



nebosh

20/21 YEAR IN REVIEW

Making an impact in the
face of uncertainty





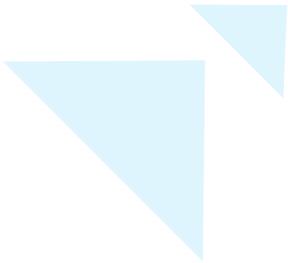
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Introduction

NEBOSH has a great brand and reputation. Over the past 40 years we've carved out a successful niche which straddles two sectors – education, qualifications and skills and occupational health and safety [including but not exclusively environment, risk and wellbeing].

2020-21 was one of those years to remember and the COVID-19 pandemic understandably had an impact on NEBOSH's plans. Despite the challenges, it presented us with the opportunity to expedite our plans for new assessments, reshape our structure and leadership and develop a new strategy that makes NEBOSH fit for the future, whatever unexpected events may come our way.

Whilst a recovery strategy dominated much of the year's activities, the health and safety profession was always at the heart of NEBOSH's work. And we measure our success, not in monetary terms but on the impact we have on the people who work in the profession and the lives we help to save. This review looks back on 2020-21, highlights the work we've done and the impact we've had on the communities we're part of.





“

MY PROFESSIONAL PRINCIPLE IS PEOPLE FIRST AND AS SOON AS I STEPPED INTO THE INDUSTRY, I KNEW THIS WAS A VALUE SHARED BY EVERY PERSON WORKING IN THIS MOST IMPORTANT OF PROFESSIONS. GOING HOME SAFE AND HEALTHY AT THE END OF EVERY DAY SHOULD BE A RIGHT, NOT A PRIVILEGE AND HERE AT NEBOSH WE HELP EDUCATE AND TRAIN PEOPLE, THE PROFESSION, WHO LIVE WITH THAT RESPONSIBILITY EVERY DAY.

OF COURSE, 2020-21 (AND STILL NOW) WAS CHALLENGING. AT THE CORE OF NEBOSH'S CRISIS RESPONSE WAS TO ENABLE LEARNERS TO ACCESS THEIR ASSESSMENTS WITH THE SAME RIGOUR AND ROBUSTNESS THE INDUSTRY EXPECTS FROM NEBOSH. WITH THANKS TO MY TEAM, OUR LEARNING PARTNERS AND LEARNERS, WE HAVE BEEN ABLE TO CONTINUE TO DELIVER QUALITY LEARNING AND QUALIFICATIONS TO PEOPLE SAFELY.

”



Dr Chris Payne
NEBOSH CEO



Vision – what we want to be (our future)

We enable and inspire the world of work and wider environment to be a safer and healthier place

Mission – why we exist (our purpose)

We provide world-class and accessible, health, safety, environment, risk and wellbeing qualifications and services

Our Values

Respect

We treat colleagues and customers with the same consideration with which we would like to be treated ourselves, removing any barriers to achieve working together as one agile team. *Honest, Equal, Fair*

Ambitious

We aspire to be the best. Our learners and their employers benefit from high quality qualifications and services that enable workers and communities to be safe from harm. *Brave, Bold, Best*

Empowering

We enable our employees and learners to gain new skills and develop their careers. We take pride in, and celebrate, their success. *Achieve, Enable, Support*

Collaborative

We believe in the power of working together, not just with our fellow colleagues but with learners, Learning Partners, employers, stakeholders and governments worldwide.

