

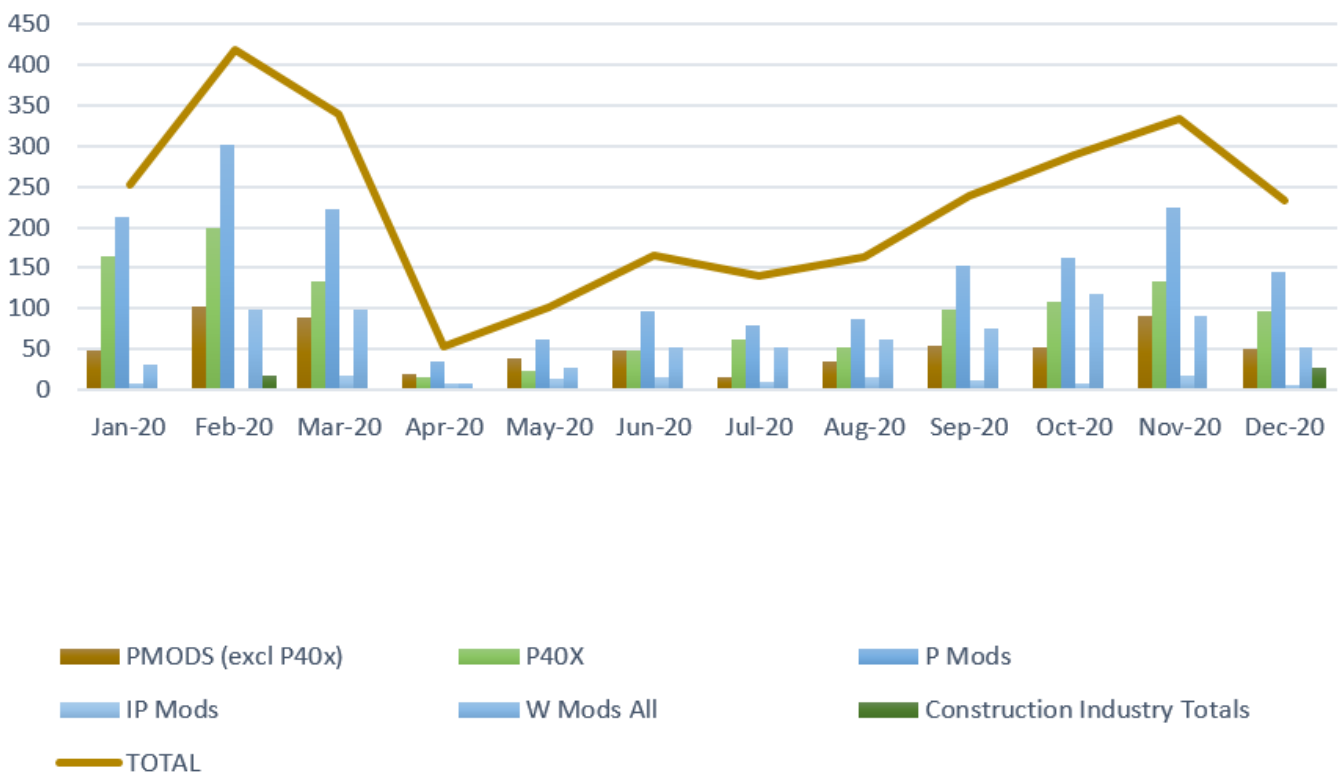
# OVERALL PERFORMANCE

The overall performance of candidate numbers has recovered incredibly well. When we went into the first lockdown, there was no certain way of predicting how that might affect candidates taking qualifications. Graph 1.0 shows the story of 2020, with the immediate drop in March and a steady climb back up to pre COVID-19 numbers.

The recovery is strongest where quick adaptations to teaching online were easiest. Practical assessments took a while longer and lagged but have soon caught up due to the collaboration between BOHS and OHTA to provide guidance and agreement on what was an acceptable method of assessment. Asbestos and LEV subject areas were strong performers and bookings for 2021 look robust and recovery is predicted to continue.

