to pay for more than one invoice at a time. To do this, follow the steps below.

1. Select ‘Accounts’ from the top menu.
2. All outstanding invoices will be shown as a list.
3. Select the ones you would like to pay by clicking the ‘bulk pay’ option under each.
4. On the right-hand side of the page a summary is shown. Select ‘Pay Now’, which will take you to WorldPay to enter your payment details.
**IOSH course workbooks**

**Place an order and make payment**

Ordering your course workbooks couldn’t be easier. In this section of the Portal you can place an order for any of the material you need to run your approved IOSH courses.

1. Select the ‘BUY / ORDER WORKBOOKS’ button in the top menu.

2. Amend the quantity of books you wish to order. The total cost will be calculated automatically.

   *Note: You will only be able to order workbooks for courses for which you hold current licences. Any discounts for larger quantities will be shown at a later stage*

<table>
<thead>
<tr>
<th>Workbook</th>
<th>Unit Price</th>
<th>Quantity</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing Safely Workbook</td>
<td>£15.00</td>
<td>50</td>
<td>£750.00</td>
</tr>
<tr>
<td>Working Safely Workbook</td>
<td>£11.00</td>
<td>25</td>
<td>£275.00</td>
</tr>
<tr>
<td>Fire Safety For Managers Workbook</td>
<td>£15.00</td>
<td>0</td>
<td>£0.00</td>
</tr>
</tbody>
</table>

3. Scroll down to the delivery details. This is automatically filled out as your main administration address. This can be edited easily. Just follow the steps below.

   - **UK address**
     
     You can use the postcode search tool to populate a full address. Alternatively you can enter the address manually by deleting and typing over the relevant fields.

   - **Outside of the UK**
     
     You will first need to change the ‘Country’ and then ensure that you fill out all required fields and enter an accurate full address for delivery.

     Delivery details must also be recorded in the ‘Delivery Notes’ box if you are requesting shipment to India (due to the way the shipping notes are created for this country).

     *Note: Separate orders must be made if workbooks are required to be delivered to more than one address. Please ensure you fill out all fields marked with a *.*

4. Once you have finished entering the address, the order total will be calculated in the bottom right of the screen.
5 The total will now include any quantity discounts, shipping costs and other charges if applicable. Once you have checked and are happy with your order, click ‘Order’.

Note: Please double check all of the details of your order are correct, including delivery details, before proceeding any further.

50 x Managing Safely Workbook @ £14.00  
25 x Working Safely Workbook @ £11.00  
Total: £975.00

6 A pop-out box will now appear. This will show an order summary and request a Purchase Order number.

- If your company requires a PO number in order to pay an invoice, please ensure you add this and do not proceed without one.

- If you do not have a PO number or one is not required, then enter a reference for your records. For example, the course reference number for the course where the workbooks will be used.

7 Once you are happy that your order summary and PO/ Reference are correct, select ‘Confirm Order’.

8 The pop-out box will then adjust and ask if you wish to ‘Pay Now’ or ‘Pay Later’.

- Pay Now
  If you select ‘Pay Now’ you will be able to enter your payment details using WorldPay.

- Pay Later
  If you click ‘Pay Later’, an invoice will be generated automatically and emailed to your main admin contact. Payment can be made at a later time or date via card on the Portal. Alternatively, you can pay via BACS, using the details listed on the bottom of the invoice.

Note: Orders paid by credit or debit card before 15.00 (UK time) Monday to Friday will be dispatched on the same day, depending on stock availability.

We recommend you pay for your workbooks straight away to ensure they are delivered on time. Once payment has been made, your workbooks will be dispatched by our supplier. Should you have any queries regarding delivery and time frames, please contact IOSH directly.
1. On your home screen select ‘New’, from the top right-hand side.

2. A pop-out box will appear with a ‘Course Name’ drop-down list. Select the course you plan to run from the list and press ‘Continue’.

Note: Only courses for which you hold a current licence appear in this list.
3 Enter your course details

- ‘Course Dates’
  Using the calendar buttons, you can select the dates on which you intend to hold your course. Please ensure you select them in date order.

Note: If you plan to hold any of your courses as a half-day session you must select this option. You must remove any unwanted sessions or add further dates where required.

- ‘Venue’
  The course venue details will automatically be your main administration address. This can be easily edited by following the steps below.

  - UK address
    You can use the postcode search tool to populate a full address. Alternatively you can enter the address manually by deleting and typing over the relevant fields.

  - Outside of the UK
    You will first need to change the ‘Country’. You will then need to ensure that you fill out all required fields and enter an accurate, full address for delivery.

- ‘Trainer’
  Using the drop-down list, select the trainer to deliver the course. This list will only show the trainers approved under your company licence to deliver the selected course.

- ‘Options’
  To exclude your course from the IOSH website course calendar, click to turn the button purple – this will ensure that the course does not appear.

Note: If all or the majority of your courses are private then this may already be automatically populated for you, or it won’t give you this option.
4. Click ‘Submit’ to complete your course notification.

When you click ‘Submit’, your course reference number will be generated on the top menu bar next to your organisation name.

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*Note: You will no longer receive your reference number via email, as it is available directly on the Portal.*

**Amend or cancel face-to-face course notifications**

**Amend a course**

From the home screen, locate the course you wish to amend. You can either search for your course using the course reference number or locate it from the ones showing on your home screen and click into it.

Follow the instructions ‘Register face-to-face courses’ from stage 3.

**Cancel a course**

From the home screen, locate the course you wish to cancel. You can either search for your course using the course reference number or locate it from the ones showing on your home screen and click into it.

Once the course page has loaded, the option to ‘Cancel course’ will appear in the bottom left-hand corner.

*Note: This will remove the course completely and the reference will no longer be active.*
Submit face-to-face course results

1. From the home screen, locate the course for which you wish to submit results. You can either search for your course using the course reference number or locate it from the ones showing on your home screen and click into it.

