



OCCUPATIONAL SAFETY, HEALTH & ENVIRONMENT MANAGEMENT BOARD

ASSESSMENT & CERTIFICATION POLICY

How learners are assessed and certificates are issued

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Independent International Certification Body

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Assessment & Certification Policy

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This policy defines how learners are assessed and how OSHEM certificates are issued, ensuring every credential is earned and defensible.

1. Assessment Approach

OSHEM certification is based on assessment of understanding, not attendance alone. A learner earns a certificate only by demonstrating the required knowledge against the published criteria for the programme.

2. Pass Standard

2.1 The standard pass mark is 70%, unless a specific programme states otherwise in its syllabus.

2.2 A learner who does not meet the standard is recorded as not yet successful and does not receive a certificate until a subsequent assessment is passed.

3. Fair & Consistent Assessment

- ◆ Assessments are marked against the same criteria for every learner.
- ◆ Trainers must not assess learners with whom they have a conflict of interest.
- ◆ Reasonable adjustments are made for learners with documented additional needs, without lowering the standard.

4. Registration & Learner Data

4.1 Partners register each learner in the Portal with an accurate full name and a valid email address.

4.2 The registered details are the definitive record. Certificates are issued using the registered details, and OSHEM verifies certificate data against the register before delivery.

5. Certificate Issuance

5.1 On a confirmed pass, OSHEM issues a uniquely numbered certificate, verifiable through the public register.

5.2 Certificates are made available to the partner and sent to the learner's registered email.

5.3 Certificate numbering is controlled by OSHEM to guarantee each number is unique.

6. Corrections & Reissue

6.1 If a certificate contains an error, the learner or partner may request a correction through the reissue process. OSHEM reviews the request against the register and reissues where justified.

6.2 A reissued certificate retains its verification status; the erroneous version is superseded.

7. Appeals

7.1 A learner who believes an assessment decision was incorrect may appeal, first to the partner and, if unresolved, to OSHEM at appeals@oshem.co.uk.

7.2 OSHEM reviews appeals impartially and communicates the outcome in writing.

8. Malpractice

Any attempt to obtain a certificate without genuine achievement — including impersonation, fabricated results or falsified attendance — is treated as malpractice and may result in voided certificates and withdrawal of partner approval.