



Frequently Asked Questions

Find answers to common questions about SafeQual AB qualifications, certification and services.

Welcome to the SafeQual AB Support Desk. We have compiled this directory of the most frequently asked questions to assist Approved Centres, Assessors, and Learners in quickly resolving common administrative and operational queries.

1 Learner & Certification Queries

Q: How long does it take to process and issue learner certificates?

Once an Approved Centre submits a valid certification claim via the Learner Registration Portal (LRP), e-certificates are generated automatically within 24 hours. Hard copy physical certificates are printed and dispatched to the centre address within 10 working days of claim approval.

Q: How can an employer verify a SafeQual AB certificate?

Employers can verify the authenticity of any SafeQual AB certificate by scanning the QR code located on the bottom right of the document, or by entering the unique Certificate ID (e.g., SQ-1 23456-78) into our online Public Verification Portal.

Q: What is the process for replacing a lost or damaged certificate?

Learners must request replacement certificates directly through their training provider (the Approved Centre). The centre will submit Form SQ-FRM-07 on their behalf. A standard administrative fee applies for re-printing and postage.

2 Centre Approval & Administration

Q: What are the minimum requirements to become an Approved Centre?

Prospective centres must demonstrate robust quality assurance procedures, employ appropriately qualified staff (Assessors and IQAs), have secure storage for examination materials, and maintain up-to-date policies for Equality & Diversity and Malpractice. A full checklist is available in the *Become an Approved Centre* brochure.

Q: How do we add a new qualification to our existing approval scope?

Existing centres must submit a "Qualification Extension Request" (Form SQ-APP-02) via the Centre Hub. You must provide evidence that your staff hold the necessary occupational competence and assessor qualifications to deliver the new subject. Desk-based reviews typically take 5 working days.

3 Assessment & Quality Assurance

Q: Can a learner retake a digital e-assessment if they fail?

Yes. Learners are permitted to resit multiple-choice e-assessments. However, there is a mandatory minimum waiting period of 48 hours between attempts to allow for remedial learning. Centres must register the learner for a new assessment booking in the E-Assessment Hub.

Q: What is the deadline for submitting a Reasonable Adjustment Request?

Requests for reasonable adjustments (such as extra time, readers, or modified papers) must be submitted using Form SQ-FRM-05 at least 15 working days prior to the scheduled assessment date. Late applications may result in the learner being unable to sit the exam as planned.

Q: What happens if a centre disagrees with an EQA report?

Centres have the right to challenge the findings of an External Quality Assurance (EQA) visit. The Centre Manager must submit a formal query to the Quality Assurance department within 10 working days of receiving the report, detailing the specific action points they are disputing and providing supplementary evidence.

4 Standard Service Level Agreements (SLAs)

SafeQual AB is committed to resolving administrative actions within the following standard timeframes:

PROCESS / ACTION	TARGET TURNAROUND TIME
Initial Centre Approval Application Review	15 Working Days
Qualification Extension Approval	5 Working Days
Reasonable Adjustment Approvals	5 Working Days
Issuance of Hard-Copy Certificates	10 Working Days (post-claim approval)
Stage 1 Complaint Acknowledgement	3 Working Days

Still need assistance?

If your question is not answered above, please log a support ticket via the **SafeQual Centre Hub**. Alternatively, Approved Centre Managers can contact their dedicated account manager directly via phone during standard operating hours (Monday - Friday, 09:00 - 17:00).