



nebosh

**Procedures for Administering NEBOSH
Qualifications**

Version 2

February 2018

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Purpose

The purpose of this document is to give detailed guidance to Course Providers when administering NEBOSH qualifications. It supports the 'Online Guide to Administering NEBOSH Qualifications'. It is advised that all Course Provider Staff involved with administering NEBOSH qualification familiarize themselves with this document.

Scope

This document is divided into three main sections.

- Pre Assessment covers all processes and procedures prior to the assessment such as examination requests, student registration and reasonable adjustments.
- Assessment covers with all processes and procedures during the assessment process such as invigilation
- Post Assessment covers all processes and procedures after the assessment including results and moderation.

All of the processes in this document must be adhered to by Course Providers when administering NEBOSH qualifications as a requirement of accreditation.

Pre Assessment

Data requirements

What data does NEBOSH require Course Providers to collect and maintain in accordance with the Scottish Qualification Authority (SQA) regulatory requirements to register and enrol students?

Student details

- Copy of student's legal photographic identification (current passport, driving licence or national identity card);
- Name;
- Date of Birth;
- Individual contact email address (this cannot be the Course Provider email address or a generic email address as students' results and most correspondence from NEBOSH is issued by email);
- Contact address, e.g., home and/or work postal address (not the Course Provider or examination venue address);
- Telephone number (where available);

Internal assessment activities undertaken by the Course Provider (e.g., NEBOSH practical applications)

- Name of the Practical Assessor who undertook first marking of students' practical assessments;
- Date(s) of assessment;
- Marks awarded;
- Date marks inputted onto the Course Provider Interface (CPI);

What are Course Providers responsibilities regarding student data under the Data Protection Act?

Ensure that all student data and other personal information provided to NEBOSH complies with the requirements of the Data Protection Act (1998) and that the individuals involved are aware of the data provided to NEBOSH. For further information please refer to the [NEBOSH Course Provider Agreement](#) and the [NEBOSH Data Protection Policy](#).

How long should Course Providers retain student data for?

NEBOSH requires that all providers maintain student data and internal assessment records for a minimum of 3 years after each student's latest result declaration date.

For NEBOSH Diploma-level awards requiring enrolment, student data must be retained for three years after the end of each student's enrolment period (typically five years), including any extensions granted. Such records must be made available to the regulatory authorities on request.

Class Sizes

What is the maximum number of students permitted per class for face to face teaching?

NEBOSH recommends a maximum class size of 16 - 20 students. Tutors with smaller classes can spend time and energy helping each student succeed. NEBOSH will require details of class sizes and tutors teaching the classes to be retained for audit purposes. Where classes are larger than 20, the Course Provider will be required to produce evidence that this does not affect the educational experience the student receives.

Responsibilities regarding examination arrangements

What are Course Providers responsibilities regarding examination arrangements?

Course Providers must;

Submit any request for changes to the examination time or venue to NEBOSH in advance of the examination date and ensure all students and invigilators are fully aware of the changes. Please note that if this is after the examination registration deadline has passed, the information sent to students via the Course Provider Interface (CPI) and on the examination paperwork will not change

Provide an adequate invigilation team and appropriately trained personnel for examinations as set out in the [NEBOSH "Instructions for conducting examinations"](#) document. Please note that the online [invigilator training](#) is available on the secure course provider area of the NEBOSH website.

Administer and conduct NEBOSH examinations in accordance with the regulations and any other instructions which NEBOSH may issue from time to time. For further information please refer to the [NEBOSH 'Instructions for conducting examinations'](#) document.

Issue a confirmation of their examination registration documents to each student from CPI – this will detail the date, time and venue of examinations and assessment. For further information please refer to the [CPI user manual](#).

Are there a maximum number of students permitted to sit an examination?

There is no specified maximum number of students that are permitted to sit NEBOSH examinations however the examination room must be large enough to accommodate all students and must be set out in accordance with the ["Instructions for conducting examinations"](#) document.

Are there a minimum number of invigilators required per examination?

There must be a sufficient number of invigilators. The Instructions for Conducting Examinations document states a minimum of 1 invigilator per 30 students however there must be sufficient cover in case of instances where students need to temporarily leave the room. For further information please refer to the ['Instructions for conducting examinations'](#) document.

What are the rules surrounding Course Provider staff, family and friends sitting NEBOSH examinations?

NEBOSH must be informed in writing if any of the above will be sitting NEBOSH examinations.