December was a short month so usually drops off in the same way. The good news is the small dark green block indicates the rollout of the newly refreshed Certificate in Controlling Health Risks – Construction **CCHRC 2.0**. A review and refresh took place during lockdown and pilots were successfully run. We are working in a more modular approach to give organisations the flexibility to manage the time and limited resources they have in a more focussed way.

## Number of Candidates 2020



# ADAPTING TO CHANGE

BOHS exams have traditionally been paper-based since the examining board was founded in 1967. On the 23rd March the qualifications project team were about to sign off on a brand new secure print, pack and post-project that would have globally rolled out...we all know what happened on the 23rd of March 2020!

In response to this modernisation set back, we have perhaps been fortunate to have had that project suspended. Fast forward a short time to April 3rd and we had collaborated with Eva exams to deliver online exams in response to the Covid19 lockdown. Dr Helena Lim was commissioned by Evaexam to conduct a case study on the BOHS experience with the sudden move to an online business model.

The case study showcases our approach to partnership working: how Eva supported a new customer, how quickly we were able to respond, deploy and train and the features and benefits that EvaExam can bring, particularly in an online context.

Check it out here: <https://evasys.co.uk/from-zero-to-hero-the-british-occupational-hygiene-society/>

We recognise that there are still lots of things we need to address, improve and embed service that is scalable and smooth. We will continue to act on feedback in the coming year. We are immensely pleased that we're able to continue to modernise and continue our operation.

# TRAINING PROVIDER SURVEY

In December we sent out a survey to gauge how we managed to meet your needs. The response rate was not as high as we might have hoped. Adding the data from the survey to the information we had gathered during the year in emails and conversations, we were able to form an understanding of emerging themes and topics.

**The top 3 themes were:**

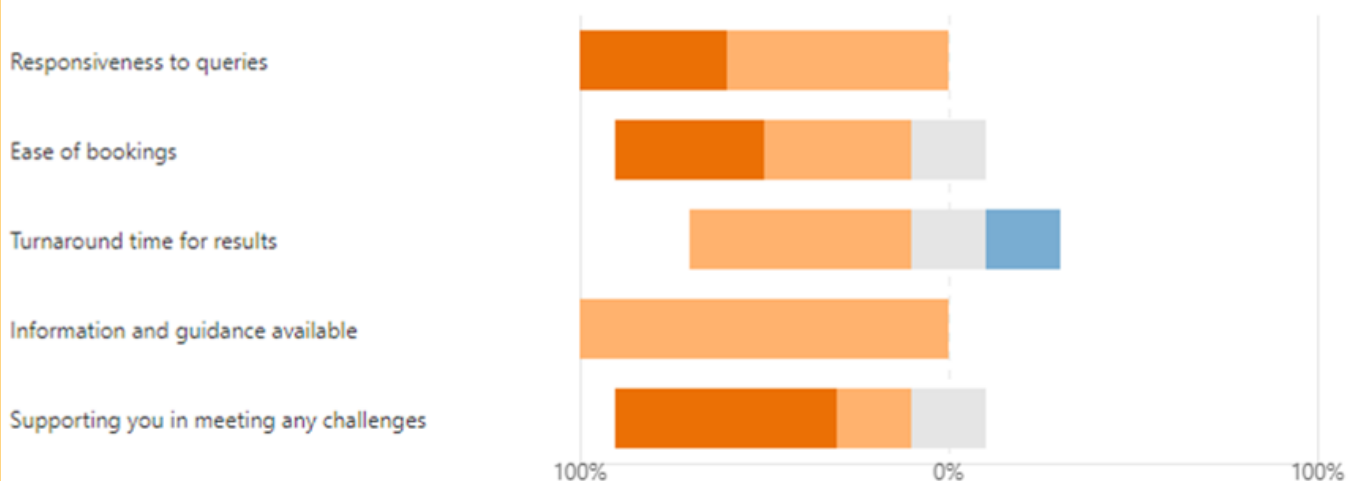
**1. Turnaround time for results, information and guidance and responsiveness were the areas of concern in overall experience with our service in 2020.**

Improving your experience and our service levels are our number one KPI in 2021. The way we release results and printing of certificates is currently under review.

