



CAMBRIDGE SAFETY

TEL: 01733 865695

www.cambridgesafety.co.uk

**10 SWAN COURT, HAMPTON, PETERBOROUGH, PE7 8GX
T: 01733 865695 F: 01733 865696 E: info@cambridgesafety.co.uk
www.cambridgesafety.co.uk**

CAMBRIDGE SAFETY LLP
10 SWAN COURT, HAMPTON, PETERBOROUGH, PE7 8GX
01733 865695 FAX 01733 865696 EMAIL info@cambridgesafety.co.uk
www.cambridgesafety.co.uk

OPEN LEARNING FREQUENTLY ASKED QUESTIONS

Open Learning includes a variety of different study options which are for people who are not able to study via a taught course.

1. What is the difference between the distance learning and e-learning options?

The **distance learning** option is for those of you who are happy to study on your own, a hardcopy full course package is provided plus email and telephone support and tutor marked assessments to be completed and sent to us for marking and feedback. Tutor support is for one year, commencing on receipt of the distance learning package.

E-learning provides the same tutor support as distance learning, but all of the course material and resources are via our e-learning website. This option is more interactive with quizzes to complete as you progress through each element. You do have the option to purchase a hardcopy version of the study materials if required. The e-learning website is accessible via PCs, ipads, tablets and mobile phones. E-learning website access and tutor support is for one year, commencing on user log-in details being issued.

2. If I opt for the open learning option can I still attend a revision tutorial?

Yes, this can be booked either when you buy your package or at any time before the session but this is subject to a place being available before your chosen examination date.

3. I have received all of my material and sent off my Nebosh exam registration form but have not had a reply?

Once Nebosh process your form your exam slip will be sent out to you approximately two weeks before the exam date, this comes via email so look out for it in your inbox. This will come from Nebosh and will need to be printed out as you will need to bring it when you take your examinations.

4. I can no longer sit the exam that I am registered for, what are my options?

Once you register for an exam with Nebosh, they do not issue refunds if the exam is not taken unless you have medical evidence to support your circumstances. However you can reregister for the next exam sitting with the normal Nebosh charges applying.

5. When will I receive my practical inspection/audit pack?

Nebosh qualifications have a practical element this includes the NG2, NCC2 and EC2. Information on the practical is included in your open learning package but you will be sent the full information package, along with the deadline dates for completion approximately two weeks before your examination date.

6. When do I need to complete my practical inspection or audit by?

The inspection and report must be completed within 14 days of the examination, either 7 days before or 7 days after the date of your examination(s).

7. What if I do not submit my practical assessment on time?

There is a strict deadline for course providers to mark and internally verify any practical assessments, if assessments are submitted late they may miss the deadline. However candidates may reregister with Nebosh for the next assessment date and then submit their practical then. Contact us for the appropriate registration form and additional Nebosh fees will apply.

8. How often are Nebosh Certificate exams held?

National exams are held every March, June, September and December.

9. How long does it take to get my exam results?

Approximately 12 weeks, the exact date the results are out is provided on your exam entry slip. We at Cambridge Safety do not get your results any earlier, we are also not allowed to divulge any results by the telephone. Nebosh equally do not give results over

the phone. You will receive your results by email, so please ensure we have an up to date email for you to avoid a delay in receiving your results.

10. I have received my results and have passed all of the elements of the qualification, how long does it take for my official certificate to be issued?

Once the results are out there is a short period where if anyone is unhappy about their results they can appeal to Nebosh to have their paper remarked (See the Nebosh web site for details), as such qualification certificates will not be issued until this process has concluded. Certificates are normally sent out within 12 weeks of the results being issued. These are sent to you by Royal Mail Signed For.

11. The name on my exam slip or exam results is mis-spelt, what do I need to do?

Contact us immediately with the correct details and we will change them on the Nebosh course provider interface. We will need a copy of your photo id to send to Nebosh to make the amendments. Please let us know as soon as possible as if your course certificate is incorrect you will be charged a fee by Nebosh for a replacement.

12. I have moved house since I registered with Nebosh for an exam, what do I need to do?

Contact Cambridge Safety immediately with details of your old address and new address. We will then amend our and Nebosh records accordingly.

13. How will my certificates be sent out to me?

Certificate level qualification certificates will be sent out in hard backed envelopes from us here at Cambridge Safety by recorded delivery.

