NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

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NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

Contents

Introduction 02
Your assessment journey 03
Before the assessment 04
Registering for your assessment 05
- Reasonable adjustments and access arrangements 05
- What to expect once you have been registered to an assessment? 05
- Email one: assessment registration confirmation 05
- Email two: login details 05
- Access problems 05
- Still need help? 05

Using the online assessment platform 06
- How to log in 06
- Resetting your password 06
- Privacy Statement 07
- Accessing the tour guide 07
- How to change the font and background colour 07
- How to use the online assessment platform in another language 07

How to enable 'Secure Exam Proctor' 08
Technical help and support during your assessment 09
On the day of the assessment 10
What to do and what not to do 10
Accessing your assessment 10
Taking the assessment 10
Changing accessibility setting to suit you 13
Navigating through the assessment 14
After the assessment 15
Special Considerations 15
Results 15
Malpractice 15

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NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

Introduction

We have created this guidance document to help learners prepare for their on screen multiple choice assessment:

- NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

This document – the Technical Learner Guide – focuses on accessing and completing your assessment using NEBOSH's online assessment platform.

This guidance covers two types of assessment:

- Multiple choice assessments
- Multiple format assessments

What are multiple choice assessments?

A multiple choice assessment has questions with several possible answers to choose from. Each question has only one correct answer.

What are multiple format assessments?

'Multiple format' assessment includes different question styles with pre-populated answers to choose from.

These include:

- Multiple choice questions (one correct answer)
- Multiple response questions (more than one correct answer)

and other styles, such as:

- Rank in order
- Categorise
- Fill in the blanks

Each question will have clear instructions on what is required (eg choose more than one answer; select the best answer).

The instructions in this guidance apply to both types of assessment.

Please do not refer to this document once your assessment has started as this may trigger potential malpractice through the Proctoring system.

What is a Learning Partner?

A Learning Partner is the organisation that provides your training course and registers you for your assessment.

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NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

Your assessment journey

Registration

Learning Partners administer learner registration. It is important that you provide your Learning Partner with an accurate email address.

Confirmation of registration

You will receive an email confirming that you have been registered to a NEBOSH on screen assessment.

Revise and prepare for your assessment

Explore the NEBOSH online assessment platform

Eight days before the assessment a unique username (your username is also your NEBOSH learner number) and temporary password will be sent to the email address you provided. Create a new password and familiarise yourself with the platform. A short video on how to prepare for your assessment is available on our website.

Please note: If you have previously taken an assessment within the NEBOSH online assessment platform, your login details will remain the same and you will not receive this email.

Assessment day

Your assessment will be available to access at the specified day and time printed on your Assessment Registration Confirmation (ARC). The ARC is emailed directly to you on completion of your registration. This document is your confirmation of registration and is emailed directly to you on completion of your registration. If you have not received this document please contact your Learning Partner.

Please ensure you allow enough time to complete your assessment within the 24 hour period. The assessment start time will be shown on your ARC. The assessment period will close on the specified time and will not allow for extensions. Please contact your Learning Partner for the assessment duration, as you will need to take this in to consideration before starting your assessment.

For example:

If the assessment period starts at 11:00 (UK time), it will close at 11:00 (UK time) the following day. If the assessment duration is 90 minutes, you must start your assessment no later than 09:30 (UK time) before the assessment end time.

Please note: Although you will have the option to start your on screen assessment at any point within the 24 hour period, once started you will be required to complete the assessment and you will NOT be able to leave the assessment. If you do leave the assessment, this will end your session.

Results

Your answers will be computer based marked and will be emailed to you within the specific timeline of the assessment your are sitting. This can be found on your Assessment Registration Confirmation (ARC), or can be provided by your Learning Partner.

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NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

Before the assessment

It is important that you check you have the technology required to complete your assessment online.

You will require

A camera and microphone connected to your equipment:

- Laptop: PC or Mac

Please note: You will be required to complete a scan of the room that you will be completing your assessment in. If you are using a desktop a portable webcam would be required.

