Story 1 of 9 — Training

IOSH apologises in an open letter for IT failures delaying course certificates

منبع: IOSH — «An open letter to our customers, members and volunteers» · ۲۱ اکتبر ۲۰۲۶ · وضعیت صحت: تأییدشده (صفحهٔ وضعیت IOSH، ۲۲ اکتبر) · لینک: https://iosh.com/news-and-opinion/an-open-letter-to-our-customers-members-and-volunteers



Figure 1 — news photograph for story 1 (generated from the improved pack prompt; stories 5–9 carry the aixhse.ir signature).

From the editors

Imagine studying for months, passing the exam, and then waiting for one piece of paper before you can start work or get promoted — only to hear that the system meant to issue it is stuck. That is where the IOSH story begins: not with a small software bug, but with a management decision to change several systems at once.

The news

In October 2026, the UK Institution of Occupational Safety and Health (IOSH) apologised in an open letter, signed by its chief executive and interim chair, for continuing IT disruption. Several systems launched together in February 2026 —

customer database, training-provider portal, sales website, membership section and integrations — caused problems far larger than expected. Workbook orders and certificate issue are still disrupted from time to time, membership upgrades are handled manually, and new applications for the PDA route to Chartered membership are paused. IOSH has no reliable date for full restoration, but members who could not renew will not lose their professional standing, and an independent lessons-learned review has been commissioned.

What do the numbers say?

Derived calculation: February to October 2026 is about 8 months — nearly two-thirds of a year in incident-response mode. Five systems changed at once means five potential points of failure activated together. The stated manual target for membership upgrades, 10 working days, shows how slow manual work is compared with automation.



Figure 2 — chart/diagram for story 1, built from the story's own numbers.

Analysis

- This was not one fault: changing the database, portal, sales, membership and integrations together meant a slip in one ring shook them all.
- A certificate is not just paper: it gates jobs, promotions, tenders and Chartered progression, so a delay cascades.
- Three effects must be kept apart: learners waiting for books and certificates, providers unable to complete service through the portal, and professionals facing a slow, manual upgrade path.

- The management lesson for any training body, including aixhse.ir: launch gradually, keep a transparent status page, warn learners before they ask, and guarantee no harm during disruption.
- For Iranian learners, the practical route is through their training provider: keep receipts, ask in writing, and enter details exactly as on the certificate.



Figure 3 — flowchart for story 1.

What it means for Iran and aixhse.ir

For Iranian readers the practical message is simple: stay in touch with your provider, keep every receipt, and trust no full-restoration date except IOSH's own status page. At aixhse.ir we apply the same rule to our simulators: say clearly what broke, then offer a workaround; hiding a problem damages trust more than the problem itself.

Practical table

Step	Action
Keep your receipts	Payment, registration and every provider message in one folder.
Ask in writing	Ask your provider for the workbook and certificate status in writing.
Match your details	Enter names exactly as on the certificate or passport.
Do not rush Chartered	Do not build a new timetable around the

	paused PDA route.

Limits of the story

This story does not say IOSH is bankrupt, courses are invalid, or old certificates are void — none of that is in the text. Nor does it say all services stopped; it says disruption is intermittent and some work is manual.

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Calculation method: percentages and averages come from the story's own numbers with basic arithmetic; they are not new claims. Publisher: https://aixhse.ir