Together, Engaged, Committed

Innovative

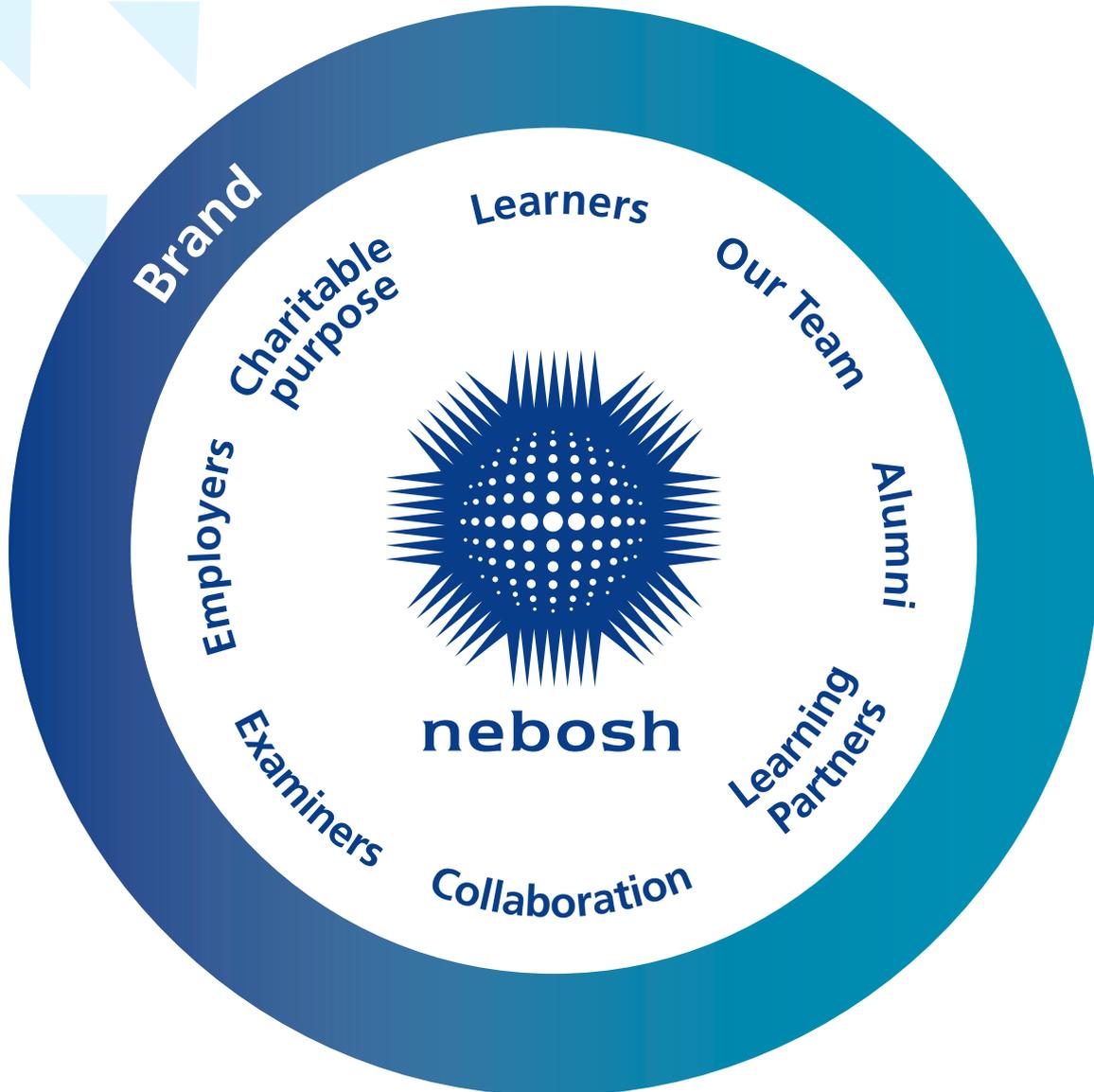
We encourage creativity and diversity to pioneer developments within NEBOSH and for the profession.

Creative, Learned, Confident

Integrity

We do what we say we will do and trust each other to do the right thing. If something goes wrong, we help one another to find a solution.

Trust, Responsibility, Loyalty





Charitable Purpose

The preservation of health and wellbeing by the promotion of high standards of health, safety and environmental protection at work in particular, but not exclusively, through study and competence in risk management.

Our Team

Our colleagues are the key to our success. People are at the heart of our organisation; it's no understatement to say that NEBOSH and its learners are in the business of saving lives.

Learning Partners

NEBOSH qualifications are delivered by our network of approximately 600 accredited Learning Partners. They employ qualified, experienced tutorial staff and fulfil NEBOSH's six Learning Excellence Principles.

Examiners

NEBOSH works with more than 600 highly qualified and experienced Examiners. We have a rigorous recruitment process and all of our Examiners hold a qualification in occupational health and safety, are chartered or working towards chartered membership and have real life health and safety experience.