2. You will be directed to the page where you initially entered the course details. Please double check that the course dates, venue and other details are still correct. If you need to make any changes, please do this before submitting delegate results.

3. Once you are happy the details are correct, select ‘Add delegates & results’ on the journey bar.

Note: If you are trying to enter results for a course that ended over 90 days ago (three months or more), you will receive a warning message and not be able to proceed. In this instance please contact our Customer Service team for support.

4. The Portal provides two ways to submit delegate results. We recommend manually filling out the delegate details directly onto the Portal. However, you can also make use of the drag-and-drop function if you are using a laptop or computer.
To add your delegate results directly

1 First, enter the delegate’s first name, surname, their assessment 1 mark and their assessment 2 mark (and any additional marks requested for tailored courses).

2 The result will be calculated automatically, together with a prompt to inform the delegate if they have passed or failed.

3 The status will then change to ‘Submit’, which you will need to select once you are happy the result for that delegate is correct.

4 Follow this process for each of the delegates on the course.

Note: If you notice a mistake of any sort after you have selected ‘submit’, please contact our Customer Service team as soon as possible. You cannot amend the results on the Portal after you have selected ‘Submit’.

To add your delegate results using the drag-and-drop option

1 Complete your existing IOSH course results form as you would normally and save this to your desktop.

2 Ensure the details on the spreadsheet match those on the Portal.

   The dates, the reference number, the course trainer and other information must all be correct and all information entered in the correct columns.

Note: the drag-and-drop function will not work if there are any errors or differences of information between the Portal and the results spreadsheet, so please check this carefully.

Next, either

3a open File Explorer on your computer or laptop. Locate the file and drag it onto the grey ‘drag-and-drop’ box on the Portal.

or

3b you can click on the grey ‘Drag-and-drop’ box and it will open your documents. Locate the file and select ‘open’.

4 A summary of the delegates to be uploaded will then pop up. It will also show any that cannot be uploaded.

5 Click ‘OK’ to upload the delegates and their results

Note: You can only bulk upload a spreadsheet once on each course. If you then have additional delegates to add, these will need to be added manually afterwards.

Please be patient while uploading using the drag-and-drop function. The time it takes to process will depend on the number of delegates you are trying to upload.
Submit face-to-face course re-sit results

1 From the home screen, locate the course you wish to submit re-sit results for.

The status of this course will be ‘completed’ as you have already submitted results. To find the course you will need to change the status on the left-hand menu.

Select ‘Completed’, add your course reference if you know it, and the dates if you have those available. Click ‘Search’ to filter the courses.

2 You will be directed to the page where you initially entered the course details.

3 Click through to ‘Add delegates & results’ using the journey bar.

4 When a delegate has not passed their assessments, their ‘Fail’ result status will be shown against their line. After selecting ‘Submit’, A blue ‘Resit’ button will be shown.

<table>
<thead>
<tr>
<th>Firstname</th>
<th>Lastname</th>
<th>A1</th>
<th>A2</th>
<th>Result</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>John</td>
<td>Doe</td>
<td>10</td>
<td>20</td>
<td>Fail (30)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>0</td>
<td>0</td>
<td></td>
<td>Rest</td>
</tr>
</tbody>
</table>

- Face To Face
- E-Learning
- Distance
- Blended

- Certificate
- Passport
- Both

DELIVERY METHOD
CERTIFICATION TYPE
STATUS
COURSE DATE
Search
Reset
Face To Face
E-Learning
Distance
Blended
Certificate
Passport
Both
Active
Start
End
DELIVERY METHOD
CERTIFICATION TYPE
STATUS
COURSE DATE
Search
Reset
Face To Face
E-Learning
Distance
Blended
Certificate
Passport
Both
Active
Start
End
DELIVERY METHOD
CERTIFICATION TYPE
STATUS
COURSE DATE
Search
Reset
Face To Face
E-Learning
Distance
Blended
Certificate
Passport
Both
Active
Start
End
5 Clicking on the ‘Resit’ button will add a new results line below the delegate, into which you can then enter their new results. If they have now passed you can select ‘Submit’ and you will be able to proceed to the ‘Orders’ section to request the certificate for this delegate.

<table>
<thead>
<tr>
<th>Firstname</th>
<th>Lastname</th>
<th>A1</th>
<th>A2</th>
<th>Result</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>John</td>
<td>Doe</td>
<td>10</td>
<td>20</td>
<td>Fail(30)</td>
<td>Resitting</td>
</tr>
</tbody>
</table>

Submit face-to-face Managing Safely Refresher course results

Follow the steps in ‘Submit face-to-face course results’, with just a few differences.

If you choose to enter the results manually

1 Enter the delegate surname and previous certificate number in the boxes provided and click the ‘Search’ button.

2 Please note: the surname must match the previous certificate.

3 If a delegate cannot be found, a cross will appear – please contact IOSH if further assistance is required.

4 If the certificate number is correct, the first name and last name will be entered automatically.

5 Add the result. If the delegate has failed it will advise of this. Select ‘Submit’ and the status will change to ‘Re-sit’. You will just need to move on to the next delegate. If the delegate has passed, the status will change to ‘Submit’. Ensure you select this.

If you use the drag-and-drop function to upload the results

1 Enter the delegate’s previous certificate numbers in the relevant section on the spreadsheet and fill in all corresponding cells with the correct information.

2 This will search for the delegate on our database, ensuring they have completed a Managing Safely course previously.

3 If there is an issue with any of the delegates or their reference numbers, they will not be uploaded – you can upload these manually afterwards if the information you input is correct. Please follow the steps above.

4 If the certificate number is correct the first name and last name will be entered automatically.

The results will appear and the status will show as completed on all ‘passed’ delegates.

Note: If any name changes are required, please contact IOSH directly to action this.
Amend or cancel delegate course results

If you add the delegates manually, you can only make changes prior to selecting ‘Submit’ for each delegate.

If your delegate has changed their name, please contact the IOSH Customer Service team.