Please rate the following based on your experience working with BOHS in 2020:

[More Details](#)

Very Good Good Average Poor Very Poor



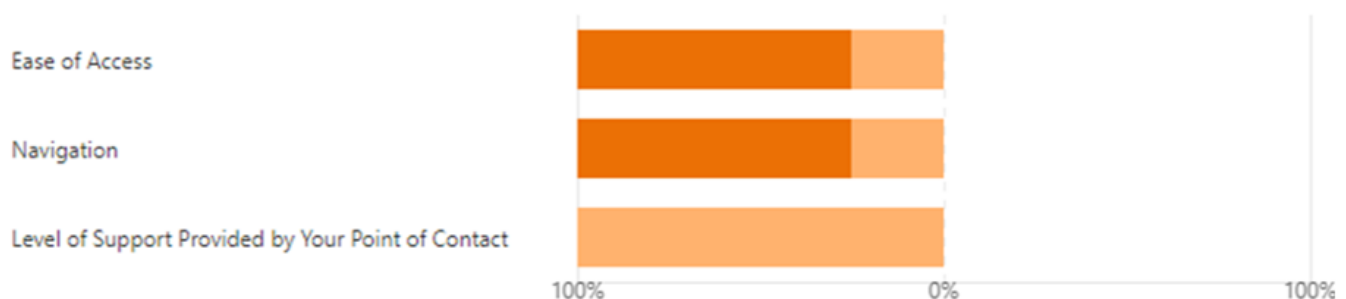
**2. Supporting providers and tutors in the move to deliver online learning rated fairly well. We have revised and added more guidance to the application process.**

We started curating resources to support skills development and will continue to build our library of resources and engage more through webinars and events.

Please rate the below based on your experience delivering online exams:

[More Details](#)

Very Good Good Average Poor Very Poor



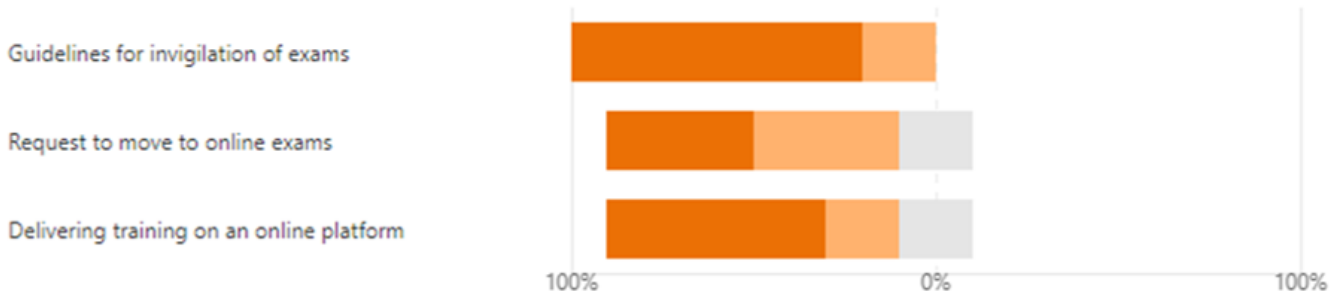
3. The level of support from your point of contact is rated good. This is now a KPI for us to ensure we improve that score.

Team members will be given coaching and training to improve performance.

Please rate the below based on your understanding of the following:

[More Details](#)

Very Well Fairly Well Somewhat Well Slightly Well Not at All



Thank you to everyone who has given us feedback throughout the year and participated in the survey. We will continue to ask for your opinions during the year, so if you missed it, there will be many more opportunities to share your thoughts and ideas with us.

Get in touch with us at any point in the year with idea or suggestions at [qualifications@bohs.org](mailto:qualifications@bohs.org).

# OH2020 CONFERENCE

For the first time, the qualifications team joined up with the event team to develop the learning zone in September. The 2020 OH conference and Asbestos conferences were very well received. The content was put together and shared with attendees of the events. Subsequently, we have released that content on to the main BOHS website. To see how we curated content and switched to a virtual event rather than face to face. Check our free resource area below:

<https://www.bohs.org/events-networking/events/upcoming-events/conference-learning-zone/>

We plan to widen participation at events this year and are actively encouraging Trainers to attend our free day 1 Professional Focus. The plans are to include the best parts of the physical face to face annual conference we all know, love and missed during 2020, and include elements of the virtual world which we have found to be beneficial over the last few months.