Learners

Since our inception in 1979 over 400,000 people from around the world have gained a NEBOSH qualification. Tens of thousands join their number every year from more than 130 countries.

Alumni

Learners who have completed a NEBOSH Diploma or Masters-level qualification are eligible to be part the NEBOSH Alumni. It is free to join and

NEBOSH provides a series of exclusive resources, events and networking opportunities to support their ongoing professional learning.

Collaboration

We work with fellow leading organisations in our sector, such as the Health and Safety Executive, to bring the latest thinking and best practice to our qualifications. We also collaborate to develop bespoke qualifications for those employers that want to provide learning adapted to **your business**.

Employers

NEBOSH qualifications can play an important part in ensuring that the health and safety provision businesses have in place is effective. This is why so many organisations choose to include NEBOSH qualifications on their competency matrices.



**OVER 19,000 NEBOSH
QUALIFICATIONS WERE AWARDED.**

2020-21: The impact we've had on learning

Impact on learning

A new assessment

The assessments we develop are designed to test what learners know but also what they can do with this knowledge. Learners are expected to apply their learning to a realistic workplace scenario and we expect people to demonstrate analytical, evaluation and creative skills as well as critical thinking – everything that's required by a health and safety professional in the real world.

Of course, against the backdrop of a global pandemic, we also needed to ensure that anyone taking a NEBOSH assessment could do so safely, without risk to their health or that of others, and in line with whatever local and government regulations were in place in their region. The solution was an online assessment platform where learners could access question papers and submit their answers from anywhere in the world.

With support from our regulator, SQA Accreditation, to ensure the same NEBOSH rigour remained in place, we introduced digital assessments for our most popular qualifications, the NEBOSH National and International General Certificates. The response and support we received was phenomenal; people from 140 countries took a NEBOSH assessment this way.



The new approach also meant that learners from previously under-represented countries were able to learn new skills and gain NEBOSH qualifications; Macao and Honduras had previously never had a registered learner! A further 12 countries which had never held a NEBOSH exam were also represented in these examination sittings.

As well as digital assessments, in-person exams and practical assignments continued wherever it was safe and permitted to so.

In the year, more than 19,000 NEBOSH qualifications were awarded. We estimate that more than £100m of training investment was made via our qualifications and that over 8,000 employers have supported their workers to undertake NEBOSH qualifications.

Recognised by employers

The importance and value of HSE professionals is recognised – and invested in – by employers. Around the world, organisations continue to choose our qualifications to enhance the skills of their workforce. For example, Sendan, based in

Saudi Arabia, chose the NEBOSH International General Certificate as the minimum standard for all safety staff, rolling out a training programme to support this goal. In South Africa, Refraline also chose the International General Certificate to feature on their training programme for health and safety professionals. Some of their workers will go on to specialise in courses such as the NEBOSH International Technical Certificate in Oil and Gas Operational Safety whilst SHEQ Coordinators must also do the NEBOSH Certificate in Environmental Management.



“

THE NEW FORMAT OF THE NEBOSH INTERNATIONAL GENERAL CERTIFICATE IS THE FIRST OPEN BOOK EXAMINATION I TOOK AND IT WAS A NEW LEARNING EXPERIENCE. THE SCENARIO BASED APPROACH GIVES YOU AN OPPORTUNITY TO DEMONSTRATE ONE'S UNDERSTANDING ON EACH SUBJECT MATTER IN HEALTH AND SAFETY.

”



Lois Asiedua-Ahenkorah
Graduate Trainee, Ghana



Opportunities for professional development

Health and safety practitioners now have even more opportunities for professional development as NEBOSH launched seven new qualifications in the final quarter of 2020-21.

Leading the way was a new, one-day wellbeing qualification launched in February. Titled NEBOSH Working with Wellbeing, this introductory course was holistically developed to help employers support a person's overall wellbeing. On its release our Chief Operating Officer, Dee Arp, was

invited to present further information at the 2021 virtual Workplace Wellbeing Show.

Updated Fire and Construction certificates followed. These popular qualifications have been refreshed to maintain their industry relevance and introduce greater practical application in the assessment.