If you upload a set of results using the drag-and-drop option, you can only make changes on the spreadsheet prior to uploading this.

*Note: If you go past either of these points and wish to make a change or notice an error or mistake, please contact our Customer Service team who can support you to correct this.*

Order delegate certificates – face-to-face courses, Managing Safely Refresher, Re-sits

1. You have uploaded your delegate results and now wish to order the delegate certificates.

2. From the journey bar, click ‘Order’

3. You will notice that ‘Request certificate’ is automatically selected and in the bottom right an on-screen summary of the certificate cost will be loading. Select ‘Order’.

*Note: You will only be able to order certificates for delegates who have passed the course. Those who haven’t will need to re-sit any part that they failed on.*
4 A pop-out box will now appear. This will show an order summary and request a Purchase Order number.

- If your company requires a PO number in order to pay an invoice, please ensure you add this and do not proceed without one.
- If you do not have a PO number or one is not required, please enter a reference for your records. For example, the course reference number.

5 Once you are happy that your order summary and PO/Reference is correct, select ‘Confirm Order’.

6 The pop-out box will then adjust and ask if you wish to ‘Pay Now’ or ‘Pay Later’.

- Pay Now
  If you select ‘Pay Now’ you will be able to enter your payment details using WorldPay.

- Pay Later
  If you click ‘Pay Later’, an invoice will be generated automatically and emailed to your main admin contact. Payment can be made at a later time or date via card on the Portal. Alternatively, you can pay via BACS, using the details listed on the bottom of the invoice.

*We recommend you pay for your certificates straight away to ensure they are delivered on time. Once payment has cleared we will print and dispatch the certificates. Should you have any queries regarding delivery and time frames, please contact IOSH directly.*

**Order delegate passports – face-to-face courses, Managing Safely Refresher, Re-sits**

1 From the home screen, locate the course for which you wish to submit results and order passports. You can either search for your course using the course reference number or locate it from the ones showing on your home screen and click into it.

2 You will be directed to the page where you initially entered the course details. Please double check that the course dates, venue and other details are still correct. If you need to make any changes, please do this before submitting delegate results.

3 Once you are happy the details are correct, select ‘Add delegates & results’ in the journey bar.

4 Select the ‘Add delegates & results’ option from the journey bar.
5 You will now need to upload the delegate results. Please follow the steps on page 15, ‘Submit face-to-face course results’.  

Note: For passports you will need to ensure that you add the delegate’s reference number either to the spreadsheet for the drag-and-drop option, or directly if you are uploading the information manually.

6 You will now need to add the delegate passport photos.  

To add the photo, you can either

6a click on the ‘Passport Image’ button. This will take you to your Documents folder where you can search for and add the appropriate photo by selecting the relevant image to upload

or

6b Drag an image from your Pictures folder and drop this onto this button to upload the appropriate photo

Note: The passport photos must be under 60KB, as set out in our Passport photo guide. For more information or a copy of the guide, please contact our Customer Service team. training@iosh.com

7 Once you have uploaded all passport photos, select the ‘Orders’ option on the journey bar.

8 You will then have a list of all delegates, along with an option to select passport by clicking on the blue ‘Request Passport’ button. If the delegate requires a certificate and a passport, select both.

Note: this does not automatically select the options for the delegates. You will need to select manually what form of certification each delegate requires.

9 Once you have selected what is required, the total cost will be calculated. From here click ‘Order’.

10 A pop-out box will now appear. This will show an Order Summary and request a Purchase Order number.

   - If your company requires a PO number in order for them to pay an invoice, please ensure you add this and do not proceed without one.
   - If you do not have a PO number or one is not required, then please enter a reference for your records. For example, the course reference number.

11 Once you are happy that your order summary and PO/Reference are correct, select ‘Confirm Order’. 
The pop-out box will then adjust and ask if you wish to ‘Pay Now’ or ‘Pay Later’.

- **Pay Now**
  If you select ‘Pay Now’ you will be able to enter your payment details using WorldPay.

- **Pay Later**
  If you click ‘Pay Later’, an invoice will be generated automatically and emailed to your main admin contact. Payment can be made at a later time or date via card on the portal. Alternatively, you can pay via BACS, using the details listed on the bottom of the invoice.

**Note:** We recommend you pay for your certifications straight away to ensure they are delivered on time. **Should you have any queries regarding delivery and time frames, please contact IOSH directly.**

If a delegate has already had a certificate and now requires a passport card:

1. locate the course
2. click onto ‘Add delegates & results’
3. locate the delegate and add the relevant photo
4. select the ‘Order’ option. You will be able to request a passport card for your delegate and a new charge will be raised.

- Clicking on ‘Order’ enables you to proceed to pay for your selected items.

**Working Safely course certification**

If you are submitting results and ordering certification for a working safely course, there will be two certification options – certificates or passports.

- If you require certificates, please follow the ‘Order delegate certificates’ process.
- If you require passports, please follow the ‘Order delegate passports’ process.
- If you require both, this is outlined in the ‘Passports’ section

**Order delegate replacement certificates or passports**

1. From the home screen, locate the course for which you wish to submit re-sit results.
   - The status of this course will be ‘completed’ as you have already submitted results. To find the course, you will need to change the status on the left-hand menu.
   - Select ‘Completed’, add your course reference if you know it, and the dates if you have those. Click ‘search’ to filter the courses.
2. You will be directed to the page where you initially entered the course details.
3 Click through to ‘Orders’ from the journey bar.

4 Locate the delegate from the list and select ‘replace certificate’ or ‘replace passport’

*Note: If a delegate needs a replacement due to a spelling error or name change, you will need to contact the Customer Service team to process this.*

5 At the bottom of the list the total will be calculated. To proceed, select ‘Order’.

6 A pop-out box will now appear. This will show an Order summary and request a Purchase Order number.
   - If your company requires a PO number in order for them to pay an invoice, please ensure you add this and do not proceed without one.
   - If you do not have a PO number or one is not required, then please enter a reference for your records. For example, the course reference number.

