



IAOSH-UK

(International Association of Occupational Safety and Health)

Welcome Note

IAOSH (International Association of Occupational Safety and Health) presents a comprehensive solution for organizations seeking to enhance their occupational safety and health standards. IAOSH always strives for continuous innovation by providing training courses, programmes, and diplomas which cater to audiences of different occupations, standards, and backgrounds. By engaging with IAOSH, you invest in the well-being of your workforce, thereby mitigating risks and potential liabilities associated with workplace accidents. Our expert-led courses utilize cutting-edge methodologies and real-world case studies to impart practical knowledge that can be immediately applied in your work environment. Through this document, we urge you to consider the long-term benefits of partnering with IAOSH: reduced incident rates, improved productivity, and a culture of safety that permeates every level of your organization.

The purpose of this document is to provide a brief overview of the nature of our operations, prioritisation of optimal Training and Consulting Services for a wide variety of industries and sectors. It also provides a pathway of understanding how to apply as an IAOSH Authorised Training Provider and/or an IAOSH Member for the wide variety of Qualifications that we provide to a multitude of jobsites. This welcome pack should be referred to as an initial source of information for understanding who we are, what are the services we provide, and how you can become part of a growing team of organisations who are relying on IAOSH to ensure the continual professional development of their organisations Health and Safety Performance and development of their Quality Management Systems.

INTERNATIONAL ASSOCIATION OF OCCUPATIONAL SAFETY & HEALTH

 87 LOZELLS STREET BIRMINGHAM ENGLAND B19 2AP

 inquiry@iaoshuk.com  +(44) 730 909 6122



About Us

IAOSH (International Association of Safety and Health) is a distinguished provider of comprehensive training services in Occupational Safety and Health, Quality Management Systems, Healthcare Safety and Management systems, and Environmental Management Systems. Our organization is dedicated to fostering a culture of workplace safety and continued professional development through expert-led education and qualification programmes.

At IAOSH, we offer a diverse range of courses designed to meet the evolving needs of professionals across various industries. Our curriculum is meticulously developed by industry experts and adheres to international safety standards, ensuring that participants receive the most current and relevant knowledge in their field.

Our training services include, but are not limited to:

1. Occupational Health and Safety
2. Occupational Health and Safety Management Systems
3. Healthcare Safety
4. Healthcare Management Systems
5. Process Safety Management
6. Quality Management Systems
7. Environmental Management Systems

Our Vision is to highlight and indicate the importance of Occupational Safety and Health Training through our services.

Our Mission is to provide optimum training services to a wide spectrum of cooperations and employees.

If you are interested in further descriptions of our services, please contact us at:

inquiry@iaoshuk.com

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IAOSH Customer Service Statement

IAOSH is committed to delivering exceptional training services tailored to meet the diverse needs of organizations across all sectors. Our comprehensive approach ensures that each client receives optimal training solutions designed to enhance workplace safety, health, and productivity while maintaining the highest level of customer service and satisfaction. We pledge to:

1. Provide customized training programs that align with your organization's specific requirements and objectives.
2. Employ industry-leading experts and certified instructors to deliver high-quality, up-to-date content.
3. Utilize state-of-the-art training methodologies and technologies to maximize learning outcomes.
4. Offer flexible scheduling options to accommodate your organization's operational demands.
5. Maintain strict adherence to international safety and health standards and regulations.

At IAOSH, we are dedicated to fostering a culture of continuous improvement and excellence in occupational safety and health practices. Our commitment to superior customer service ensures that your organization receives the highest standard of training, empowering your workforce to create a safer, more efficient work environment. Please see our full Customer Service Policy, which is available on our website.

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IAOSH Complaints System Statement

IAOSH takes a meticulous and impartial approach to addressing complaints, ensuring fairness and due process throughout the resolution procedure. Our complaint handling system is designed to maximize customer satisfaction while maintaining the highest standards of professionalism.

Upon receipt of a complaint, IAOSH initiates a comprehensive review process:

1. **Acknowledgment:** We promptly acknowledge the complaint and provide a unique reference number for tracking purposes.
2. **Initial Assessment:** Our dedicated complaints team conducts a thorough evaluation to determine the nature and severity of the issue.
3. **Impartial Investigation:** A neutral investigator is assigned to gather all relevant information, ensuring objectivity throughout the process.
4. **Stakeholder Consultation:** We engage with all parties involved, providing equal opportunity for input and clarification.
5. **Evidence-Based Analysis:** Our team meticulously examines all available evidence to reach an unbiased conclusion.
6. **Resolution Proposal:** Based on the investigation findings, we formulate a fair and equitable resolution.
7. **Communication:** We present the proposed resolution to all parties, explaining the rationale behind our decision.
8. **Appeal Process:** In the event of dissatisfaction, we offer a structured appeal mechanism for further review.
9. **Implementation and Follow-up:** Once agreed upon, we implement the resolution and conduct follow-up assessments to ensure satisfaction.