Compatible browsers

- Chrome
- Edge

To ensure your equipment is suitable to complete the assessment, please click here https://proctorio.com/support/requirements.

Good Internet connection

You will need to be connected to the Internet throughout your assessment. For the best experience and optimum security, we recommend that you keep your browser up-to-date.

Please note: In the event your Internet becomes unstable during your assessment and you lose connection, you will be able to log back into the portal and continue with your assessment.

Please be aware that any loss of connection is not recorded in our Proctoring system and the assessment time will continue to count down while you are not connected.

NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

Registering for your assessment

To sit an on screen assessment, you must register with your Learning Partner for a specific sitting.

At the time of your registration you must confirm your personal email address. Please make sure you use a personal email address and not a work/company email, as company firewalls can block messages which will result in you not receiving important information. NEBOSH uses the email address registered to your learner record for all communications including to send you your login and registration details.

Reasonable adjustments and access arrangements

The NEBOSH Access Arrangements and Reasonable Adjustments Policy.

If you need to apply for a reasonable adjustment or access arrangement, please request this through your Learning Partner.

Please note: If you require a different coloured background or larger font size, these can be changed to your personal preference within the online assessment platform prior to accessing your assessment. Please refer to page 7 of this document for instruction on how to do this.

What to expect once you have been registered to an assessment

Email one: Assessment Registration Confirmation

This important document confirms your registration and the assessment time and date, on receipt of your Assessment Registration Confirmation. Please check your name as this document shows how your name will show on your parchment, on successful completion of your qualification. If you do identify any errors please report this to your Learning Partner as soon as possible.

Please also keep this document safe as it also confirms your expected results.

Email two: login details

After you have registered with your Learning Partner, you will receive a login email no later than **eight days before the assessment date** – this will provide you with the login details you need to access the online assessment platform. Please check your email inbox for this email. The email will contain your username (also your learner number) and a temporary password.

When you first log in you will be prompted to change the temporary password. Please keep your username and password details safe ready for your assessment day.

Please note: if you have previously taken a NEBOSH assessment within the NEBOSH online assessment platform then you will use your existing login details and will not receive this email. If you have forgotten your details, please see 'Resetting your password' on the next page.

You will be able to access the NEBOSH online assessment platform, familiarise yourself with the layout, undertake the user tour and add the Chrome extension for the proctoring services in advance of your assessment. We suggest doing this before the day of your assessment so any access issues can be identified early.

If you have not received this initial login email 7 days before your assessment date, please contact NEBOSH.

Please note: You will only be able to access your assessment during the time period specified on your assessment registration confirmation.

> **Tip**
> We recommend working from your personal computer or laptop. Work/company devices may have firewalls which make it difficult to access the online assessment platform.

Access problems

If you have difficulty accessing the NEBOSH online assessment platform, please perform the following checks before contacting NEBOSH:

- Check your Internet connection
- Check you are using the correct login (this is case sensitive)
- Try using another browser from the list of compatible browsers on the previous page.

Still need help?

If you are having issues accessing your assessment, please contact our team using the details below and we will be happy to help you.

- Contact us by email
- 'Live chat' via our website www.nebosh.org.uk
- Telephone +44 (0)116 263 4700

Please note: Technical assistance is also available within the online assessment platform. Instructions can be found on pages 9-13.

NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

Using the online assessment platform

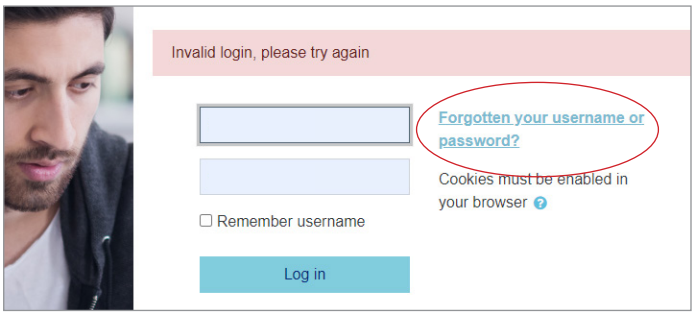
Once you have completed the registration process and received your login details, you will be able to access the NEBOSH online assessment platform.