7 Once you are happy that your order summary and PO/Reference are correct, select ‘Confirm Order’.

8 The pop-out box will then adjust and ask if you wish to ‘Pay Now’ or ‘Pay Later’.
   - **Pay Now**
     If you select ‘Pay Now’ you will be able to enter your payment details using WorldPay.
   - **Pay Later**
     If you click ‘Pay Later’, an invoice will be generated automatically and emailed to your main admin contact. Payment can be made at a later time or date via card on the portal. Alternatively, you can pay via BACS, using the details listed on the bottom of the invoice.

*Note: We recommend you pay for your certifications straight away to ensure they are delivered on time. Should you have any queries regarding delivery and time frames, please contact IOSH directly.*
Register *Leading Safely* courses

1. On your home screen select ‘New’ from the top right-hand side.

2. A pop-out box will appear with a ‘Course Name’ drop-down list. Select the course you plan to run from the list and press ‘Continue’.

*Note: only courses for which you hold a current licence will appear in this list.*
3 Register your course

- Date – using the calendar tool, choose the date you intend to run the course on. You can amend this to full- and half-day sessions. If you select half-day session, you can add more than one date.

- ‘Venue’
  The course venue details will automatically be your main administration address. This can be easily edited. Just follow the steps below.
  - UK address
    You can use the postcode search tool to populate a full address. Alternatively you can enter the address manually by deleting and typing over the relevant fields.
  - Outside of the UK
    You will firstly need to change the ‘Country’. You will then need to fill out all required fields and enter an accurate, full address for delivery.

- ‘Trainer’
  Using the drop-down list, select the trainer to deliver the course. This list will only show the trainers approved under your company licence to deliver the selected course title.

- ‘Options’
  To exclude your course from the IOSH website course calendar, click to turn the button purple – this will ensure that the course does not appear.

Note: If all or the majority of your courses are private then this may already be automatically populated for you, or it won’t give you this option.

4 Click ‘Submit’ to complete your course notification.
  When you click ‘Submit’, your course reference number will be generated on the top menu bar next to your organisation name.

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*Note: You will no longer receive your reference number via email, as it is available directly on the Portal.*
Register *Leading Safely* delegates

As you will have already notified us of your course, search for your course using the course reference number. Delegate registrations can be added either manually or by using the drag-and-drop option.

**To add the delegates manually**

1. Select ‘Add delegates’ from the journey bar.

2. Next, add each delegate’s First name, Last name, e-mail address, company name and company role.

   *Note: Each delegate must have a unique email address. We use this to send each delegate their confirmation of registration and access to the pre-course work.*

3. Once all delegates are entered, select the ‘Home’ button.
   All details will be saved automatically and IOSH will arrange for joining instructions to be sent to all registered delegates.

   *Note: Please ensure that all delegate registrations are added at least five working days prior to the course start date.*

**To bulk upload**

1. Complete your existing Leading Safely delegate registration form (which can be found in the LS system) with each of the delegates’ details.

2. Save this to your desktop/documents.

3. Either locate the file in your documents and drag it onto the grey ‘drag-and-drop’ box on the Portal, or click in the grey box to open your documents folder. Locate the file and select ‘Open’.

4. A summary of the delegates to be uploaded will be shown, with any that cannot be uploaded. Click ‘OK’ to upload the delegates.

   *Note: You can only bulk upload a spreadsheet once to a course. If you then have additional delegates to add, these will need to be added manually.*
Amend or cancel *Leading Safely* delegates

In order to make any changes you will need to contact our Customer Support team. You cannot make amendments or cancellations via the Portal once you have registered delegates.

Submit *Leading Safely* delegate results

1. From the home screen, locate the course for which you wish to submit re-sit results. The status of this course will be ‘completed’ as you have already submitted results. To find the course you will need to change the status on the left-hand menu.

   Select ‘Completed’, add your course reference if you know it and the dates if you have those. Click ‘Search’ to filter the courses.

2. You will be directed to the page where you initially entered the course details.

3. Click through to ‘Add results’ from the journey bar.

4. Enter the marks for each delegate and click ‘Submit’.

Order *Leading Safely* delegate certificates

1. Once you have uploaded all delegates, click through to ‘Orders’, using the journey bar.

2. Double check that all of the relevant delegates’ certificate requests are ticked. Your order total will be calculated.

3. To proceed, select ‘Order’.
4 A pop-out box will now appear. This will show an Order Summary and request a Purchase Order number.

- If your company requires a PO number in order for them to pay an invoice, please ensure you add this and do not proceed without one.

- If you do not have a PO number or one is not required, then please enter a reference for your records. For example, the course reference number.

5 Once you are happy that your order summary and PO/Reference are correct, select ‘Confirm Order’.

6 The pop-out box will then adjust and ask if you wish to ‘Pay Now’, or ‘Pay Later’.

- Pay Now
  If you select ‘Pay Now’ you will be able to input your payment details using WorldPay.

- Pay Later
  If you click ‘Pay Later’, an invoice will be generated automatically and emailed to your main admin contact. Payment can be made at a later time or date via card on the portal. Alternatively, you can pay via BACS, using the details listed on the bottom of the invoice.

*Note: We recommend you pay for your certifications straight away to ensure they are delivered on time. Should you have any queries regarding delivery and time frames, please contact IOSH directly.*

**Order Leading Safely delegate replacement certificates**

To order a replacement certificate please use the *Order delegate replacement certificates or passports* process (see page 22).
IOSH e-learning courses

Register e-learning courses

1. On your home screen select ‘New’ from the top right-hand side.

2. A pop-out box will appear with a ‘Course Name’ drop-down list. Select the course you plan to run from the list and press ‘Continue’.

Note: only courses for which you hold a current licence will appear in this list. You must ensure you select the e-learning version of the course.
3 The Registration start date (this will auto-populate with today’s date).

4 Add the number of registrations required (the maximum is 50).

5 Select the certificate or passport option (if passports are not available for your e-learning course, only the certificate option will be shown).