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10. Continuous Improvement: We utilize insights from each case to enhance our processes and prevent future occurrences.

IAOSH's commitment to fairness, transparency, and customer satisfaction is paramount in our complaint resolution process. We strive to maintain the trust and confidence of our stakeholders through our unwavering dedication to impartiality and professionalism. Please see our full Complaints Policy, which is available on our website.

IAOSH Data Protection Statement

IAOSH (International Association for Occupational Safety and Health) takes the utmost care in safeguarding customer data through a comprehensive and rigorous data protection protocol. Our organization implements state-of-the-art security measures to ensure the confidentiality, integrity, and availability of all customer information.

Key features of IAOSH's data protection process include:

1. Encryption: All customer data is encrypted using advanced algorithms during transmission and storage.
2. Access Control: Strict access controls are in place, limiting data access to authorized personnel only.
3. Regular Audits: We conduct frequent internal and external audits to identify and address potential vulnerabilities.
4. Compliance: IAOSH adheres to international data protection regulations, including GDPR and CCPA.
5. Data Minimisation: We collect and retain only essential customer information, reducing potential exposure.

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6. Secure Infrastructure: Our systems are hosted on secure, redundant servers with multiple layers of protection.
7. Employee Training: All staff members undergo regular data protection and privacy training.
8. Incident Response Plan: A robust plan is in place to swiftly address any potential data breaches.

IAOSH's commitment to data protection ensures that our customers can trust us with their sensitive information. We continuously update our processes to stay ahead of emerging threats and maintain the highest standards of data security. For further information on our data protection policies, please refer to our full Data Protection Policy which is available on our website.

IAOSH Use of Materials Statement

IAOSH delivers comprehensive and meticulously curated training materials to ensure the highest standards of occupational safety and health education. Our approach to training materials is multifaceted and rigorous:

1. Development: IAOSH collaborates with industry experts and certified professionals to create up-to-date, relevant content that adheres to international safety standards.
2. Quality Assurance: All training materials undergo a stringent review process to ensure accuracy, clarity, and effectiveness in conveying critical safety information.
3. Customization: IAOSH tailors training materials to specific industries and organizational needs, ensuring relevance and applicability.
4. Accessibility: Our materials are available in various formats, including digital platforms, print, and interactive modules, to accommodate diverse learning preferences.

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5. Regular Updates: IAOSH continuously revises and updates training materials to reflect the latest regulations, best practices, and technological advancements in occupational safety.
6. Multilingual Support: To facilitate global implementation, IAOSH offers training materials in multiple languages, ensuring consistent safety education across diverse workforces.
7. Assessment Tools: Comprehensive evaluation methods are integrated into our materials to measure knowledge retention and practical application of safety principles.

IAOSH's commitment to excellence in training materials contributes significantly to creating safer work environments worldwide. For more information on how IAOSH can enhance your organization's safety training program, please refer to our full Use of Materials Policy on our Website.

IAOSH Equality and Diversity Statement

At IAOSH, we are dedicated to promoting equality and diversity within our company. We have developed a strategy that emphasizes the importance of mutual respect, responsibility, and teamwork. Equality and diversity are fundamental to our identity as a global organization and are essential to our goal of remaining a top choice Awarding Organisation. Our vision for equality and diversity goes beyond simply following laws; we strive to take a forward-thinking approach to creating a diverse team that contributes to our success. Our goal is to ensure that no one faces any disadvantages while coordinating or working with our company. Please see our full Equality and Diversity Statement, which is available on our website.

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IAOSH Services Statement

At IAOSH, our Qualifications expand a variety of services which cater to many different jobs, organisations, and provisions in different workplaces. Therefore, it is key that our customers can distinguish between the different types of services provided by IAOSH. Unlock your full potential at IAOSH. We provide a wide range of courses which expand a multitude of different companies, services, and skillsets. With a wide range of courses tailored to meet your professional needs, IAOSH offers unparalleled expertise and guidance to help you succeed in your career. Whether you're looking to upskill, gain certifications, or enhance your knowledge, our experienced instructors and training providers are here to support you every step of the way. Don't miss out on this opportunity to invest in yourself and take your career to new heights with IAOSH. At IAOSH, with our expanding national and international services which are provided by IAOSH directly or by Authorized Training Providers, we assure all trainees of varying degrees of educational and vocational competencies with the highest level of service quality. With the main prospect of continual improvement in our training services, we encourage you to look at our course catalogue after reading a brief description of our services:

1. **Training and Qualification Services:** Our comprehensive and interactive programs are designed to equip you with the knowledge, skills, and confidence needed to excel in today's competitive world. Whether you're a seasoned professional looking to improve or an ambitious individual seeking career growth, IAOSH has the expertise and experience to guide you towards success.

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Qualifications are provided with different levels and to different audiences as follows:

- **Certifications:** Comprehensive and condensed training which is provided for employees for all levels seeking to renew their technical competencies or to advance their careers. Certification courses are provided in a manner that is time efficient, cost effective, and assures legal compliance with current national and international legislation.

