SafeQual AB

Awarding Body | Guidance. Standards. Support.

Frequently Asked Questions

Answers about SafeQual AB qualifications, certification and services

These FAQs answer the most common questions from learners, centres, employers and members.

For full details, see the related policy or resource pack named in each answer.

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General

What is SafeQual AB?

SafeQual AB is an awarding body registered in England and Wales. It develops, awards and quality assures vocational and professional qualifications in health and safety, occupational health, environmental, management, construction and cross-sector subjects.

What does an awarding body do?

An awarding body sets the standards for its qualifications, approves the centres that deliver them, quality assures assessment, and issues certificates to learners who meet the standards.

How do I contact SafeQual AB?

Email info@safequalab.org or use the Contact Us page at www.safequalab.org. We aim to reply within 3 working days.

Learners

How do I take a SafeQual AB qualification?

You study and are assessed through a SafeQual AB approved centre. The Approved Centres page on our website lists approved centres.

What are the entry requirements?

Each qualification specification sets its own entry requirements, such as minimum age, prior learning and language level. Your centre will check these with you before you register.

Can I get support if I have a disability or medical condition?

Yes. Tell your centre as early as possible. Access arrangements and reasonable adjustments, such as extra time or a reader, can be arranged before assessment. If you are ill or affected by circumstances on the day, your centre can apply for special consideration. See Policy P03.

What happens if I do not pass?

Your centre will give you feedback and explain the resubmission or resit options in the qualification specification.

How do I log in to my learner account?

Use the Learner Login page on the SafeQual AB website with the details your centre or SafeQual AB gave you.

Certificates and Verification

When will I receive my certificate?

Certificates are normally issued within 10 working days after your centre makes a valid certification claim. Your centre will pass it to you.

How can an employer check my certificate?

Employers can use the Verify Credentials page at www.safequalab.org with the certificate number and the learner's name.

I have lost my certificate. What should I do?

Complete Form F07 Replacement Certificate Request and include proof of identity.

There is an error on my certificate.

Contact your centre or SafeQual AB as soon as possible and complete Form F07. Corrections caused by a SafeQual AB error are free of charge.

Centres

How do we become an approved centre?

Read the Centre Approval Guide, then submit Form F01 with supporting documents. The process includes a desk review and an approval visit. See the Centre Resources pack.

Can we deliver online?

Yes, where the qualification specification allows online delivery and assessment, and your centre has been approved for that mode, including remote invigilation where required.

How often will we be quality assured?

At least once a year. Each centre has a risk rating: higher-risk or new centres are monitored more often, and centres must hold Direct Claims Status (DCS) to claim certificates without prior EQA sampling.

Can we use the SafeQual AB logo?

Approved centres may use the Approved Centre logo and approved wording, following the Marketing Resources guidelines.

Appeals and Complaints

What can I do if I think my result is wrong?

You can request an Enquiry about Results (a clerical re-check or a review of marking) within 10 working days of your result. For internally assessed work, use your centre's appeals procedure first. If you are still not satisfied, you can appeal to SafeQual AB and then request an independent review. Use Form F04 and see Policy P01.

How do I make a complaint?

Try to resolve it informally first. If that does not work, use Form F05 or email us. We acknowledge complaints within 3 working days.

How do I report cheating or wrongdoing?

Use Form F06 Malpractice / Maladministration Report. You can report anonymously.

Membership

What membership grades are there?

Associate Member, Professional Member and Fellow Member. Grades reflect qualifications, experience and professional responsibility.

How do I apply?

See the Membership page at www.safequalab.org for eligibility and the application process.

Do members need to do CPD?

Yes. Members are expected to keep a CPD record, and SafeQual AB webinars can count towards it.

> **Question not answered here?** Email info@safequalab.org. Your question may be added to the next edition of these FAQs.