6 Your order summary should now appear, and you will need to confirm your order by selecting ‘Order’.

7 A pop-out box will now appear. This will show an Order Summary and request a Purchase Order number.
   - If your company requires a PO number in order for them to pay an invoice, please ensure you add this and do not proceed without one.
   - If you do not have a PO number or one is not required, then please enter a reference for your records. For example, the course reference number.

8 Once you are happy that your order summary and PO/Reference are correct, select ‘Confirm Order’.

9 The pop-out box will then adjust and ask if you wish to ‘Pay Now’ or ‘Pay Later’.
   - Pay Now
     If you select ‘Pay Now’ you will be able to enter your payment details using WorldPay.
   - Pay Later
     If you click ‘Pay Later’, an invoice will be generated automatically and emailed to your main admin contact. Payment can be made at a later time or date via card on the portal. Alternatively, you can pay via BACS, using the details listed on the bottom of the invoice.
Register e-learning delegates

1 If you already know your delegates’ names, you can input these by selecting ‘Add Delegates & results’.

2 Each delegate requires a unique ID under the ‘Reference’ heading.

*Note: this field cannot be amended once completed.*

3 The drag-and-drop option is available. However, we recommend doing this section manually. Enter your delegate’s first name and surname. At this point you can just register your delegates. No results are required until you have them available.

<table>
<thead>
<tr>
<th>Reference</th>
<th>Firstname</th>
<th>Lastname</th>
<th>A1</th>
<th>A2</th>
<th>Result</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unique ID</td>
<td>Firstname</td>
<td>Lastname</td>
<td>0</td>
<td>0</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Unique ID</td>
<td>Firstname</td>
<td>Lastname</td>
<td>0</td>
<td>0</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Unique ID</td>
<td>Firstname</td>
<td>Lastname</td>
<td>0</td>
<td>0</td>
<td>-</td>
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<tr>
<td>Unique ID</td>
<td>Firstname</td>
<td>Lastname</td>
<td>0</td>
<td>0</td>
<td>-</td>
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</tr>
<tr>
<td>Unique ID</td>
<td>Firstname</td>
<td>Lastname</td>
<td>0</td>
<td>0</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Unique ID</td>
<td>Firstname</td>
<td>Lastname</td>
<td>0</td>
<td>0</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

Only passed assessments should be entered.

Drag & Drop File To Upload Delegates & Results
Submit e-learning delegate results

1. You can search for the course using the course reference number. For individual result submissions you can search using the delegate’s unique ID.

2. Once you have located the course, select the ‘Add delegates & results’ option.

3. The Portal provides two ways to submit delegate results. We would recommend manually filling out the delegate details directly onto the Portal. You can also make use of the drag-and-drop function if you are using a laptop or computer.

To add your delegate results directly:

1. First, enter the delegate’s first name and surname, their assessment 1 mark and their assessment 2 mark.

2. Their result will be calculated automatically, together with a prompt to inform the delegate if they have passed or failed.

3. The status will then change to ‘Submit’ which you will need to select once you are happy the result for that delegate is correct.

4. Follow this process for each of the delegates on the course.

Note: If you notice a mistake of any sort after you have selected ‘submit’, please contact our customer service team as soon as possible. You will not be able to amend the delegate on the portal after you have selected submit.

To add your delegate results using the drag-and-drop option:

1. Complete your existing IOSH course results form as you would normally and save this to your desktop.

2. Please ensure the details on the spreadsheet match those on the Portal. The dates, the reference number and the course trainer must all be correct and all information in the correct columns.

Note: The drag-and-drop function will not work if there are any errors or differences of information between the Portal and the results spreadsheet, so please check this carefully.
Next, either

3a open file explorer on your computer or laptop. Locate the file and drag it onto the grey ‘drag and drop’ box on the portal;

or

3b click on the grey ‘Drag-and-drop’ box and it will open your documents. Locate the file and select ‘Open’

4 A summary of the delegates to be uploaded will then pop up. It will also show any that cannot be uploaded.

5 Click ‘OK’ to upload the delegates and their results

Note: You can only bulk upload a spreadsheet once on each course. If you then have additional delegates to add, these will need to be added manually afterwards.

Please be patient while uploading using the drag-and-drop function. The time it takes to process depends on the number of delegates you are trying to upload.

Order e-learning certificates or passports

1 You have uploaded your delegate results and now wish to order the delegate certificates.

For certificates, you can click straight through to ‘Orders’ and step 4 of this process. If you wish to order passports please begin from step 2.

2 You will now need to add the delegate passport photos.

To add the photo, you can either

2a click on the ‘Passport Image’ button. This will take you to your document folders and you can search for and add the appropriate photo by selecting the relevant image to upload.

or

2b drag an image from your pictures folder and drop this onto this button to upload the appropriate photo.

Note: Your passport photos must be under 60KB and follow our standard passport photo guidelines.

3 Once you have uploaded all passport photos, select the ‘Orders’ option on the journey bar.

4 You will then have a list of all delegates, along with an option to select passport by clicking on the blue ‘Request Passport’ button. If the delegate requires a certificate and a passport, select both.

Note: This does not automatically select the options for the delegates. You will need to select manually what form of certification each delegate requires.
5 Once you have selected what is required, the total cost will be calculated. From here click ‘Order’.

6 A pop-out box will now appear. This will show an order summary and request a Purchase Order number.
   - If your company requires a PO number in order for them to pay an invoice, please ensure you add this and do not proceed without one.
   - If you do not have a PO number or one is not required, then please enter a reference for your records. For example, the course reference number.

7 Once you are happy that your order summary and PO/Reference are correct, select ‘Confirm Order’.

8 The pop-out box will then adjust and ask if you wish to ‘Pay Now’ or ‘Pay Later’.
   - Pay Now
     If you select ‘Pay Now’ you will be able to enter your payment details using WorldPay.
   - Pay Later
     If you click ‘Pay Later’, an invoice will be generated automatically and emailed to your main admin contact. Payment can be made at a later time or date via card on the portal. Alternatively, you can pay via BACS, using the details listed on the bottom of the invoice.