For any such student declared, the Course Provider must select one of the following options, inform NEBOSH of their choice in writing, and bear all necessary costs:

- The student may sit their NEBOSH assessments as an (external) student at another Course Provider;
- Course Provider may arrange with NEBOSH for an independent invigilator appointed by NEBOSH. The cost for this is £600.00 per day plus expenses.
- Any practical assessment will need to be marked by a Practical Assessor appointed by NEBOSH. The cost for this is currently £29.00 per student.
- If outside of the UK the Course Provider may arrange for the student to sit their examinations with the British Council. Any practical assessment will need to be marked by a Practical Assessor appointed by NEBOSH. The cost for this is currently £29.00 per student.
- Failure to inform NEBOSH and to make appropriate arrangements could result in the student's results being voided and sanctions being applied to the Course Provider in

accordance with NEBOSH's "[Policy and procedures for suspected malpractice in examinations and assessments](#)".

- The above rules do not apply to those Course Providers who specifically only deliver NEBOSH qualifications to internal staff. Please contact the NEBOSH Accreditation Department for guidance.

Standard date examinations

What are 'standard date' examinations?

NEBOSH sets a number of examination dates on an annual basis, known as 'standard date' sittings, scheduled at approximately the same time each year for each qualification. The scheduled dates of standard date sittings are published on the Key Dates for Course Providers calendar and on the NEBOSH website. (www.nebosh.org.uk).

Please note that standard sittings are not available for Award level qualifications.

What are the set-up fees for standard date examinations?

For standard date examination venues in the UK there are no additional set-up fees. For Non UK standard date examinations there is an administration charge for the postage of the examination pack.

Details of examination fees can be found in the current [NEBOSH Fees List](#) available in the Course Providers section of our website.

How does a Course Provider request a standard date examination for a certificate level qualification?

Approximately 3 months before each examination, an examination request form for certificate level qualifications is uploaded to the NEBOSH website. If Course Providers wish to hold an examination the form must be completed and submitted online. The closing date for submitting a standard date examination request forms will be clearly stated on the website and in any related communications.

An e-mail will be sent to the person(s) nominated on the form to confirm the examination request has been administered and student registrations can be processed on CPI. If an email has not been received 2 days after the form has been submitted please contact Customer Services.

There is no tick box on the examination request form for the practical unit. How does a Course Provider request this unit?

When a written unit examination is requested; the practical unit assessment will be automatically set up on CPI by NEBOSH if this is applicable to the qualification.

If a Course Provider does not require the practical unit but it has been set up automatically; will there be an additional charge?

There is no additional cost for setting up practical unit assessments.

Can a practical unit assessment be requested on its own?

Practical unit assessments can only be requested and set up alongside a written examination unit of the same qualification.

Registering students to standard date examinations

How do course providers register students to examinations?

Course Providers must use the NEBOSH Course Provider Interface (CPI) to register students to all qualification examinations. Training is available from NEBOSH Customer Services and a guidance document is available in the secure course provider area on the NEBOSH website.

It is the responsibility of Course Providers and students to ensure the student's legal name as stated on their photographic identification (e.g. current passport, driving licence or national identity card) is inputted accurately into CPI and in the correct order. For further information please refer to the [CPI user manual](#) and the '[Policy regarding student certificates including corrections and reissues](#)'.

Once registrations have been completed Course Providers will need to download their student lists and send a confirmation of examination registration documents to each student prior to an examination. Students should be asked to check that the name and address that appears on the confirmation of examination registration document is correct e.g. spelt correctly, as this is how their name will appear on their final Qualification Parchment.

If the details are not correct; the student or Course Provider will need to contact NEBOSH in writing (by e-mail) as soon as possible and no later than 10 days after the results notification date with corrections. Any requests for corrections made after the Qualification Parchment is printed will incur a charge. For further details please refer to the '[Policy regarding student certificates including corrections and reissues](#)'.

What if a student has transferred from one Course Provider to another and requires registration?

For the purposes of registering a student to an examination who has transferred to your Course Provider please use the CPI system to request a transfer of a student. Alternatively contact NEBOSH Customer Services. For further details refer to the [CPI manual](#) (Page 18).

What are the registration fees for standard date examinations?

Please refer to the current [fees list](#).

What is the deadline for registrations to standard date examinations?

Registration closing dates for standard date examinations are communicated in advance by NEBOSH Customer Services to all Course Providers. In addition they are published on the website and on the examination request forms. As a general rule the closing date for standard date certificate qualification examinations is 3 weeks prior to the examination date.

For Certificate examinations in India, the closing date is 4 weeks prior to the examination.

Diploma Enrolment and Registration

What are the enrolment arrangements NEBOSH require Course Providers to make for the National and International Diploma qualifications?

Environmental Diploma students are not required to be enrolled.

Students taking either the NEBOSH National or International Diploma qualifications enrol as a course delegate with a Course Provider. The Course Provider must then enrol the student with NEBOSH.

Course Providers must enrol all Diploma students with NEBOSH using the Course Provider Interface (CPI). Training is available from NEBOSH Customer Services and a [guidance document](#) is available in the secure course provider area on the NEBOSH website.