NEBOSH's flagship qualifications, the National and International Diplomas, were also updated. Designed for senior professionals, the NEBOSH Diploma is an industry benchmark, and its update

maintains its industry relevance whilst supporting learners to develop the highest levels of competence.

A long-standing relationship with Great Britain's regulator, the Health and Safety Executive (HSE), continued with an exciting new qualification to benefit any business, in any industry. The NEBOSH HSE Award in Managing Risks and Risk Assessment at Work was launched in April; this one-day qualification looks at practical steps to manage and control risks caused by workplace hazards.

“
ASSESSMENT IS NOT THE END PRODUCT OF RISK MANAGEMENT, AND BUSINESSES SHOULD UNDERSTAND THAT THE ELIMINATION OR CONTROL OF THE ASSESSED RISKS IS THE MORE IMPORTANT PART OF THE OVERALL PROCESS. THIS NEW QUALIFICATION FOCUSES ON HOW ORGANISATIONS CAN EFFECTIVELY AND SUSTAINABLY MANAGE RISKS IN A PROPORTIONATE MANNER.

”

Ron Macbeth

Risk Assessment Technical Lead at the Health and Safety Executive



Our Learning Partner and Examiner network

Great learning experiences equip learners to make a difference to health, safety and the environment in the workplace. NEBOSH accredited Learning Partners deliver the learning that aspiring professionals need so they can develop the skills demanded by workplaces and employers.

We would like to publicly thank the nearly 600 Learning Partners in 148 countries who've shown exceptional support to NEBOSH and to our learners in 2020-21. Implementing a recovery strategy in such a short time frame would not have been possible without their support.

Our Examiners too showed incredible support and flexibility as we adapted to new ways of working. To do this required training on our new systems as well as the recruitment and training of new expert Examiners, including 60 international examiners which enabled us to mark assessments in French, Spanish, Portuguese, Russian, Arabic and Turkish.



THE SCENARIO STYLE QUESTIONS DEFINITELY PROMOTE THE CANDIDATES UNDERSTANDING AND EVALUATION. YOU CANNOT GET THROUGH THE EXAM 'PARROT FASHION' AND THAT IS EXACTLY WHAT IS NEEDED FROM A HEALTH AND SAFETY PROFESSIONAL.

IN MY OPINION, BUSINESSES DON'T NEED SOMEONE SPOUTING THE LAW, THEY NEED SOMEBODY TO REVIEW ARRANGEMENTS FOR THAT SPECIFIC SITUATION, ANALYSE AND RECOMMEND. IT'S DEFINITELY A POSITIVE CHANGE, ENSURING SAFETY PROFESSIONAL'S COMPETENCE IN REAL LIFE INDUSTRY.



Rebecca Docker
NEBOSH Examiner and
Managing Director,
Zebra Safety



OUR SOCIAL MEDIA FOLLOWING HAS REACHED MORE THAN 234,000 PEOPLE, AN INCREASE OF 38% FOR THE YEAR.

2020-21: The impact we've had in the health and safety community

Impact on our community

Sharing expertise and best practice

We enable and inspire the world of work and wider environment to be a safer and healthier place.

As well as our qualifications, we provide a range of free resources to support people in their ongoing professional development and careers. Our website is an extensive hub of information, resources and guidance and in 2020-21 nearly 830,000 people visited it – a record high, up 36% on last year - from 221 countries.

We interviewed 50 NEBOSH learners, publishing their case studies so that others could learn from, and be inspired by their experiences. A further 58 news stories and expert articles were published in the year. Covering topics such as construction,

wellbeing and process safety, we reached a sector press readership of more than 1 million.

An ongoing careers campaign was particularly popular; published in March 2020 a careers guide has since attracted over 7,000 downloads, 10 accompanying guest blogs have been read nearly 10,000 times and a roundtable video discussion has been watched more than 4,000 times. All of this career guidance is freely available on the NEBOSH website and YouTube channel. Thank you to all of our expert contributors who shared valuable advice for fellow health and safety professionals.

Our online community

Our online and digital communities continue to grow. They are not just a way for us to disseminate information

and resources but also a platform to have conversations with our stakeholder networks.

