



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
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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. With tutor marked end of element assessments to be completed and sent to us for marking and feedback. Hardcopy material is supplemented by YouTube videos, podcasts and additional online resources. 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 eLearning website is accessible via PCs, iPad and tablet computers. It can be accessed via a mobile phone but it is not designed for this size of screen due to the amount of detail in the resources provided, so we do not recommend this as a way to access the E-Learning portal. E-learning website access and tutor support is for one year, commencing when your user log-in details are issued.

Both of the above options have access to podcasts which can be streamed via SoundCloud, an extensive library of YouTube videos and additional online resources including a range of useful H&S documents which can be used for your chosen qualification and in the workplace.

2. If I opt for the open learning option can I still have access to a revision package?

Yes, this can be booked either when you buy your initial course package or at any time before you take the end assessments. These extensive packages include a range of different exercises to check your under-pinning knowledge and then you will be given

access to videos guiding you through typical answers. Videos are also available on each of the exams and assessments taken to support the other guidance provided. Access to the videos is provided so that you can watch them repeatedly if required.

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

We will confirm your exam booking by email and then you will receive confirmation from Nebosh once you are registered. This will be between 8 and 14 days prior to your end assessment date.

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

Once you register for an exam or assessment 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 available sitting with the normal Nebosh charges and exam sitting charges applying.

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

Most Nebosh certificate level qualifications have a practical element this includes the NG2, NCC2, FC2, FSC2 and EC2. Information on the practical is included in your open learning package either on your memory stick or via the ELearning Portal. However, you will also be sent the full information package, along with the deadline dates for completion approximately two weeks before your assessment due date.

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

When you book your specific assessment, you will be given the submission date with your submission package, please note late submissions cannot be accepted.

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 or upload course assessments to Nebosh. If assessments are submitted late, they may miss the deadline. 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 Neboosh Certificate exams held?

The NG1 exam is available approximately every two months, with other qualifications have exams available every three months. Full details of available dates will be provided once you start studying.

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

Approximately 10 weeks, or fifty working days. 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. Neboosh 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 Neboosh to have their paper remarked (See the Neboosh web site for details "Enquiry about results"), as such qualification certificates will not be issued until this process has concluded. Certificates are normally sent out no later than 40 working days of the results being issued (It may be sooner but due to COVID we have been informed there may be a slight delay). We will send your certificate 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 Neboosh course provider interface. We will need a copy of your photo id, showing your correct name, to send to Neboosh 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 Neboosh for a replacement.

12. I have moved house since I registered with Neboosh 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 Neboosh 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 Royal Mail Signed For.

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 qualification assessments after your support package ends.

15. I have completed an end of element review; 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 feedback.

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

Open Learning 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 study package. If you want to book the revision package there is a charge for this, contact us for available packages.

18. I have copies of past exam papers?

No, exam papers are owned by Nebosh and have to be returned to them. The open book exam is confidential. However, if you study with use you will get plenty of exam practice as part of the course, however you study.

18. Do I have to sit my exams or take my assessments with Cambridge Safety?

Yes, you would be expected to take your assessments with your Learning Partner. The only exception is if your original exam centre is no longer in business. If you need any further details please contact us to discuss your options.

Please note some qualifications such as the **Nebosh general certificate** have assessments which can be completed in your workplace or another safe location. However, those qualifications with traditional exams still require the student to come to

our exam centre to take the exam. COVID safety precautions are in place and you will be contacted in advance with the precautions you and we will need to take.

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

Nebosh exams and assessments normally have a registration date of approximately 8 weeks before the exam, for example the final registration for the September exam would be around 1st July. As such you will need to let us as 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.

20. Where do I take my inspection, risk assessment 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 e.g., 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.

Reasonable Adjustments = are **agreed in advance** i.e. before the assessment takes place. They apply to cases of physical or mental impairment which has a substantial effect on a learners' ability to carry out normal day-to-day activities.

Special Consideration = an adjustment to a learners' mark or grade to reflect temporary illness, injury or other indisposition **at the time of the assessment.**

Reasonable adjustments

In addition to physical or mental impairment, Reasonable Adjustments also cover those who take examinations and assessments where English is not their first language and they have been resident in the UK for less than 2 years. Applications for the use of a bi-lingual dictionary must be made to Cambridge Safety when registering for any Nebosh examination.

There are a range of options available depending on a learners' condition. The options include providing a reader, scribe, computer, speech recognition technology or ensuring an examination is held in a ground floor room. Where applicable the learner can practice the chosen method in advance of the assessment.

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. Such evidence can include a letter / report from a professional such as a therapist, medical consultant, sensory impairment specialist. The evidence provided must be current and reflect the learners' current circumstances

All requests for reasonable adjustments must be submitted via ourselves to Nebosh **at least four weeks prior** to the examination or end assessment date. Such requests will need to be made for each assessment sat. 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.

Reasonable adjustments mainly apply to invigilated examinations sat at a training centre e.g. Cambridge Safety, and not for Open Book Examinations as the OBE allows for delegates to make the necessary changes themselves and additional time is not applicable for OBEs, however if you have any concerns regarding taking an Open Book Exam, please contact us.

Special Consideration

This 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. Any request for Special Consideration must be made via Cambridge Safety and not directly to Nebosh.

For invigilated exams 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.

For Open Book Exams please email Cambridge Safety at the earliest opportunity. 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 Cambridge Safety.

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