How to log in

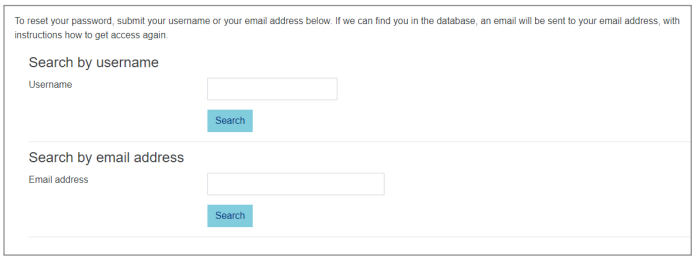
Use your username or registered email and the new password you created to log into the NEBOSH online assessment platform at https://learning.nebosh.org.uk.

Resetting your password

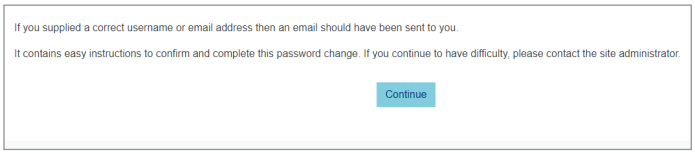
If you are unable to log in or are having issues with your password, click on the *Forgotten your username or password?* link.



You can either search by your username or email address registered. **Remember:** your username can be found in the login details email that was sent to you and is the same as your learner number.



This will then send a password reset link to your registered email address.



If you have not received your reset password email, please check your junk folder and allow **at least 10 minutes** for the email to come through. If you still have not received it please contact NEBOSH here.

If you have previously taken an assessment within the NEBOSH online assessment platform your login details will remain the same. If you have forgotten your password select 'Forgotten your username or password?'. Your username is your learner number.

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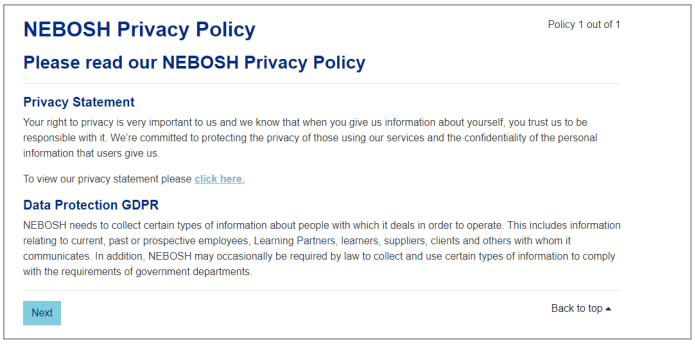
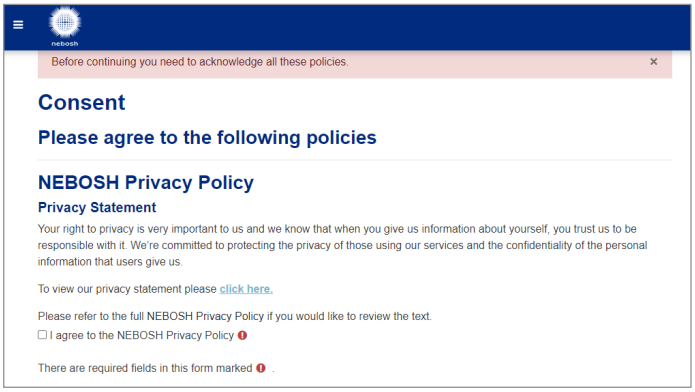
NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

Privacy Statement

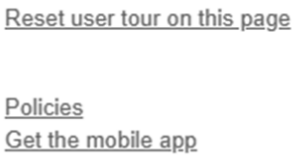
The first time you log into the NEBOSH online assessment platform an automated privacy statement will appear on the screen. Please read this carefully. By ticking the boxes and clicking 'next' you are agreeing to the terms.