Our social media following has reached more than 234,000 people, an increase of 38% for the year. LinkedIn continues to be the most popular channel for NEBOSH and we are delighted to see so many professionals share and celebrate their new qualifications online and with their own networks.

The monthly NEBOSH News – our e-newsletter for learners and other subscribers – shares the latest news, resources, guidance and promotions. It is a voluntary, opt-in subscription and our readership grew by 51% to 22,744 in the year.



3,739 ALUMNI MEMBERS



787
FACEBOOK
MEMBERS



1,461
LINKEDIN
MEMBERS



LAUNCHED 5
REGIONAL
WHATSAPP GROUPS

**INTRODUCED A WEEKLY JOB ROUND
UP ON LINKEDIN AND FACEBOOK**

3 LIVE
WEBINARS



5 GUEST
ARTICLES
FROM OUR
ALUMNI
MEMBERS

NEBOSH Alumni

The NEBOSH Alumni – a free-to-join community for people who hold a NEBOSH Diploma or Masters qualification – grew by 18% in the year to 3,739 members. Although our normal roster of in-person events was unable to take place this year we continued to support and collaborate with our Alumni around the world:

- Nearly 1,500 people are members of our LinkedIn group
- Nearly 800 Alumni have joined our Facebook group
- Five regional WhatsApp groups have facilitated regular conversations between Alumni members
- Our Alumni contributed five guest articles to share best practice
- We hosted three live webinars with industry experts, including a session on process safety management and Human Factors with Dr Waddah S Ghanem Al Hashmi
- Monthly e-newsletters which attracted a 18% increase in subscriptions

We plan to continue this upward trend in 2021-22; a dedicated strategy has been developed to recruit new members and increase content and engagement amongst the existing community.

Our annual graduation celebration was postponed but that didn't stop us celebrating our Diploma holders around the world. People from around the world submitted content for our celebration video and received congratulations messages from leaders in our sector. The celebration video is available to watch on YouTube [here](#).



“

THE ALUMNI HAS PROVIDED ME WITH A UNIQUE OPPORTUNITY TO CONNECT WITH FELLOW PROFESSIONALS WHO HAVE SUCCEEDED IN HEALTH AND SAFETY. NEBOSH HAVE BEEN ABLE TO CREATE A SAFE AND FRIENDLY ENVIRONMENT WHERE WE CAN SHARE IDEAS AND CELEBRATE SUCCESS. THE EVENTS THEY ARRANGE FOR THE ALUMNI ARE ALWAYS INTERESTING, ENGAGING AND ARE A GOOD OPPORTUNITY TO NETWORK.

”



Maria Anderson
Group Head of Health and Safety,
Cambridge Assessment



NEW ONLINE VERIFICATION SERVICE USED 35,000 TIMES!

An accessible verification service

In the health and safety profession, where lives are at stake, it is crucial for employers to check that potential workers hold a genuine qualification. What's more, checking the authenticity of qualifications can help maintain the integrity of the health and safety profession around the world.

A new, online verification platform was well received, and it was used 19,000 times in the first 24 hours of public launch! More than 35,000 verification requests were subsequently submitted to the

platform and 33 organisations have signed the 'Safety in our hands' pledge, which commits them to using the platform during recruitment for health and safety professionals.

New recognition in Kenya

NEBOSH has many partnerships and relationships with like-minded organisations around the world. In March 2021 we were delighted to announce that the Directorate of Occupational Safety & Health Services (DOSHS), part of the Ministry of Labour and Social Protection in Kenya, became part of our network when it added the NEBOSH International

Diploma to its list of mandatory qualifications for Health and Safety Advisors.

In Kenya, all registered workplaces are audited annually to ensure health and safety standards are maintained in line with the Occupational Safety and Health Act, 2007. These audits are carried out by DOSHS' Health and Safety Advisors for which there are rigorous requirements before Advisors can practice. These requirements now include the NEBOSH International Diploma in Occupational Health and Safety.



“

DOSHS TOOK THE STEP TO RECOGNIZE THE NEBOSH INTERNATIONAL DIPLOMA IN OCCUPATIONAL HEALTH AND SAFETY OWING TO ITS ALIGNMENT TO PROFESSIONAL STANDARDS DOSHS REQUIRES OF SAFETY AND HEALTH ADVISORS.