*Note: We recommend you pay for your certifications straight away to ensure they are delivered on time. Should you have any queries regarding delivery and time frames, please contact IOSH directly.*
Register Level 3 delegates

1. On your home screen select ‘New’ from the top right-hand side.

2. A pop-out box will appear with a ‘Course Name’ drop-down list. Select the course you plan to run from the list and press ‘Continue’.

Note: Only courses for which you hold a current licence will appear in this list. You must ensure you select the e-learning version of the course.
3 The ‘venue’ and ‘delivery’ addresses will automatically populate with your main administration details. This can be easily edited. Just follow the steps below.

- **UK address**
  You can use the postcode search tool to populate a full address. Alternatively you can enter the address manually by deleting and typing over the relevant fields.

- **Outside of the UK**
  You will first need to change the ‘Country’ and then fill out all required fields and enter an accurate, full address for delivery.

*Note: Workbooks will always be delivered to the delivery address provided. Please ensure this is correct.*

4 Add the required details for each of the delegates you wish to register. All of these fields must be completed with accurate information and an individual email address.

*Note: The ‘Identity’ field will auto-populate for you.*

5 Every delegate must have completed the *Managing Safely* course. This must have been taken within three years of this course registration date. The certificate number must be supplied with their details. Add this under ‘certificate’ and click the ‘Search’ button to check the number.

*Note: If the certificate number is not recognised, a cross will appear and you will be unable to register that delegate.*

*Note: The ULN (Unique Learner Number) field is not a mandatory requirement and delegates outside the UK will not have one.*
6 Repeat this process for each additional delegate.

7 As you add delegates your order total will be calculated. To proceed select ‘Order’.

Registration payment

1 A pop-out box will now appear. This will show an order summary and request a Purchase Order number.
   - If your company requires a PO number in order for them to pay an invoice, please ensure you add this and do not proceed without one.
   - If you do not have a PO number or one is not required, then please enter a reference for your records. For example, the course reference number.

2 Once you are happy that your order summary and PO/Reference are correct, select ‘Confirm Order’.

3 The pop-out box will then adjust and ask if you wish to ‘Pay Now’, or ‘Pay Later’.
   - Pay Now
     If you select ‘Pay Now’ you will be able to enter your payment details using WorldPay.
   - Pay Later
     If you click ‘Pay Later’, an invoice will be generated automatically and emailed to your main admin contact. Payment can be made at a later time or date via card on the portal. Alternatively, you can pay via BACS, using the details listed on the bottom of the invoice.

4 Workbooks will be dispatched once payment has been received for your delegate registrations.

5 Your delegates will also receive a welcome email from ‘E-Qual’, our E-Portfolio provider, providing them with instructions on how to log in to the system.

Submit Level 3 delegate results

1 Once your delegates have successfully completed the qualification, locate the course and select ‘Add results’. You will need to change the ‘Status’ to ‘Completed’ in order to search the course they are registered on.

2 For each delegate, select a pass or a fail for each of the three units and click ‘Submit’. All three units must be completed before you can submit a delegate as a pass.

3 IOSH will be notified of your submission and you will receive the delegate’s certificate once appropriate quality assurance has taken place.
FAQs

My account

I need to change my details – how do I do this and will it stop me from accessing the portal?
To change any of your personal or company details you will need to get in touch with our Customer Service team directly, who can action your requests.

I have forgotten my password and clicked ‘forgot password’ on the log in page but what happens if I haven’t received a password re-set?
Password re-sets usually happen instantly. Please check your junk or spam folder, in case they have dropped in there. If you are still struggling, please contact our Customer Service team.

I haven’t used the Portal before. I am trying to log in. Why are my details not being recognised?
In order to log in to the Portal, you must first be registered on ‘My IOSH’. Please see the first section of this guide, which will take you through the steps to access your account.

If you find you are still unable to access the Portal then please contact our Customer Service team.

Why is my account on hold?
If you have any invoices outstanding over 30 days unpaid, your account will be put onto ‘stop’. This prevents any orders of workbooks or certificates being fulfilled until the outstanding balance is paid.

You may also find that your licence may have lapsed. Your nominated member needs to renew or other similar scenarios. In order to rectify this, please contact our Customer Service team.

My courses

We have just been approved to deliver an IOSH course. How quickly will this show on the portal?
As soon as all paperwork, payment and other administration is complete and confirmed by IOSH, the course will be available on the portal.

I have just purchased a new licence. How quickly will this show on the portal?
All new licences require activation by IOSH, so this means it will show on the Portal on the next working day.

I have six trainers in my company and the one I need to select to run a course isn’t showing.
What’s the issue here?
Each trainer in your business is approved to deliver particular courses – this is part of their application process. Because of this, you will only be able to select the people approved to deliver the courses you wish to run.

I am having trouble adding the right dates onto the course booking
Please double check you are not trying to add dates too far in the past. You will also need to ensure you are putting dates in order. If you are still facing issues with this, please contact our Customer Service team.

I have more than one trainer running my course. Can I add them all onto the course booking?
Our system will only allow you to add one training provider to a course. We do understand that on occasion you have more than one and is something we will look at developing in the future for the portal.
FAQs

Results

I have filled out the results form and tried to use the drag-and-drop function but it is saying it is not a supported format. What’s the issue here?
Please check that all of the details on your results form mirror those of the course registered on the Portal.
Please ensure that all fields are correctly filled out and that the results are in the correct columns on the spreadsheet.
If you still face problems with this we recommend manually adding the results to the Portal.

I have noticed I have entered the delegate results incorrectly. What do I do?
If you haven’t already selected ‘Submit’ for each delegate, you can click back into their results and amend them.
If you have, then please get in touch with our Customer Service team for further support.