14. How long do I get tutor support for?

We will support you for one year after you book your package, but you can study and take your exams even if this deadline is reached.

15. I have completed a tutor marked assessment, how can I get them marked?

Send it in by post or as an email attachment (please ensure this is either a word or PDF document) and we will mark it and return it to you with a full marking scheme.

16. I have booked an open learning package, when will I receive it?

Packages are sent out as soon as we receive your payment. E-learning log-in details are provided once payment is received.

17. Are there any fees/additional costs to pay once I am ready to take my exams?

Exam fees will be payable if you have not already paid these when you booked your package. If you want to join a revision session there is a charge for this. See our “Open Learning” brochure via www.cambridgesafety.co.uk.

18. Can I have copies of past exam papers?

No, exam papers are owned by Nebosh and have to be returned to them. They can be purchased from Nebosh but our study package provides plenty of exam type questions so the need to buy extra is not required.

19. Do I have to sit my exams at Cambridge Safety?

No, there are a number of exam centres all over the UK and world, you can take your exam at any of these but you will need to check they accept external candidates, and they may charge you additional fees for marking your assessments or taking the exams, over and above the Nebosh fees. Details of local centres can be found on the Nebosh web site, type in your postcode and local centres will be listed, but not all accept external candidates.

20. If I sit my exams at another centre will additional fees/costs be applied?

Each centre has its own pricing policy, make sure you check the prices before booking.

21. I have completed my study and feel ready to sit the exams, can I take them straight away?

Nebosh exams normally have a registration date of approximately 6 weeks before the exam, for example the final registration for the September exam would be around 1st August. As such you will need to let us, or your exam centre know within plenty of time

to ensure you can be registered. Please contact us for our exam timetable for our exam dates and cut-off dates for registration.

22. Where are the revision tutorials held?

They are held at our training centre in Hampton, Peterborough, PE7 8GX.

23. Where do I take my inspection or audit?

Most Nebosh qualifications require the completion of a workplace based task, ideally this should be completed in your own place of work, however it can be completed elsewhere if you have access to another workplace.

24. What do I do if I feel disadvantaged in anyway eg English as a second language, disability, or illness on day of exam?

To ensure all candidates are treated fairly Nebosh have two specific procedures which can be applied. The first one is known as "Reasonable Adjustments" this covers those who take examinations and assessments where English is not their first language and those who may have a disability which affects their ability to take the examination or end assessment. All requests for reasonable adjustments must be submitted via ourselves to Nebosh **at least four weeks prior** to the examination or end assessment date.

Applications for the use of a bi-lingual dictionary apply to delegates whose first language isn't English and where they have not been a resident of the UK for more than 2 years. If this is relevant candidates must inform their course tutor when they register for any Nebosh examination.

Reasonable adjustments can be made where a candidate, who is disabled within the meaning of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled. NEBOSH is required to take reasonable steps to overcome that disadvantage e.g. a Braille paper would be a reasonable adjustment for a visually impaired person who could read Braille. Where possible we will endeavour to ensure that those with special educational needs, disabilities or temporary injuries can undertake their course of study and the assessments with no detrimental effect. There are a range of options available e.g. by providing a reader, scribe or a computer or ensuring an examination venue is available in a downstairs room. All such arrangements **MUST** be agreed before the assessment is undertaken. The process requires us, as your examination centre, to agree the best option for your needs, we will then submit a request to Nebosh on your behalf for approval. Where a specific

medical condition applies then medical evidence may be required in advance in order to apply for the reasonable adjustment.

As well as reasonable adjustments, the other procedure to make you aware of is the one covering Special Consideration. **Special consideration** can be applied for candidates who are present for the assessment but may have been disadvantaged by temporary illness, bereavement, injury or adverse circumstances that arose at or near the time of assessment. You will be reminded of this process on the day of the examination, so if there are any special circumstances which have affected your ability to study or take the examination these must be presented to the exam invigilator on the day of the exam. Details provided will be noted and forwarded to Nebosh, in the case of illness medical evidence may be needed by the Nebosh board.

The above procedures are there to ensure that all those taking Nebosh qualifications can do so in an environment which is fair for all, regardless of where the examination or assessment is taken. If you need further details please contact your course tutor once you start your course or ring us if you are studying via open learning.

Further details can be found via https://www.nebosh.org.uk/About_Nebosh/