Accessing the tour guide

When you access the platform for the first time, a tour is available to highlight its key features. To revisit this tour at any time, scroll down to the bottom of any of the pages and select the question mark icon, then select *Reset user tour on this page* link.



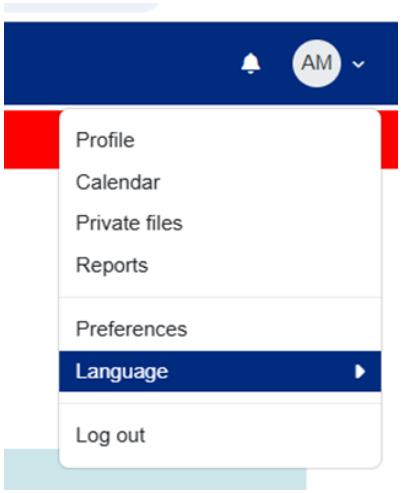
How to change the font and background colour

It is possible to change the font size and background colour you see in the NEBOSH online assessment platform.

Click on the *Accessibility* box on the right-hand side of the homepage to select from the available options.

How to use the online assessment platform in another language

Click on the arrow next to your initials in the top left-hand corner of your screen. This will present you with a drop-down list of actions. Click on the language and you will be presented with a list of language options - select your chosen language.



Please note: The language settings are for the online assessment platform only. Your assessment will be in English.

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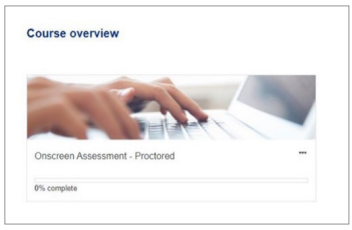
NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

How to enable 'Secure Exam Proctor'

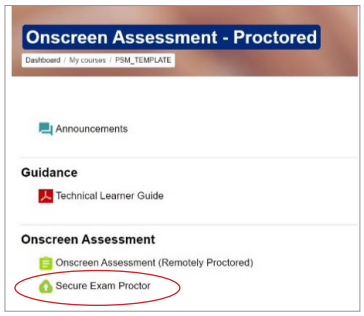
Once you have been given access to the online assessment platform, you can enable the Secure Exam Proctor function in advance of your assessment. Once enabled, you will not be required to do this again.

Please note: You will not have access to the assessment until the start time on the assessment day. Please refer to your ARC for this.

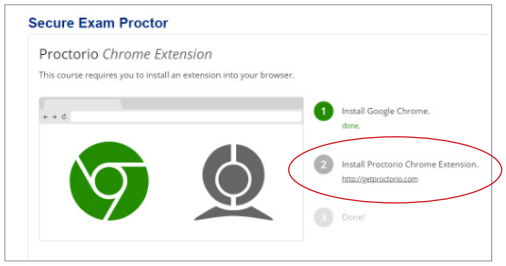
1 To enable the Secure Exam Proctor, select the relevant assessment tile.



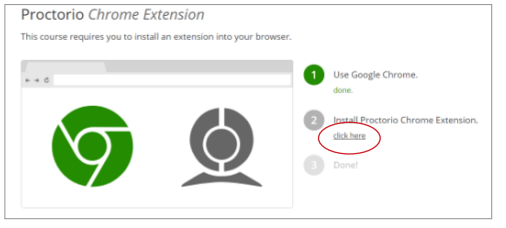
2 Select 'Secure Exam Proctor'



3 Select 'Install Proctorio Chrome Extension'

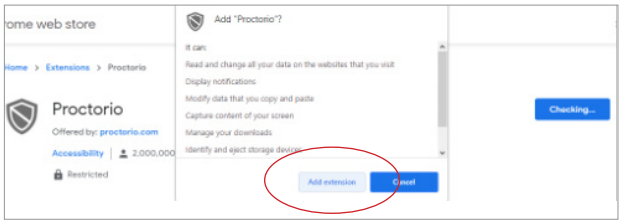


4 Select 'click here'



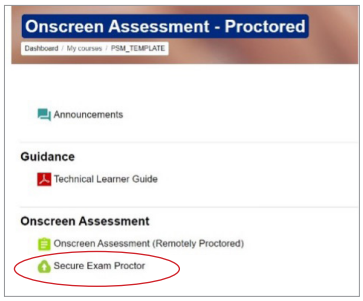
5 Select 'Add to chrome'