Course Providers must ensure the student's legal name as stated on their photographic identification (e.g. current passport, driving licence or national identity card) is inputted accurately into CPI and in the correct order. For further information please refer to the [CPI user manual](#) and the '[Policy regarding student certificates including corrections and reissues](#)'.

Are there any entry requirements for accepting enrolment?

To be eligible to enrol on a NEBOSH programme of study, students must satisfy any entry requirements specified by the Course Provider. NEBOSH make recommendations on entry requirements for the diploma qualifications, please see the relevant guide in the qualifications are of the NEBOSH website.

What is the Diploma enrolment period?

The initial enrolment period will be for five years. However, once a student has passed their first unit, the enrolment start date will change to the same date as the declaration date of that successful unit (the date which is printed on the unit certificate). Students then have five years from this new enrolment date to complete all four units of the qualification.

What happens if all four units are not completed within the enrolment period?

All four units must be passed within five years of each other; the five years start from the declaration date of the first successful unit. Any unit that is older than five years will not count towards the qualification grading and must be re-taken in order for to achieve the International or National Diploma in Occupational Health and Safety. For further information refer to the '[Enrolment Policy](#)'.

Can the enrolment period be extended?

In some cases students may require additional time to complete all of the units. Please refer to the '[Enrolment Policy](#)' which includes a section on enrolment extension.

Can a student's enrolment be transferred from one Course Provider to another?

Yes. Student enrolments can be transferred from one Course Provider to another. The specific enrolment and transfer closing date for each examination sitting is communicated to Course Providers via the annual Key Dates for Course Providers calendar and on the examination timetable which can be found in the secure course provider area on the NEBOSH website. For further information and to download the Transfer of Enrolment form [click here](#).

Do NEBOSH provide Course Providers with details of the enrolment status of their students?

Course Providers will be provided with a report which details their currently enrolled students and the status of each diploma unit. This assists Course Providers with arranging examinations for students with pending units to complete. This report is issued to all Course Providers prior to each upcoming set of Diploma examinations/assessments.

Do NEBOSH update Diploma students on the status of their enrolment?

NEBOSH contact all enrolled students whose enrolment is due to expire within the next three months. Students are advised that they have the option to apply for an enrolment extension. Any enrolment extension must be facilitated by the course Provider.

How does a Course Provider request a standard date examination for the National or International Diploma qualification?

Examination request forms for the National and International Diploma are referred to as 'Notification of Arrangement' forms. Approximately 4 months before each examination, an online Notification of Arrangement form is uploaded to the website. If Course Providers wish to hold an examination on the

scheduled date the online form must be completed and submitted to NEBOSH by the closing date for submitting the form which will be clearly stated on the website and in any related communications.

When are the National and International Diploma Examinations held?

The written examinations (Unit A/IA, Unit B/IB and Unit C/IC) are currently held twice yearly in January and July approximately on the same dates each year.

The scheduled dates are published on the Key Dates for Course Providers calendar and on the NEBOSH website.

When are the NEBOSH National and International Unit DNI submission dates?

There are currently four written assignment submission dates (unit DNI) throughout the year: February, May, August and November. These dates are published on the Key Dates for Course Providers calendar and on the NEBOSH website.

What is the process for requesting/setting up Unit DNI submissions on CPI?

If a Course Provider has students eligible for Unit D/ID submissions then NEBOSH will automatically make this available on CPI so that students can be registered in the normal way. It is not necessary for course Providers to request this or complete a Notification of Arrangement form.

How do students submit their Unit DNI assignments to NEBOSH?

Students must submit their Unit DNI assignments online through 'Turnitin' software by the scheduled date. Full guidance is available on the website. Link to Unit DNI assignment guidance doc.

What are the registration requirements?

All enrolled Diploma students must still be registered for each unit examination/assessment. Course Providers should use the Course Provider Interface (CPI) to register students to unit examinations. Training is available from NEBOSH Customer Services and a [guidance document](#) is available in the Secure Course Providers area on the website.

Can Course Providers register students who are enrolled with another Course Provider to their Diploma examinations?

NEBOSH understands that some students may not be able to attend the venue of the examination that their own Course Provider is running. In this instance Course Providers can contact other Course Providers and request that they accommodate their student at their examination. Once agreement is obtained then the Course Provider the student is enrolled with must complete a Notification of Arrangements form for the other Course Provider's venue. This will be set up on CPI and the student must then be registered by their own Course Provider to the examination.

On Demand Examinations

What are On Demand Examinations?

Course Providers may request an examination for NEBOSH (Certificate-level) examinations outside of the 'standard' examination dates. This allows Course Provider's the flexibility to run examinations on a date and at a time of their choice.

NEBOSH Award level qualifications are only available as On Demand examinations.