I have noticed a spelling mistake in one of my delegate names. How can I change this?
If you haven’t already selected ‘Submit’ for each delegate, you can click back into the delegates’ names and amend them. If you have, then please get in touch with our Customer Service team for further support.

The Portal seems to take a while to upload my delegates. Why is this?
The Portal is a smart piece of software which our teams have been working on for a long time. When uploading results it can take some time to process as it also connects all information to our main system which allows us to see what you see on the Portal.

I have just found a set of results that I forgot to process. They are from over three months ago – how can I submit them?
Please send these straight through to our Customer Service team who can support you further with this.

Orders

For BACS payments we require you to send all remittance advice to remittances@iosh.com. This will ensure your payment is allocated to the correct invoice for payment and any orders can be dispatched.

Has my order been dispatched?
If you paid for your order by card over the telephone, payment will clear straight away and we will dispatch your goods as quickly as possible. If you have paid via BACS from a UK bank account we advise three to five working days for payment to clear. If you are outside of the UK, we advise 10 working days for payments to clear. Once payment has cleared we will dispatch your goods as quickly as possible. If you wish to check on any orders you have made payment for please contact our Customer Service team.

How long will it take for my workbooks to arrive?
If you have placed your order before 15.00 for delivery in the UK and have paid over the telephone by card, we will dispatch your order on the same day. If you place your order after 15.00, we will dispatch within 48 hours.
If you placed your order for delivery outside of the UK then delivery can vary – please contact our Customer Service team to find out more. If you have paid via BACS – please see the answer to ‘Has my order been dispatched?’ above.

How long will it take for my certificates to arrive?
If you have placed your order before 15.00 for delivery in the UK and paid over the telephone by card, we will dispatch your order the same day. If you place your order after 15.00 and pay by card, we will dispatch the next working day.
If you placed your order for delivery outside of the UK then delivery can vary – please contact our Customer Service team for further information.
If you have paid via BACS – please see the answer to ‘Has my order been dispatched?’ above.

How long will it take for my passports to arrive?
Because passports are personalised and require digital printing, we advise a turnaround time of seven to 10 working days for orders in the UK once payment has cleared.
If you are outside of the UK, our turnarounds time will be similar, but delivery time will be added – please contact our Customer Service team for further information.
FAQs

Payments

I have paid by card. Does this mean payment clears straight away?
Yes – as soon as you have processed your card payment the invoice will clear and any orders will then be
processed and dispatched.

I have paid my invoice via BACS. How long will it take for the payment to clear?
If you have paid via BACS from a UK bank account we advise three to five working days for payment to clear.
If you are outside of the UK we advise 10 working days for payments to clear. Once payment has cleared we will
dispatch your goods as quickly as possible. If you wish to check on any orders you have made payment for please
contact our Customer Service team.

General

Will I still be able to send in my queries, notifications and results forms via email?
Once you are signed up to the Portal, you will no longer need to create separate correspondence to send
IOSH your notifications and results or to order your course collaterals.

Of course, if you have a query that can’t be, please feel free to contact our Customer Service team.

I can’t access the portal on my work computer.
Our Training Provider Portal is accessible via a secure web link, to ensure ease of access for our users in businesses
which may have higher security and firewalls. If you have any issues on this, we recommend you contact your
internal IT team first for further access support.
We have created this short guide to support you to fill out your results forms and minimise errors and delays in processing your IOSH course results.

Over the coming year we are rolling out the IOSH Training Provider Portal.

In this system is a drag-and-drop function for results forms to make it easier than ever to submit your course results and order certificates.

This guide will support you to make better use of your time when processing your IOSH administration and support you when your time comes to begin using the Portal.

Please note all information and instructions in this guide are compulsory in order for the results to be processed successfully via the drag-and-drop function on the IOSH Portal – unless stated otherwise.

If you have any queries or need further support after reading this, please contact our Customer Service team on +44 (0) 116 257 3192 or training@iosh.com

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### Course results form

<table>
<thead>
<tr>
<th>Delegate name</th>
<th>Total Marks</th>
<th>Pass/Fail</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90</td>
<td>A</td>
</tr>
<tr>
<td>B</td>
<td>85</td>
<td>A</td>
</tr>
<tr>
<td>C</td>
<td>80</td>
<td>A</td>
</tr>
<tr>
<td>D</td>
<td>75</td>
<td>A</td>
</tr>
<tr>
<td>E</td>
<td>70</td>
<td>A</td>
</tr>
<tr>
<td>F</td>
<td>65</td>
<td>A</td>
</tr>
<tr>
<td>G</td>
<td>60</td>
<td>A</td>
</tr>
</tbody>
</table>

Please email this form to the Customer Support team at training@iosh.com

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How to fill our your results forms to submit on the Portal

Section 1

Course title – Please ensure this reads the same as the course title you have selected for this course.

IOSH course reference number – The number must be the same as the one for the course you wish to add these results too.

Training Provider’s name – The name of the company as it shows on your Portal profile.

Training Provider’s reference number – The reference number assigned to your company for identification* not compulsory.

Your Purchase Order number – This is compulsory for all companies who require a PO number in order to make payment. If you require an invoice in order to raise a PO then please leave this blank and follow the process in the user guide.

Your IOSH training verifier’s name – This is the name of the verifier who works for IOSH and who was assigned to you after you became an IOSH Training Provider.

Course Dates (xx/xx/xx)

Start date – First official date of your course.

Day 02 – If applicable.

Day 03 – If applicable.

Day 04 – If applicable.

Course end date – Last official date of your course – this date will be the same as one of the dates above, depending on the length of your course.