The provisional dates for the Conference are **28th June – 1st July 2021 at the Nottingham Crown Plaza Hotel**. This is subject to government guidance and lifting of restrictions.

## Professional Focus Day 1

- Mentoring, qualifications and training the future workforce of occupational hygiene
- CPD for occupational hygienists including practical and technical sessions to support better practice
- Training provider sessions, standardisation session, Q&A, meet the team, join a working group or technical team
- Our events are a great way of networking, meeting with old friends in the industry and making new ones along the way. BOHS also offers a range of professional development courses and other industry events in collaboration with our partners. Members benefit from discounted rates and all our events qualify for CPD points to show dedication to developing in your field
- These free education courses for candidates, teachers and tutors by the Open University are worth investigating to develop and build on skills in education.

All our providers can have a free place to attend Day 1 as part of the benefits of your fees this year. You may also be eligible for discounted tickets for the rest of the main conference. So please express interest in attending and a free ticket to [conferences@bohs.org](mailto:conferences@bohs.org).

# SHOWCASE YOUR ORGANISATION AT OUR EVENTS FOR FREE

Do you have a new gadget for teaching you love, have mastered an assessment tool or way of using platforms you would like to share? Perhaps you have a case study or candidate's story you'd like to share with us? Maybe you learned something about improving candidate engagement during online learning sessions that can help other tutors?

You can also express interest in having free space to showcase at the Professional focus Day 1 at the OH2021 conference. The Learning Zone was so well received we will be more formally curating content that enhances skills, education or training to share with each other.

It can be live or recorded or a document or a presentation, it's entirely up to you. Drop an email to the qualifications team at [qualifications@bohs.org](mailto:qualifications@bohs.org) with an outline of what you would like us to showcase for you and we will select the best ones for the event and website publication.

# CHALLENGES & COLLABORATION

Adapting the exam delivery business model from paper-based to digital by default within a week was by far the biggest challenge we faced in 2020. The whole team were working from home and continue to during lockdown 3.

Simply converting exam questions across every subject was not possible and required some collaborative working across the whole organisation. One example was around local extraction ventilation units; in paper exams, candidates would simply be asked to draw a diagram and circle the parts that require testing.

This prompted a four-way discussion about how best to facilitate this digitally, with the eventual solution being to show the unit with blank labels and ask candidates to label the parts. While this may sound fairly straightforward, there were a few quality assurances and technical challenges in getting it right. Collaboration on this, and other similar questions, ensured that both candidates and markers could take an approach as similar as possible to the paper-based system.

The second point of collaboration around digitising the exam suite was with markers. It was critical that people used to marking paper-based exams were comfortable with the new, digital tool. With this in mind, a pilot group of markers were asked to test the system early in the project and come back with any issues or concerns.

These are examples of excellent collaboration we want to build on. Training providers are experienced and knowledgeable about their business and candidates' responses hold valuable details on how we all look to the future to build and improve on the reactive work we have done during 2020.

I am eternally grateful to the providers and tutors who have been in contact and worked closely with us. I would like to encourage every one of our stakeholders to get involved in our future events and get in touch to help us all work more closely on scalable growth.

# COMMUNICATIONS

The sudden switch to homeworking meant that we were using Microsoft Teams and had not enough mobiles for everyone to access one. The phones were not expected to be out of service for as long as they were and have caused some frustrations for you, we have now addressed this is. The whole communications systems have been reviewed and revamped, plans are rolling out to help you get in touch with us when you need to speak to us.

**The main contact telephone number is 01332 298101**

(Select **1** for Qualifications)



# 2021 - 2025 STRATEGY

Looking ahead, BOHS has launched its new strategy for 2021 - 2025. Activities are already underway to ensure we reach our vision.

## **Vision**

Our vision is of a country where work is not a cause of acute or chronic ill-health.

## **Approach**

Our approach is led by principle, informed by science, enabled by professionalism, and guided by good sense.

Read more about our aims below:

<https://www.bohs.org/strategy/>

Finally, I'd like to thank you in advance for the work you do which is supporting our strategic aims by education, training, and professional development of people in our industry and ones yet to join us.