NEBOSH Diploma level examinations are not available for on demand examinations

What are the set up fees for On Demand Examinations?

A 'sitting fee' is applied to each [examination request](#) received; the examination pack postage fee is included in the 'sitting fee'. (You will need to be logged into the secure area for this link to work).

A reduced 'sitting fee' is applied where examinations are administered by the British Council. (For further information please refer to the [NEBOSH fees list](#)).

How does a Course Provider request an On Demand date examination?

Requests for an On Demand examination must be made using the online request form in the Secure Course Provider Area of the NEBOSH website. If you require any guidance on administering examinations please contact NEBOSH Customer Services.

What is the time frame to request an On Demand examination?

Requesting an On Demand certificate level qualification examination - 30 working days' notice must be given to NEBOSH before the proposed date of the examination. Full terms and conditions can be found on the [examination request form](#).

Requesting an On Demand award level qualification examination - 20 working days' notice must be given to NEBOSH before the proposed date of the examination. Full terms and conditions can be found on the [examination request form](#).

There is no tick box on the examination request form for the practical unit. How does a Course Provider request this unit?

When a written unit examination is requested; the practical unit assessment will be automatically set up on CPI by NEBOSH if this is applicable to the qualification.

If a Course Provider does not require the practical unit but it has been set up automatically; will there be an additional charge?

There is no additional cost for setting up practical unit assessments.

Can a practical unit assessment be requested on its own?

Practical unit assessments can only be requested and set up alongside a written examination unit of the same qualification.

Cancellation of On Demand Examinations

Can On Demand examinations be cancelled?

Award level examination cancellations - the examination fee is not transferable or refundable in the event of cancellation of the examination where notification of cancellation is received less than 20 working days before the originally booked examination date. Cancellation requests received before this timeframe will receive a 100% refund. Please be aware that re-booked examinations will require the 20 working day notification period, this applies to all On Demand Award examination bookings.

Certificate level examination cancellations - course providers can receive a 70% refund of the original booking fee providing requests are received 20 working days prior to the date of the examination. In order to receive a 100% refund; the cancellation request must be received more than 30 working days before the originally booked examination date. Please be aware that re booked examinations will require the 30 working day notification period, this applies to all On Demand Certificate examination bookings.

Registration to On Demand Examinations

What are the registration requirements?

Course Providers must use the NEBOSH Course Provider Interface (CPI) to register students to all qualification examinations.

Course Providers must use the NEBOSH Course Provider Interface (CPI) to register students to all qualification examinations. Training is available from NEBOSH Customer Services and a [guidance document](#) is available in the secure course provider area on the NEBOSH website.

It is the responsibility of Course Providers and students to ensure the student's legal name as stated on their photographic identification (e.g. current passport, driving licence or national identity card) is inputted accurately into CPI and in the correct order. For further information please refer to the [CPI user manual](#) and the '[Policy regarding student certificates including corrections and reissues](#)'.

Once registrations have been completed Course Providers will need to download their student lists and send a confirmation of examination registration documents to each student prior to an examination. Students should be asked to check that the name and address that appears on the confirmation of examination registration document is correct e.g. spelt correctly, as this is how their name will appear on their final Qualification Parchment.

If the details are not correct; the student or Course Provider will need to contact NEBOSH in writing (by e-mail) as soon as possible and no later than 10 days after the results notification date with corrections. Any requests for corrections made after the Qualification Parchment is printed will incur a charge. For further details please refer to the '[Policy regarding student certificates including corrections and reissues](#)'.

What if a student has transferred from one Course Provider to another and requires registration?

For the purposes of registering a student to an examination who has transferred to your Course Provider please use the CPI system to request a transfer of a student. Alternatively contact NEBOSH Customer Services. For further details refer to the [CPI manual](#) (Page 18).

Please submit your transfer request in good time as leaving requests until the closing date for registrations may mean that the request cannot be actioned in time and the student cannot be registered.

What is the deadline for registrations to On Demand date examinations?

Closing dates for registrations to On Demand examinations are communicated via email to the nominated Online Registrars when the examination is set up. In addition to this, reminder emails are sent from CPI and closing dates can be viewed on CPI.

Certificate level qualifications

- Examinations to be held in the UK have a registration closing date of 10 working days prior to the examination date.
- Examinations to be held outside of the UK have a registration closing date of 15 working days prior to the examination date.
- Examinations to be held in India have a registration closing date of 20 working days prior to the examination date. This is a British Council requirement.

Award level qualifications

- All Award level examinations have a closing date of 15 working days prior to the examination date regardless of the location of the examination.

On the Day Registrations

What if an additional student requires registration after the closing date to either a standard date or On Demand Examination?