6 Select 'add extension'

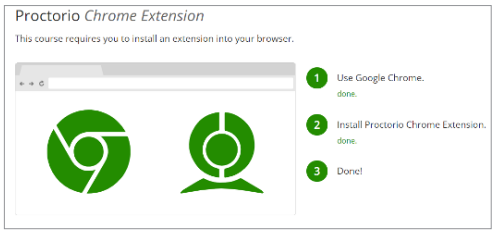


You will need to close the windows in your browser, leaving only the NEBOSH online assessment platform course screen open.

7 Select 'Secure Exam Proctor' which will show the status of the install.



8 You will see status as below.



9 Return to the course dashboard, where you will see the 'Secure Exam Proctor' link is no longer there.

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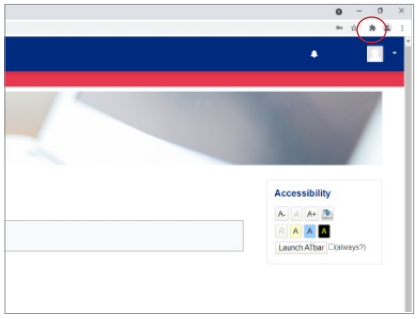
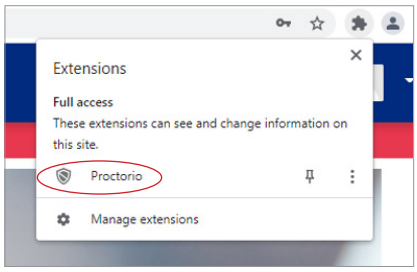
Technical help and support during your assessment

For technical help and support once you are on the online assessment platform, you can access the 'Help and Support Centre'.

1 Select here

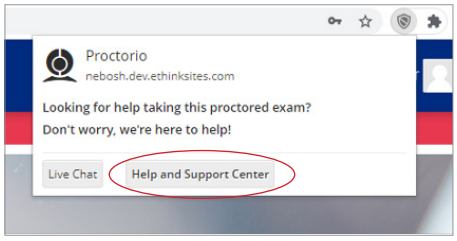


2 Select Proctorio.

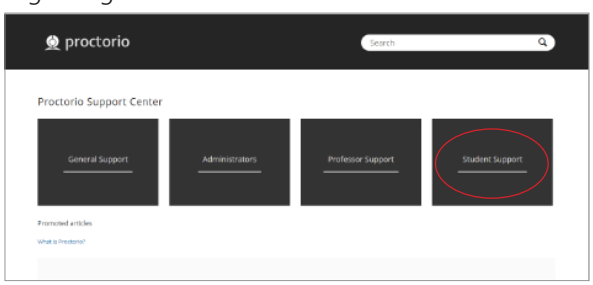


Help and Support Centre

The help centre will take you to a general FAQ page within proctorio.

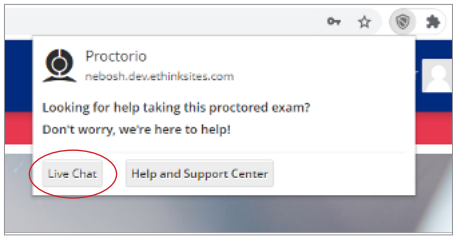


Student support will give you guidance and information regarding Proctorio assessment.

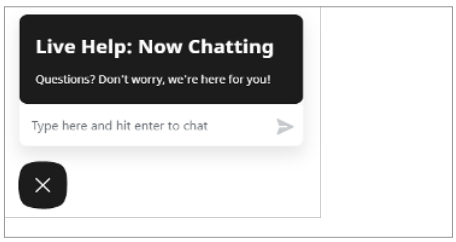


Live Chat

For live technical support before and after your assessment, there is a live chat function. Follow steps 1 and 2, then select 'Live Chat'



You can now live chat with the proctoring service.



