



CAMBRIDGE SAFETY

TEL: 01733 865695

www.cambridgesafety.co.uk

**Frequently Asked
Questions**

**Nebosh Fire Certificate
Classroom Course**

10 SWAN COURT, HAMPTON, PETERBOROUGH, PE7 8GX

T: 01733 865695 E: info@cambridgesafety.co.uk

www.cambridgesafety.co.uk

NEBOSH FIRE CERTIFICATE CLASSROOM COURSE FREQUENTLY ASKED QUESTIONS

1. Are your Nebosh courses run day release or as block courses?

We run all of our Nebosh certificate level and above qualifications as day release, as in our experience of teaching for over 20 years we feel this is the best way for delegates to absorb all of the information being taught in the classroom and have time between lessons to review the work, watch our YouTube videos and listen to our podcasts.

2. I have seen FSC1 and FSC2 mentioned - what do these abbreviations mean?

Nebosh are one of the leading examination bodies for health and safety worldwide, they set examinations for a number of health and safety and environmental qualifications. As well as their full names each part of each qualification also has an abbreviation which is used to identify the exams or assessment being taken.

For The Nebosh Fire Certificate syllabus there are two assessments:

FSC1 - An open book exam (OBE) accessed online at your home, the exam takes approximately 5 – 7 hours and you will have 24 hours access to the exam.

FSC2 –a work-based fire risk assessment – full guidance and template documents are provided and your completed risk assessment is submitted to us by the FSC1 Open Book Exam date (unless otherwise specified by your tutor)

2. Do I need to have completed any other courses before starting the Nebosh Fire Certificate?

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.

3. 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.

4. 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 the course starting 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.

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

No – we provide a comprehensive set of hard copy handouts which covers the whole syllabus, plus you will have access to online resources, YouTube video presentations and podcasts during your course.

6. 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 and a joining summary sheet, this is normally within 14 days, if you haven't received this after 21 working days, please email us info@cambridgesafety.co.uk or telephone 01733 865695.

Approximately 2 weeks prior to your course starting we shall email you your welcome pack – this will include information about Cambridge Safety, your lunch order request form and exam registration form which will need to be completed and returned to us along with photo id (e.g., driving licence/passport)

7. Where are the Tutorials held?

They are held at our training centre in Hampton, Peterborough, we have a bespoke training centre with rest area facilities and resource room. We have a limited number of car parking spaces on site and access to an additional car park less than 5 minutes' walk away.

8. When is the invoice due?

Our payment terms are 30 days upon issue of invoice– this applies to all classroom courses even if you are booking in advance. If you can foresee any problems with the invoice being paid within this time frame, please contact us prior to making your booking and we will do our best to accommodate you.

9. Is lunch provided?

Yes – we provide a sandwich box lunch which you pre-order, plus refreshments including tea, coffee cold drinks and biscuits throughout the day. Please let us know if you have any special dietary requirements prior to starting the course.

10. Is Car Parking available?

Yes – there are no additional charges for car parking, we have a few spaces outside our training centre and additional car parking provision less than a 5-minute walk away. If you have a disability that requires a car parking space close to the centre, please let us know prior to the course starting and we will reserve a space for you.

11. What happens if I cannot attend one of the classroom days?

Don't worry, whilst it is ideal for delegates to attend all tutorial days, the comprehensive handouts we provide cover all of the syllabus so you can catch up on any work missed during your private study, we also have a wide variety of you tube videos and podcasts to help you with any tutorials missed. Your tutor will email you any additional handouts and homework tasks that have been provided on the day.

If you are not available on the Open Book Exam date, please let us know prior to the course starting as we can discuss booking your exam for a future date, they are normally every 2 months.

12. When will I receive my FSC2 Fire Risk Assessment pack?

During the course you will have a briefing on completing the FSC2 and within 3 days of this briefing we will email you all the necessary documents you will need for your FSC2 fire risk assessment, including confirmation for the final submission date.

13. Where do I carry out my FSC2 Risk Assessment?

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 a suitable workplace. Contact us if you need assistance on the selection of a suitable venue.

14. Can I use my company form to complete the FSC2 Risk Assessment?

No, the fire risk assessment must be completed using the Nebosh forms which we provide. This is to ensure anyone taking the assessment is marked to the same standard. Guidance on the completion of the practical will be provided along with all the forms you need; we also have YouTube videos which assist you in completing your assessment.

16. Someone else at work has already completed their fire risk assessment can I go around the workplace with them?

No. The practical risk assessment forms part of your formal course assessment and qualification and as such needs to be completed by you unaided. When you submit your completed FSC2 you are declaring this is all your own work.

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

There is a strict deadline for course providers to submit the assessments to Nebosh, if assessments are submitted late, they may miss the deadline. However, candidates may re-register with Nebosh for the next assessment date and then submit their practical then. Contact us for the appropriate registration form, please note that additional Nebosh fees will apply.

18. How often are Nebosh Fire Certificate exams held?

The exam date is included in your classroom course dates, if you are not available for that date we can register you for another exam date, we hold them every 3 months.

19. 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

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 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/

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

Approximately 50 working days, the exact date the results are released is provided on your exam entry slip, called an "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 address for you to avoid a delay in receiving your results and ensure the Nebosh email address info@nebosh.org.uk is marked as "safe" with your email account so it doesn't get rejected as results are sent out in bulk. If you have not received your results by the due date, please contact us for assistance.

21. What if I need to re-sit an exam or assessment?

It is always disappointing if you are referred in an examination but in some cases people's nerves do get the better of them. However, do not let the disappointment stop you from completing the qualification and trying again. The best way ahead is to be positive and try to identify any areas of weakness either in your knowledge of the syllabus, your time management or examination technique.

If you are unfortunate enough to be referred in one of your assessments, we have a number of options to support you. This includes booking a tutor feedback session to discuss your previous exam/practical, revision packages, and advice on examination technique.

22. I have passed my exams but not received my certificates yet.

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.

23. The name on my exam slip or exam results notification 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.

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

Contact us as soon as possible with the correct details and we will change them on the Nebosh course provider interface.

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

For certificate level qualifications they will be sent out in hardback envelopes from us at Cambridge Safety by the Royal Mail Signed For service.