Each examination pack issued by NEBOSH contains a number of spare blank question papers and answer books, which can be used for students who were not registered prior to the closing date for the examination. These are called 'On the Day' registrations. These types of registration are dependent on the number of students registered to the examination and the conditions of accreditation.

In order to request an on the day registration, you must email info@nebsoh.org.uk with the student name, student number (where possible), exam date, exam venue and the units the student wishes to sit.

Approved additional candidates will not appear on the candidate register and will not receive a personalised answer book, they will be required to use one of the spare answer books provided. The unique student number must be added to the candidate register along with the student name. Only the student number should be added to the spare answer book, in the space provided.

There will be an additional fee for on the Day registrations which can be found on the [fees list](#), the fee will be invoiced to the course provider after the examination date.

Important Notes

It is not possible to have On the Day Registrations at any Indian examination venue due to the timeframes British Council work to.

It is not possible to have On the Day Registrations to Diploma Unit D/ID assessments.

Third Party Invigilation – i.e. British Council, Ecole, Victvs.

What if the involvement of a third party invigilator is required?

Course Providers are responsible for making the arrangements directly with the appropriate third party invigilator. The location of the examination should be entered on the examination request form which is completed by the Course Provider. Arrangements with the third party invigilator must be agreed and confirmed before requesting an examination.

Third party invigilators will levy a charge directly to the Course Provider. This may include charges for the provision of accommodation, invigilation and the handling and despatch of examination materials on their behalf. The Course Provider must pay such charges directly to the appropriate third party invigilator. The fees payable to NEBOSH do not cover these charges; nor are such charges recoverable by Course Providers or students from NEBOSH.

Examinations in Iran

If third party invigilation is required for examinations in Iran this will need to be arranged directly with Victvs by phone: +44(0)113 887 0185 or email: victvs@victvsglobal.com.

Qualifications in Additional Languages

Does NEBOSH offer qualifications in additional languages?

NEBOSH offers qualifications in English and at its discretion in English and Welsh or English and Irish (Gaelige). For full details of our “Languages policy” please see our [“Customer Service Statement”](#) available on the website.

NEBOSH currently offers the International General Certificate in 6 additional languages and the Health and Safety in the Workplace Award in 5 additional languages. The International Construction Certificate is also offered in French. For full details refer to the Qualifications pages of the website and the [Translated Documents](#) area of the website.

Are there any extra costs involved in offering examinations in Non UK languages?

Course Providers must bear the costs of translating their students’ scripts and sourcing a NEBOSH approved translator.

Further guidance is available in the Secure Course provider Area of the NEBOSH website in the Translation FAQ document.

Students sitting examination only

Can course providers accept students to examinations who have not studied with them?

Students are normally expected to take a NEBOSH examination at the Course Provider where they undertook the course of study. Students who cannot do this – for instance, those who have undertaken an open or distance learning programme provided by a Course Provider that is geographically inconvenient or does not offer the examination – are known as ‘external’ students. External students should contact use the ‘find a Course Provider’ section of the NEBOSH website. It is at course provider discretion whether they accept external students. Alternatively students should contact NEBOSH Customer Services for assistance.

Course Providers may find that to cover costs, they need to charge external students for the provision of accommodation, invigilation and assessment facilities. Such charges must be paid by the student direct to the Course Provider. These charges are not covered by the fees payable to NEBOSH; nor are such charges recoverable by Course Providers or students from NEBOSH.

Access Arrangements and Reasonable Adjustments

What is an Access Arrangement?

Access Arrangements are agreed before an assessment. They allow students with special educational needs, disabilities or temporary injuries to access the assessment.

Access arrangements allow students/learners to show their knowledge without changing the demands of the assessment: for example, a reader, a scribe and a word processor. The intention behind many access arrangements is to meet the particular needs of an individual student without affecting the integrity of the assessment.

How does a Course Provider apply for an Access Arrangement on behalf of a student?

Complete [Form AARA1](#) which can be downloaded from the Secure Course Provider Area of the NEBOSH website www.nebosh.org.uk. Please note supporting evidence will be required and the request should be received by NEBOSH 1 month prior to the examination wherever possible.

What is a Reasonable Adjustment?

A “Reasonable Adjustment” is any adjustment that helps to reduce the effect of a pre-existing disability, learning or language difficulty known at the time of the assessment that places the student at a disadvantage in an assessment situation. A reasonable adjustment for a particular person may be unique to that individual and may not be included in the list of available access arrangements.

How reasonable the adjustment is will depend on a number of factors including the needs of the disabled student. An adjustment may not be considered reasonable if it involves unreasonable costs, timeframes or affects the integrity of the assessment.

NB. There is no duty on NEBOSH to make any adjustment to the assessment objectives being tested in an assessment.

A student’s first language is not English but they have lived in the UK for more than 2 years. Can they apply for the use of a bi-lingual dictionary?

