



Occupational Health Services Management Course: Surveillance, Fitness for Work and Absence

10 – 14 May 2027

Dubai - Five-star CBD venue



Occupational Health Services Management Course: Surveillance, Fitness for Work and Absence

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Introduction:

Occupational health services management is a 5-day course on surveillance, fitness for work and absence for occupational health, HSE and HR units, ending with an Occupational Health Service Plan for a case organisation. Many employers buy medicals with no link to job hazards, clear workers for safety-critical tasks without a written standard and leave long sickness absence cases drifting without a return-to-work route. Nominees already coordinate medicals, absence files or clinic contracts and work through case studies built on job profiles, medical outcome forms and absence records. CoreConcept Training Center delivers this occupational health services management course.

Course Objectives:

- Define the scope, staffing model and service catalogue of an in-house or contracted occupational health service against recognised occupational health service functions
- Design pre-placement and periodic medical assessment protocols matched to job demands and hazard profiles, with fit, fit-with-restrictions and unfit outcome categories
- Set up health surveillance schedules triggered by workplace exposure data, with clear action levels for abnormal results and referral routes
- Apply written fitness-for-work standards to safety-critical roles such as drivers, crane operators, confined space entrants and emergency responders
- Manage short-term and long-term sickness absence cases through referral, case conferences, modified duties and graded return-to-work plans
- Govern occupational health records, consent, confidentiality and provider contracts through KPIs, audits and service level reviews

Target Audience:

- Occupational health service units responsible for organising medical assessments, clinic operations and occupational health staff
 - HSE units responsible for linking hazard registers and exposure results to medical surveillance schedules
 - HR and employee relations units responsible for sickness absence policy, attendance cases and capability decisions
 - Operations and asset units responsible for releasing workers into safety-critical and medically graded roles
 - Procurement and contract units responsible for tendering and monitoring external occupational health providers
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Course Outline:

Day 1: Occupational Health Service Scope, Models and Baseline

- Occupational Health Service Functions Under the International Convention
- In-House, Contracted and Hybrid Service Delivery Models
- Occupational Health Team Roles From Physician to Case Manager
- Health Needs Assessment Using Job Profiles and Hazard Registers
- Current-State Service Gap Review and Service Catalogue Draft

Day 2: Medical Assessment Protocols and Health Surveillance Design

- Pre-Placement Health Questionnaire and Job Demands Analysis
- Periodic Medical Assessment Frequency Matrix by Job Group
- Exposure-Linked Surveillance Triggers From Noise, Dust and Chemicals
- Biological Monitoring and Lung Function Result Action Levels
- Fit, Restricted and Unfit Outcome Form Without Diagnosis

Day 3: Fitness-for-Work Standards and Sickness Absence Case Management

- Safety-Critical Role Register and Medical Standard Sheets
- Driver, Crane and Confined Space Fitness Criteria Application
- Sickness Absence Trigger Points and Referral Letter Template
- Biopsychosocial Case Conference With Employee, Manager and Clinician
- Graded Return-to-Work Plan With Modified Duties Schedule

Day 4: Records, Confidentiality, Disputes and Provider Performance

- Occupational Health Record Structure, Retention and Access Controls
- Informed Consent Rules for Reports Released to Management
- Contested Fitness Decisions, Appeals and Independent Second Opinions
- Occupational Health Provider Contract and Service Level Schedule
- Occupational Health KPI Set for Timeliness, Coverage and Outcomes

Day 5: Case Study and Occupational Health Service Plan

- Case Organisation Hazard Profile and Medical Coverage Review
 - Surveillance Schedule Build for Case Organisation Job Groups
 - Long-Term Absence Case File Review and Return Decision
 - Provider Scorecard Assessment Using Case Contract Data
 - Occupational Health Service Plan Completion and Committee Defence
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Skills You Will Gain:

- Occupational Health Needs Assessment
- Medical Assessment Protocol Design
- Surveillance Scheduling
- Safety-Critical Medical Standards
- Absence Case Conferencing
- Return-to-Work Planning
- Medical Records Governance
- Provider Contract Monitoring

Why Attend This Course:

- Deliver an Occupational Health Service Plan for a case organisation to the HSE committee, the HR director or the operations head
- Decide which job groups need pre-placement medicals, which need periodic surveillance and which roles require a written fitness standard
- Avoid unsafe placements in safety-critical roles, prolonged absence without a return route and breaches of medical confidentiality
- Share the surveillance matrix, outcome form, referral template and provider scorecard with HR, HSE and clinic colleagues

Conclusion:

Back at work, the participant hands the Occupational Health Service Plan to the HSE committee, the HR director and the operations heads whose workers attend medicals. They use it to approve the surveillance schedule, the fitness standards for safety-critical roles, the absence referral route and the terms set for the occupational health provider. After the first full cycle of periodic medicals and absence reviews, the unit should compare coverage, referral times and return-to-work outcomes with the plan and update the standards and KPI targets.

Frequently Asked Questions FAQ:

What should participants know before the occupational health services management course?

Participants should already coordinate medicals, absence cases, clinic operations or provider contracts. No medical qualification is needed. An anonymised job list, hazard register or absence report from their own organisation helps during the case study exercises.

How does occupational health services management differ from industrial hygiene or workplace wellbeing courses?

Occupational health services management organises the medical side of the service: assessments, surveillance, fitness standards, absence cases, records and providers. Industrial hygiene courses measure and control exposures, and wellbeing courses build support and prevention programmes.

Why does occupational health services management separate fitness outcomes from diagnoses?

Managers need to know what a worker can and cannot do, not the medical condition. Fit, restricted and unfit outcomes protect confidentiality while still giving operations the information needed to place, adjust or stand down a worker.

What do participants take back from the occupational health services management course?

Participants take back an Occupational Health Service Plan for a case organisation, with a service catalogue, surveillance matrix, safety-critical medical standard sheets, absence referral template, record access rules and a provider KPI scorecard.
