SafeQual AB

Awarding Body | Guidance. Standards. Support.

Learner Guide

What to expect, from registration to certification

Welcome. This guide explains what to expect when you take a SafeQual AB qualification, your rights and responsibilities, and where to get help.

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Your Journey with SafeQual AB

Step	What happens	What you should do
1. Choose	Pick a qualification and an approved centre.	Check that the centre is on the Approved Centres page.
2. Register	Your centre registers you with SafeQual AB.	Give your name exactly as it should appear on your certificate.
3. Learn	You attend training and study.	Ask your tutor for help early if you are struggling.
4. Assessment	You sit exams or complete assessments.	Bring photo ID and follow the assessment rules.
5. Results	Your centre gives you your results and feedback.	Check your results. You can make an Enquiry about Results if you think something is wrong.
6. Certificate	SafeQual AB issues your certificate.	Keep it safe. Employers can verify it online.

Your Rights

- To be treated fairly and with respect, free from discrimination.
- To receive accurate information about your qualification before you start.
- To ask for access arrangements or reasonable adjustments if you have a disability or particular need.
- To apply for special consideration if illness or another circumstance affects you at the time of assessment.
- To receive feedback on your assessments.
- To make an Enquiry about Results, appeal a decision, or make a complaint.
- To have your personal data protected under UK GDPR.

Your Responsibilities

- Make sure all the work you submit is your own.
- Follow the assessment and examination rules.
- Tell your centre about any support needs as early as possible.
- Treat staff and other learners with respect.

Assessment Rules

Do	Do not
Arrive on time with valid photo ID	Bring notes, phones or smart devices into an exam unless allowed
Listen to the invigilator's instructions	Talk to or copy from other candidates
Reference any sources you use in assignments	Copy text or use AI tools to produce work you present as your own
Tell the invigilator straight away if you feel unwell	Share assessment content with anyone after the exam

> Breaking assessment rules is **malpractice**. It can lead to losing marks, disqualification, or your certificate being cancelled.

If Something Goes Wrong

Situation	What to do	Form
You think your result is wrong	Request an Enquiry about Results within 10 working days, then appeal if needed.	F04
You are unhappy with a service	Talk to your centre first, then make a formal complaint.	F05
You see cheating or wrongdoing	Report it. You can do this anonymously.	F06
You lose your certificate	Request a replacement certificate.	F07

Verifying Your Certificate

Each certificate has a unique number. You, or an employer, can check it on the **Verify Credentials** page at www.safequalab.org. You can also log in to your learner account through the **Learner Login** page.

> **Need help?** Speak to your centre first. You can also email SafeQual AB at info@safequalab.org.