Yes, this would be an access arrangement rather than a reasonable adjustment request. The student would not be entitled to the extra time associated with the reasonable adjustment request for a student whose first language is not English and has not lived in the UK for more than 2 years

How does a Course Provider apply for a Reasonable Adjustment on behalf of a student?

Reasonable adjustments for the use of a bi-lingual dictionary and 25% extra time must be applied for using CPI.

For all other types of “Reasonable Adjustment “request course providers must complete form [AARA1](#) which can be downloaded from the secure area of the website. Please note supporting evidence will be required.

NB: For full details of Access Arrangements and Reasonable Adjustments please refer to the [“Policy and procedures for access arrangements, reasonable adjustments and special considerations”](#).

Special Considerations will be defined under Post Assessment.

Does NEBOSH bear the costs associated with any Access Arrangements or Reasonable Adjustment?

NEBOSH are not liable for any associated costs. Course Providers must make their own arrangements with students.

Examination Materials

What is the timeframe for Course Providers to receive examination materials?

Examination Type	UK examination venue	Non UK examination venue
Standard date examinations	pack despatched 5 working days prior to examination	International examination venue pack despatched 10 working days prior to examination
On Demand examinations	pack despatched 10 days prior to examination	pack despatched 21 days prior to examination

What if the examination pack fails to arrive?

NEBOSH tracks all examination packs however if the examination pack has not have arrived 3 days prior to the examination date please contact NEBOSH Customer Services.

Can the examination pack be despatched to a UK address if the examination is taking place overseas?

Please be aware that examinations packs for overseas venues can only be sent to a UK address if a tutor or invigilator is taking the pack(s) to the examination venue personally. Re-directing examination packs to another address, by an alternative courier, is not acceptable.

The security of all examination materials is extremely important to NEBOSH and we have robust systems in place to ensure all such material is despatched and tracked in a secure manner. The use of an alternative courier from the UK means that we have no means of tracking receipt of packs to their destination.

Should a pack be intercepted, particularly one with a standard date examination paper, this would affect the integrity of that examination for all students taking that examination in the UK and overseas on that day.

International Naming Protocol

Does NEBOSH have an International Naming Protocol?

NEBOSH does have an international naming protocol to allow students the option to request written documentation; including unit certificates and Qualification Parchments to be printed in the student's preferred naming format.

Unless formally requested NEBOSH will issue all paperwork in the European format. Any requests for a naming format other than European must be e-mailed to info@nebosh.org.uk as soon as the student details have been added to CPI and a student number is available. Please confirm the student number and required format within your request.

International Format	Required format for unit certificate and qualification parchment	Detail to add to first name field in student search	Detail to add to surname field in student search
European	Daniel Peterson	Daniel	Peterson
Chinese Korean Malaysian Chinese Myanmar Vietnam	Peterson Daniel	Daniel	Peterson
Indonesian	Daniel	Daniel	Daniel
Indian V1	Daniel S/O Peterson	Daniel S/O	Peterson
Indian V2	P Daniel	Daniel	Peterson

To ensure the student's name is shown correctly on unit certificates and parchments; the individual's first name and surname must be entered in the correct fields as shown below:

This format should be used for both a bulk import and single student registration.

Assessment

Invigilation

What are NEBOSH's invigilation requirements?

NEBOSH invigilation requirements are set out in the NEBOSH ["Instructions for conducting examinations"](#) policy. This includes the requirement for course providers to provide and retain a seating plan of the examination venue with student numbers.

What should course providers do if an issue arises on examination day?

If an issue arises on the day of the examination (e.g., if there is a suspected error within the examination materials) please contact NEBOSH immediately for advice and ensure that the incident is noted on the ["Record of Examination Activity"](#) form on the back of the Student Register.

What if malpractice is suspected to have occurred before, during or after the examination?

Any suspected malpractice must be reported to NEBOSH. Please refer to the ["Policy and procedures for suspected malpractice in examinations and assessments"](#).

Does NEBOSH carry out examination inspections?

Yes. All premises used for examinations or for the storage of examination materials, must be open to inspection, without notice by NEBOSH. Course Providers are required to co-operate with the Inspector on any visit. Anyone representing NEBOSH will be able to produce either NEBOSH or British Council identification.

NB: If examinations are planned to be held on 'closed sites', NEBOSH must be informed so arrangements can be made should an inspection be required.

Practical Units

How should the practical unit assessments be completed and administered?

NEBOSH has produced a guidance document for students and course providers for each qualification. Please refer to the website for full details.

Post Assessment

Return of Examination Packs

What is the process for returning examination scripts for marking?

Examination scripts must be returned to NEBOSH via a tracked courier service within 2 working days of the examination date in the addressed envelope provided in the exam pack. Please note that if this deadline is not adhered to NEBOSH may raise a maladministration investigation under the Malpractice policy. This could impact on the result notification date.