- **Programmes:** Programmes are made to be detailed in through understanding of technical topics and are curated to target managers, supervisors, and/or technical specialists who are not only made to bolster individual competencies but also contribute to significantly to organisational safety and quality performance alongside regulatory compliance. The formal and rigorous content of IAOSH Programmes ensures that learners acquire a thorough understanding of critical technical topics, enabling them to make informed decisions and lead their teams more effectively.

- **Diplomas:** By investing in an IAOSH diploma, professionals position themselves at the forefront of occupational safety and health expertise. The detailed nature of our qualifications ensures that graduates are well-prepared to make significant contributions to their organisations and the wider industry. We invite you to explore our diploma offerings and take the next step in your professional development journey.

Our Training and Consulting Services Categories are as follows:

- Train the Trainer Programs
- Health and Safety Training
- Oil and Gas Safety Training
- Oil and Gas Technical Training
- Lifting Training
- First Aid Training

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- Healthcare Training Programs
- Food Safety Training
- Nutrition Safety Training
- Management Training Programs
- Quality Assurance Training Programs
- Soft Skills Training Programs

For our full list of Courses and Training Programs, please click [here](#).

2. **Inspection Services:** Continuous development of Safety Performance for organisations is necessary to ensuring the safety and health of all personnel, regardless of their profession, nature of everyday tasks, and locations in which the services are provided. At IAOSH, we provide comprehensive Safety Inspection services which are catered to the nature of procedures in your organisation. With detailed Risk Assessments, Consultation Meetings, and follow up plans based on shared recommendations, our inspection services are catered to improve upon your day-to-day tasks.
3. **Auditing Services:** Looking to comprehensively improve your Health and Safety Management System? Do you want to assess your company's Safety Performance? At IAOSH we provide encompassing Auditing Services which will help your company identify areas for improvement and ensuring compliance with industry standards. Gain confidence your operational processes with IAOSH by your side. Don't leave anything to chance - let us be your trusted partner in achieving excellence and peace of mind.
4. **Invigilation Services:** IAOSH Invigilation Services offer a comprehensive solution for maintaining the integrity and credibility of examinations across various educational and professional settings. Our expert invigilators ensure strict adherence to examination protocols, creating a fair and secure environment for all candidates. Institutions shall

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benefit from our Invigilation Services with upmost examination security, impartial, objective, professional, and unbiased examiners, compliance with regulatory standards, flexible schedules, and detailed post-examination reporting. Investing in IAOSH Invigilation Services demonstrates a commitment to academic excellence and professional standards. To safeguard the reputation of your institution and ensure the validity of your qualifications, we invite you to engage our services for your next examination period.

For more details regarding our services, please look at our website or contact us at:

inquiry@iaoshuk.com

IAOSH Learning Statement

IAOSH is committed to fostering excellence in technical, educational, and competency-based training services. With continual improvement in the forefront, IAOSH is constantly providing innovation to our training services to ensure our learners from all industries, competencies, and backgrounds can improve their competencies for themselves and for their organisations. is a comprehensive declaration of our commitment to fostering excellence in occupational safety and health education.

Learning and the education process in its all forms is an ever-developing process which, specifically in occupational training, needs to cater to a national and international audience. It also needs to be engaging, innovative, and taught in a manner which ensures continual professional development. Learning helps to:

- Develop existing abilities, skills or the acquisition of new ones to meet the organisational needs;
- Widen the knowledge base of learners to enter or deal with their new roles and responsibilities.

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- Provide a supportive learning culture which enhances individual knowledge, skills, and experience which will reflect upon the individual's and organisation's performance.

Please see our full Training Services Policy, which is available on our website.

Contact Us

Interested in further information regarding our services?

Please contact us at any of the following components based on your query:

- Telephone Number: +(44) 730 909 6122
- Membership: Contact our Membership Team for any IAOSH membership application queries or updates. Email – membership@iaoshuk.com
- Accreditation Status: Accredited centre application questions, submission of supporting evidence, and accreditation of practical assessors and instructors. Email – accreditation@iaoshuk.com
- Quality Assurance and Document Control Team: Inquiries about IAOSH-UK Documents and Procedures at doc.control@iaoshuk.com and inquires about assessor training or Train the Trainer Courses at quality@iaoshuk.com
- Auditing Services: For general centre audit inquiries, non-conformances raised at the audit, inquiries and responses to corrective action reports, or non-conformances raised by the Quality Assurance team, and updates or enquiries about scheduled audits at audits@iaoshuk.com

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- Marketing: For any marketing or PR queries, advertisement opportunities, conference and event information, social media queries, and updates about the website at marketing@iaoshuk.com
- Additional Contacts: To provide general feedback to IAOSH-UK feedback@iaoshuk.com, To comment on IAOSH-UK Assessment comments@iaoshuk.com, or any other queries on admin@iaoshuk.com

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