



**CAMBRIDGE SAFETY**

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## Frequently Asked Questions

## e-Learning

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## e-LEARNING FREQUENTLY ASKED QUESTIONS

**Open Learning includes a variety of different study options which are available 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. Does the e-Learning Package include any revision or exam preparation?**

Yes, when you register for your exams, you will be emailed a revision pack, which will include a mock case study for you to complete and send in for marking (this is included within your one year of tutor support – if your year has expired you can still have your case study marked but there is an additional fee).

These revision packages include a range of different exercises to check your underpinning 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. Do I need to have completed any other courses before starting any Nebosh Certificate qualifications?**

No, all of the certificate courses are designed to give you the knowledge you need to pass the exams. All handouts and course materials are provided so no additional books or publications need to be purchased. Podcasts, extensive library of YouTube videos and online resources are available to all students regardless of your study method.

**4. Is any pre-reading required before I start the course?**

No – the course is designed to be delivered to delegates who have minimal health and safety knowledge, and in fact sometimes pre-reading can actually confuse our delegates.

**5. I have a learning disability – is there anything you can do to help?**

We aim to help all of our delegates as much as we can – please let us know prior to booking your study package and we will discuss any additional requirements you may have. We have previously received some very positive feedback from our YouTube video presentations which were launched in 2020 from delegates with dyslexia and English as a second language who found the videos extremely helpful and all delegates automatically have access to these.

**6. Do I need to purchase any study materials or books?**

The handouts are accessed via the e-Learning website, these cover the whole syllabus and are included as part of your e-learning package, however if you wish to have a set of hard copy handouts these can be purchased for an additional fee. You will also have access to online resources, YouTube video presentations and podcasts during your one year of tutor support.

**7. I have completed my course booking form but haven't received anything back**

Upon receipt of your booking form, we will email you the invoice, this is normally within 7 days, if you haven't received this after 8 working days, please email us [info@cambridgesafety.co.uk](mailto:info@cambridgesafety.co.uk) or telephone 01733 865695.

**8. When is the invoice due?**

The invoice is due straight away, although we appreciate some companies may take a few weeks to pay their invoices. Upon receipt of payment, we will send you your e learning log in details and welcome pack.

**9. I have booked an e-Learning package; how soon can I access the website?**

e-Learning log in details are sent out once we receive your payment. If you have booked an optional set of hardcopy handouts, we will endeavour to send these to you within 5 working days.

### **10. How long do I get tutor support and e-Learning website access for?**

You will have access to the e learning website for one year, starting from when we send you your log in details. We will also support you for one year, but you can study and take your qualification assessments after your support package ends.

### **11. I have completed an end of element review; how can I get them marked?**

Send it in as an email attachment (please ensure this is either a word or PDF document) to [info@cambridgesafety.co.uk](mailto:info@cambridgesafety.co.uk) and we will mark it and return it to you with feedback.

### **12. 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.

### **13. How often are Nebosh Certificate exams held?**

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

### **14. 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 Learning Partner is no longer in business. If you need any further details, please contact us to discuss your options.

### **15. 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 6 weeks before the exam, for example the final registration for the September exam would be around 1<sup>st</sup> 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.

## **16. I have sent off my Nebosh exam registration form but have not had a reply?**

We will confirm your exam booking by email, please contact us if you have not received a reply within 5 working days.

You will receive confirmation from Nebosh once you are registered – this is called an Assessment Registration Confirmation (ARC). This will be between 3 and 6 weeks prior to your end assessment date.

If you have registered for an Open Book Exam and it is your first OBE with Nebosh, you will be sent an email with your surname, log in details and website link. If you have previously taken any sort of Open Book Assessment with Nebosh you will not receive this email, you just use your previous log in details.

## **17. Can I have copies of past exam papers?**

Whilst past Open Book Exams can be accessed by Learning Partners to enhance the exam preparation for their delegates, we don't hand out past exam papers as this would not necessarily aid you in your studies (as the case study/questions will never be used again), instead we incorporate past exam case studies and exam questions into our study pack and revision pack.

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

You will need to contact Cambridge Safety immediately who will advise you of the options – normally if we can cancel your registration with Nebosh before the exam closing date you can receive a full refund of the Nebosh fees (but our fees may not be refunded), however if the exam closing date has passed there are limited exceptions to be able to apply for a 70% refund of Nebosh fees (which will require supporting evidence).

## **19. When will I receive my practical assessment guidance and documents?**

Most Nebosh certificate level qualifications have a practical element this includes the NG2, FSC2 and EMC2. Information on the practical is included in the e learning website. However, you will also be sent the full information package, along with the deadline dates for completion approximately four weeks before your assessment due date.

The only Nebosh certificate qualification that doesn't have a practical assessment is the Construction Certificate, as the OBE is twice as long.

## **20. Where do I carry out my practical assessment?**

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.

### **21. When do I need to complete my practical risk assessment 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.

### **22. What if I do not submit my practical assessment on time?**

There is a strict deadline for course providers to 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.

### **23. How long does it take to get my exam results?**

Approximately fifty working days. The exact date the results are out is provided on your ARC (Assessment Registration Confirmation). 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.

### **24. 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?**

Usually, certificates are sent out within 20 working days of your exam result being declared. They are sent to us here at Cambridge Safety and we send them on to you by the Royal Mail Signed For service. If you haven't received your certificate after 30 working days from your results being declared please contact us.

### **25. 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, showing your correct name, 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.

## **26. 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.

## **27. 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 Service.

## **28. 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/](https://www.nebosh.org.uk/About_Nebosh/)