Data Retention

What specific documents should be retained and how long for by the Course Provider after an examination?

Course Providers should retain the following after each examination for 3 years:-

- Copy of Invigilator reports from examinations
- Copy of seating plans from examinations
- Copies of the above documents should also be included in the returned examination pack.

How long must Course Providers keep data relating to students registered to NEBOSH qualifications?

NEBOSH requires that all Course Providers maintain student data and internal assessment records for a minimum of 3 years after each student's latest result declaration date.

For NEBOSH Diploma level qualifications requiring enrolment, student data must be retained for 3 years after the end of each student's enrolment period (typically 5 years), including any extensions granted. Such records must be made available to NEBOSH and/or the regulatory authority (SQA) on request.

Special Consideration

What is Special Consideration?

Special consideration is an adjustment to a student's mark or grade to reflect temporary illness, injury or other indisposition at the time of the assessment. Special consideration should not give the student an unfair advantage; neither should its use cause any person to be misled regarding a student's achievements. The student's result must reflect his or her achievement in the assessment and not necessarily his or her potential ability.

How does a Course Provider apply for Special Consideration on behalf of a student?

Special Consideration can be applied for students who are present for the examination but may have been disadvantaged by temporary illness, injury, bereavement or adverse circumstances that arose at or near the time of the examination. Special Consideration can only be applied for after the examination has taken place.

Requests for Special Consideration should be made within 7 days of the examination taking place and supporting evidence should be provided wherever possible. The application form is on the website. For further details please refer to the ["Policy and procedures for access arrangements, reasonable adjustments and special consideration"](#).

Practical Unit Mark Entry

What is the process for notifying NEBOSH of the marks awarded by Course Providers for students practical unit assessments?

For practical assessments marked by the Course Provider, results should be entered in the Course Provider Interface by the person nominated as "Online Registrar" by the Course Provider within 15 working days of the examination date.

For foreign language practical assessments marked by the Course Provider, results should be entered in the Course Provider Interface (CPI) within 20 working days of the examination date. Please note that full training on the Course Provider Interface is available from NEBOSH Customer Services.

What if there is a problem with achieving the deadline to submit practical marks?

Course Providers must contact NEBOSH in advance of the deadline to submit practical marks if you are aware that you may not be able to achieve the deadline date. An extension may be granted at NEBOSH's discretion. However this is only in extenuating circumstances and course providers that late submission of practical marks could be considered as maladministration.

Please note that if NEBOSH are not notified of a problem until after the closing date has passed to enter practical marks then it will not be possible to grant an extension and the students will need to be re-registered to your next practical unit examination.

Moderation

Do NEBOSH moderate the results of practical assessments that are marked by Course Providers?

NEBOSH is required by the regulatory criteria to moderate the results of internal assessment. This is also best practice and ensures consistency of marking. NEBOSH monitors the marking standard by calling in samples of practical assessments for moderation on a routine basis. Additional moderation takes place in some circumstances e.g.: If a student has complained about the conduct of an internal assessment by a Course Provider.

NEBOSH will contact the nominated the Head of Course Provider to arrange for internally-assessed (original) scripts to be sent to NEBOSH by tracked postal delivery. Accredited Course Providers should refer to the Moderation Team at NEBOSH if electronic copies are to be submitted. These requests for scripts can be made at any time between the results being received by NEBOSH (within 21 days of the examination date) and the result declaration date (within 3 calendar months of the examination date).

The moderation period can take up to 40 working days from receipt of the practical assessment and Accredited Course Providers will be advised of the completion date. If a student is not satisfied with the result of the moderation of their internal assessment they may request an Enquiry about Result as normal.

The samples of internally-assessed scripts are reviewed by a moderator, re-marked where necessary and the marks adjusted accordingly. The scripts will be returned to the Course Provider with written feedback if relevant.

Course Providers are required to retain representative samples (e.g., high pass, low pass, fail) for each standard and local internal assessment sitting or cohort for a rolling 3 year period. The sample of scripts required by NEBOSH will be no more than 24 scripts per year for each qualification, but you may choose to retain more for your own purposes. Course Providers should retain the archived

sample for 3 years in a manner that makes them easily retrievable. These samples may be requested by the regulatory authority (SQA), and will be used to monitor standards over time.

Examination Results

What format are examination results issued in?

Each student has a unique Unit Result Notification letter (URN) which details their unit examination results. This can be generated in CPI by Course Providers and downloaded as a hard copy or emailed directly to students.

What is the timeframe for issuing examination results?

Award level results are declared within 24 working days for examinations taken in English and 34 working days for other languages.

Certificate and Diploma results (including those for written assignments) should normally be received within 50 working days from the date of the examination.

For foreign language examinations the timescale is extended to 70 working days from the date of the certificate or diploma examination.

