



OCCUPATIONAL SAFETY, HEALTH & ENVIRONMENT MANAGEMENT BOARD

QUALITY ASSURANCE POLICY

How OSHEM safeguards the quality and integrity of its certification

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Quality Assurance Policy

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This policy describes how OSHEM safeguards the quality, consistency and integrity of its certification across all approved partners.

1. Purpose & Scope

This policy applies to every OSHEM-certified programme delivered by an approved partner. Its purpose is to ensure that every OSHEM certificate reflects a genuine, consistent judgement of a learner's competence, wherever and by whomever it was delivered.

2. Quality Principles

- ◆ **Consistency** — the same standard applies to every learner, every partner, every time.
- ◆ **Integrity** — certificates are issued only where the assessment outcome genuinely supports them.
- ◆ **Traceability** — every certificate is uniquely numbered and independently verifiable.
- ◆ **Transparency** — learners and employers can confirm any certificate through the public register.
- ◆ **Continuous improvement** — findings from monitoring feed back into standards and support.

3. Partner Approval

Before a partner is approved, OSHEM reviews the institute's capability to deliver and assess to standard, including its trainers' qualifications and the scope of programmes requested. Approval is granted only for the scope the partner can evidence.

4. Trainer Approval & Scope

4.1 Trainers must be individually approved and are authorised only for the categories within their competence (for example short courses, specialist programmes, or train-the-trainer).

4.2 A partner may not use a trainer to deliver outside their approved scope. OSHEM verifies trainer scope as part of routine monitoring.

5. Assessment Standards

5.1 Assessment is criterion-referenced against the published syllabus for each programme.

5.2 The standard pass threshold is 70% unless a programme specifies otherwise.

5.3 Partners must retain assessment evidence and make it available to OSHEM on request.

6. Monitoring & Sampling

OSHEM monitors partner delivery on a risk-based basis, which may include:

- ◆ Sampling of learner assessments and results.
- ◆ Review of registration and certification records in the Portal.
- ◆ Remote or on-site observation of delivery.
- ◆ Analysis of pass rates and certificate-issuance patterns for anomalies.

7. Corrective Action

Where a shortfall is found, OSHEM issues corrective actions proportionate to the risk. These may range from additional support and re-training through to suspension of certificate issuance or, in serious cases, withdrawal of approved status.

8. Certificate Integrity

Every OSHEM certificate carries a unique number and a QR code linked to the public verification register, allowing any third party to confirm authenticity instantly. Any suspected fraudulent or erroneous certificate is investigated and, where necessary, revoked.

9. Review

This policy is reviewed at least annually, and sooner where framework changes or monitoring findings require it.