Course results form
IOSH Services Ltd
Customer Support training department

<table>
<thead>
<tr>
<th>Course title</th>
<th>Managing Safely V 5.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>IOSH course reference number</td>
<td>311058</td>
</tr>
<tr>
<td>Training provider’s name</td>
<td>IOSH</td>
</tr>
<tr>
<td>Training provider’s reference number</td>
<td></td>
</tr>
<tr>
<td>Your Purchase order number</td>
<td>PO2345</td>
</tr>
<tr>
<td>Your IOSH training verifier’s name</td>
<td>Donna Swann</td>
</tr>
<tr>
<td>Course start date</td>
<td>18/11/2019</td>
</tr>
<tr>
<td>Day 2</td>
<td>19/11/2019</td>
</tr>
<tr>
<td>Day 3</td>
<td>20/11/2019</td>
</tr>
<tr>
<td>Day 4</td>
<td>21/11/2019</td>
</tr>
<tr>
<td>Course end date</td>
<td>21/11/2019</td>
</tr>
</tbody>
</table>
How to fill our your results forms to submit on the Portal

Section 2

Training provider address – Please ensure this address is the same as the one you have set up on the IOSH system as your main administration address.

Assessments marked by 1* – Please state the name of the person who marked the assessments.

Assessments marked by 2* – If a second person cross-checks the marking, please state their name.

Trainers who ran the course – Please keep this field to just one trainer – this needs to be the trainer name who you selected upon booking the course. It must reflect the same information as the course booking.

Training location – Please add either the first line of the address for the training venue or company name if applicable.

<table>
<thead>
<tr>
<th>Training provider address</th>
<th>Key:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Grange</td>
<td></td>
</tr>
<tr>
<td>Highfield Drive</td>
<td></td>
</tr>
<tr>
<td>Leicester</td>
<td></td>
</tr>
<tr>
<td>LE18 1NN</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessments marked by 1*</th>
<th>Stefan Spencer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessments marked by 2*</td>
<td>John Doe</td>
</tr>
<tr>
<td>Trainers who ran the course</td>
<td>Stefan Spencer</td>
</tr>
<tr>
<td>Training location</td>
<td>The Grange</td>
</tr>
</tbody>
</table>

Course title: Managing Safely V 5.0

Training provider’s name: IOSH

Training provider’s reference number: Leicester

Course reference number: 311058

Your IOSH training verifier’s name: Donna Swann

Course start date: 18/11/2019

Day 1: 18/11/2019

Day 2: 19/11/2019

Day 3: 20/11/2019

Day 4: 21/11/2019

Your Purchase order number: PO2345

Managing Safely courses - use column 1 for the assessment & column 2 for the project

Working Safely courses - use column 1 for the assessment (Part A) & column 2 for the hazard spotting (Part B)

For all other courses - use the appropriate columns in relation to your marking scheme

Key:

1* original marker

2* crosschecking marker

Managing Safely & Managing Safety Refresher courses - use assessment column 1

Leading Safely: use column 1 for the assessment & column 2 for the project

Working Safely: use column 1 for the assessment (Part A) & column 2 for the hazard spotting (Part B)

For all other courses - use the appropriate columns in relation to your marking scheme
How to fill our your results forms to submit on the Portal

Section 3

Delegate first name – Please ensure the spelling of this is correct before uploading or processing.

Delegate surname – Please ensure the spelling of this is correct before uploading or processing.

Please ensure you input each delegate’s Managing Safely certificate number in this column. Without this we cannot process the results.

If you have the date of the certification for their original certificate, please add this in the second green column.

Passport cards – Please ensure you add a unique reference number for each delegate (PP).

Certificards – Please ensure you add a unique reference number for each delegate (cc).

Assessment columns

IOSH Working Safely course
Assessment part A (Max 33) = ‘Assessment 1’ column.
Assessment part B (Max 16) = ‘Assessment 2’ column.

IOSH Managing Safely course
Assessment part (Max 60) = ‘Assessment 1’ column.
Practical project (Max 38) = ‘Assessment 2’ column.

Managing Safely Refresher course
Assessment (Max 32) = ‘Assessment 1’ column.

Tailored courses – Please see your original marking scheme document. For further guidance on mark schemes and other course, please see the guidance documents for each of the courses.

Total marks – This cell will calculate automatically, based on the marks input into the assessment columns.

Pass/fail – This column is not compulsory, but you can populate this manually if you wish.

Papers required – Internal use only.

Please type below, the name of each delegate as they would like it to appear on their certificate, passport (Working Safely courses only) or certificard (if available).

<table>
<thead>
<tr>
<th>Delegate first name</th>
<th>Delegate surname</th>
<th>Please quote either an Employee identification number (PP/CC) or the previous Certificate number (Ref)</th>
<th>Original Assessment Ref courses only</th>
<th>Assessment 1 (See Key)</th>
<th>Assessment 2 (See Key)</th>
<th>Assessment 3 (See Key)</th>
<th>Assessment 4 (See Key)</th>
<th>Total Marks</th>
<th>Pass/Fail</th>
<th>Papers Required (Ref) courses only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sophie</td>
<td>Grant</td>
<td>52.0</td>
<td>33.0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>85</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rosie</td>
<td>Lloyd</td>
<td>52.0</td>
<td>37.0</td>
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<td>89</td>
<td></td>
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<tr>
<td>Leah</td>
<td>Umpleby</td>
<td>52.0</td>
<td>36.0</td>
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<tr>
<td>Ellen</td>
<td>Jackson</td>
<td>51.0</td>
<td>30.0</td>
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</tr>
<tr>
<td>Matt</td>
<td>Rockley</td>
<td>52.0</td>
<td>35.0</td>
<td></td>
<td></td>
<td></td>
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<td>87</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Contact us

If, after reading our guide, we haven’t been able to answer your query, or you would like to know more about anything we have covered, please contact our Customer Service team.

training@iosh.com
+44 (0)116 257 3192

Opening hours
09.00–17.00 (UK time)
Monday–Friday
IOSH is the Chartered body for health and safety professionals. With over 47,000 members in more than 130 countries, we’re the world’s largest professional health and safety organisation.

We set standards and support, develop and connect our members with resources, guidance, events and training. We’re the voice of the profession and campaign on issues that affect millions of working people.

IOSH was founded in 1945 and is a registered charity with international NGO status.