For written examinations, the date by which the student should receive a written result notification is stated on the student's confirmation of examination registration document.

A student's name is spelled incorrectly on their Unit Result Notification letter (URN). Can this be corrected at this point?

Yes, as stated on page 2 of the URN students have 10 days after the results notification date to notify NEBOSH if their name is spelled incorrectly. Requests for replacement certificates after this time are chargeable. For further information please refer to the ["Policy regarding student certificates including corrections and reissues"](#).

Can examination results be given over the telephone?

Due to the personal and confidential nature of student results, NEBOSH regrets that result notification cannot be provided by telephone under any circumstances.

What is a "Refer" mark?

If a student receives a 'Refer' result, they have not reached the pass standard in that assessment task and they will have the option of registering to re-take the assessment. For further details please consult the appropriate qualification Guide.

Enquiry About Results

What is an Enquiry About Result?

NEBOSH supports the right of all students to submit an Enquiry About Result (EAR). There are two types of enquiry available:

Enquiry Type 1: clerical check - This is a clerical check to ensure all parts of the assessment have been marked and that marks have been totalled correctly.

Enquiry Type 2: clerical check and re-mark - This is a Type 1 clerical check and a re-mark of the script by the next level of NEBOSH examiner.

What are the fees for an Enquiry About Result?

Please refer to the [Fees List](#).

Can a Course Provider have a full cohort's examination scripts re-marked?

NEBOSH offer a Batch Enquiry About Results service. All students in the cohort must provide written consent for their script to be re-marked. The Batch Enquiry About Results cannot go ahead if any student does not consent. As part of the Batch Enquiry About Results service, Course Providers are offered the additional option of a short report on the overall performance of the students for an additional fee.

For further information please refer to the [Enquiry About Results](#) policy.

Cohort Feedback

Can a Course Provider request feedback on a cohort's performance without requesting a re-mark of scripts?

NEBOSH recognises that when a cohort's examination performance does not match the expectations of their Course Provider; feedback can be beneficial. Our [Cohort Feedback](#) service provides Course Providers with the option of requesting feedback for a cohort, for Certificate and Diploma qualifications, once examination results have been issued. This is a chargeable service.

The report aims to give Course Providers both an understanding of student performance in the examination and any possible recommendations to further improve student performance. Please note the report will in no way provide feedback on any individual student's performance.

Access to Scripts

Can a student get access their script?

NEBOSH do not provide students with access to scripts and under the Data Protection Act 1998 NEBOSH has no obligation to do so.

Certificates and Parchments

Where will the students Unit Certificates and Qualification Parchments be despatched to?

For Award level and Certificate level qualifications; Unit Certificates (where applicable) and Qualification Parchments for these qualifications are sent to the Course Provider for distribution to students.

For Diploma students based outside of the UK; Unit Certificates and Qualification Parchments are sent to the Course Provider for distribution to students.

For Diploma students based in the UK; Unit Certificates and Qualification Parchments are sent directly to the student's address.

What is the timeframe for Unit Certificates and Qualification Parchments to be despatched?

Parchments for Award level qualifications are usually sent out within 15 working days of the unit result notification date. Students have a one calendar month period in which to make an Enquiry About Results however should the outcome of the Enquiry About Result change the mark from a Pass to a Refer the Parchment would need to be returned to NEBOSH.

Certificates and Parchments for Certificate and Diploma level qualifications are usually sent out within 40 working days of the relevant Unit Result Notification date. This includes a one month time period in which Enquiries About Results can be made. In the case of unitised examinations this period also allows students the opportunity to inform NEBOSH that they wish to re-sit rather than accept a successful result or grade.

What can be done if a Certificate is awarded in the student's incorrect name?

Qualification Parchments and Unit Certificates will be issued in the Student Name as registered with NEBOSH. Course Providers must ensure that the necessary checks are made to ensure the correct spelling and order of names when enrolling and/or registering students. NEBOSH must be notified of any amendments as soon as possible and no later than 10 days after the notification date with corrections. Any requests for corrections made after the Qualification Parchment is printed will incur a charge and in some cases may not be possible. For further information please refer to the ["Policy regarding student certificates including corrections and reissues"](#).

Refunds

Do NEBOSH refund registration fees if students are unable to attend an examination?

NEBOSH will refund fees if the absence is due to medical reasons providing appropriate medical evidence is supplied. Please note that except in the case of family bereavement or a medical reason, absence from an examination for any other reason will not be eligible for a refund.

If the application is accepted, the student will be entitled to a refund of up to 70% of the fee at the discretion of NEBOSH, decided on a case-by-case basis.

What is the time frame for making a Refund Claim?

Refund claims must be made within one calendar month following the date of the examination. For further details please refer to the [Refunds policy and procedure](#).