WE LOOK FORWARD TO FURTHER ENGAGEMENTS WITH NEBOSH IN ALIGNMENT TO THE MANDATE AND MISSION OF DOSHS WITH THE OVERALL OBJECTIVE OF ENSURING EVERY WORKER GOES HOME SAFE.

”



Dr. Musa Nyandusi
Secretary OSH



**OUR DIGITAL
ASSESSMENTS SAVED
16,478,641 AIRMILES**

2020-21: The impact we've had on the environment

By introducing digitally supported assessments, not only have our learners been able to stay safe and access the latest assessment methodology whilst achieving their NEBOSH qualifications but we've reduced our environmental impact as well!

Learners did not have to travel to a separate venue to take their exam and NEBOSH did not have to print and post the question papers to exam venues and Examiners. Our Green Team have done the maths and our digital assessments have saved:

- **16,478,641 airmiles**
Equivalent to travelling 662 times around the equator.
- **3,737 tonnes of CO2**
It would take over 184,000 trees to absorb this CO2 in one year.
- **895,716 sheets of paper**
Equal to 112 trees.

Our digital transformation will continue into 2022-23, further multiplying the benefits to our environment.

We are also committed to minimizing waste and omissions to the lowest level possible in order to protect the environment and prevent pollution. We will ensure that we maintain our environmental management system certification against ISO 14001.

At the beginning of the pandemic, all of our employees were able to work from home and remain safe. This gave us the impetus and opportunity to introduce agile working on a permanent basis; a transformation of our culture, infrastructure and processes has enabled colleagues to work when and where they work best, for the benefit of NEBOSH and them as individuals.

The environmental benefits associated with this include reduced:

- Travel and emissions – in the UK commuting contributes 18 billion KG of CO2e every year
- Office space (and the associated reduction in heating and lighting requirements)
- Printing and paper use – we saved 1,792 reams of paper in the year



Financial Summary

Despite the uncertainty of the year, NEBOSH's ability to adapt quickly enabled us to maintain a financially healthy position. We stabilised our income and, as a result of cost reduction activities, more agile modes

of working and government support schemes (procured at the most uncertain time of the pandemic) we were able to outperform our previous financial year.

	2020/21 £k	2019/20 £k
Income	9,392	9,786
Expenditure	8,627	12,204
Investment Gains	2,383	28
Profit/(Loss)	3,148	(2,390)

Our Future

Our ability to survive – and thrive – in the COVID-19 pandemic has given NEBOSH the stability (both financially and operationally) to plan for the future.

In 2021-22 we embarked on a new, five-year strategic intent and began delivery of the resulting first, annual business plan. Driven by our vision, mission and charitable purpose, we'll invest in activities that continue to deliver demonstrable impact in the health and safety community. We'll collaborate more than ever before with our Learning Partners, employers and governments to develop learning that delivers healthier and safer workplaces for everyone.

Watch this space!



There's a health, safety, environmental and wellbeing qualification to suit everybody – from our introductory level Awards, through to professional level Diplomas and Masters.

NEBOSH Environmental Awareness at Work Qualification

NEBOSH Health, Safety and Environment in the Process Industries Qualification

NEBOSH HSE Introduction to Incident Investigation

NEBOSH Health and Safety at Work Award

NEBOSH Working with Wellbeing

NEBOSH HSE Award in Managing Risks and Risk Assessment at Work

NEBOSH National General Certificate in Occupational Health and Safety

NEBOSH International General Certificate in Occupational Health and Safety

NEBOSH Certificate in Fire Safety

NEBOSH Health and Safety Management for Construction (UK)

NEBOSH Health and Safety Management for Construction (International)

NEBOSH HSE Certificate in Process Safety Management

NEBOSH International Technical Certificate in Oil and Gas Operational Safety

NEBOSH Environmental Management Certificate

NEBOSH HSE Certificate in Health and Safety Leadership Excellence

NEBOSH National Diploma in Environmental Management

NEBOSH International Diploma in Environmental Management

NEBOSH National Diploma for Occupational Health and Safety Management Professionals

NEBOSH International Diploma for Occupational Health and Safety Management Professionals

Master of Science (MSc)

Master of Research (MRes)



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