To access live chat during your assessment, please see page 13.

Warning! Keep your data secure

Should you need to use the live chat function there is no immediate need to provide any personal information. If your issue requires additional technical support the technical team may require some personal information. Prior to requesting this information your consent will be asked for. Please be advised that this information may be held outside of the EU. For further details on how the data you provide during the live chat will be used please ask the technical team at the time your personal information is being requested.

All personal data relating to the assessment is held within the EU.

NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

On the day of the assessment

What to do and what not to do

Watch the short video called 'On screen Assessment Rules'. Once you have completed this you will need to click the 'Mark as Done' button on your screen. You will not be able to take your assessment until you have done this.

As your assessment will be proctored and recorded it is important that you follow the guidance below.

It is important you do the following

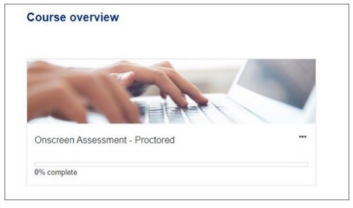
- Make sure you are comfortable and have a comfort (bathroom) break before you start your assessment.
- Make sure you are in a quiet area that you will not be disturbed during the assessment.
- Make sure you are alone in the room you are taking the assessment in.
- Only have the NEBOSH online assessment platform open on your computer, your assessment will not begin unless you have closed all other screens.
- Switch off notifications on your computer, responding or replying to any message or notification will automatically close your assessment session.
- Sit in examination conditions.
- Sit directly in front of the screen so you are facing your camera.

Do not do the following

- Use additional equipment such as headphones.
- Use any course material, books, notes, etc during the examination.
- Hats or head coverings are not permitted except when worn for religious reasons and only if the **full facial features are clearly visible**.
- Have any other equipment with you such as other web based devices, telephones or audio and visual.
- Leave the room.

Accessing your assessment

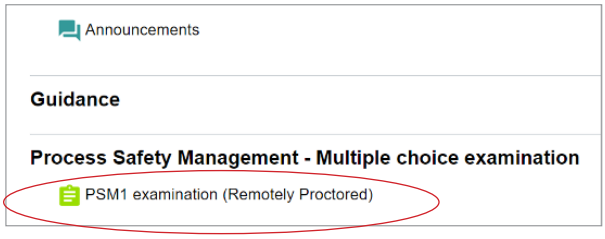
When you log in on the day of the assessment, you will see the assessments you have been registered for on your dashboard.



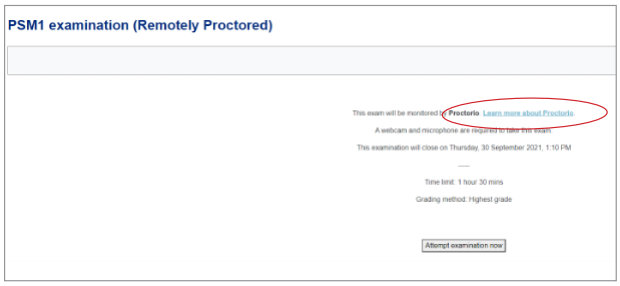
1 To access the assessment, select the relevant tile.

Taking the assessment

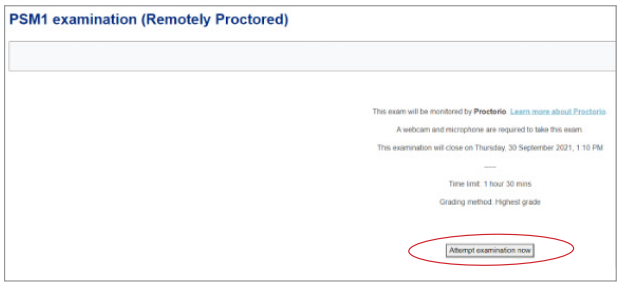
2 Select the assessment link.



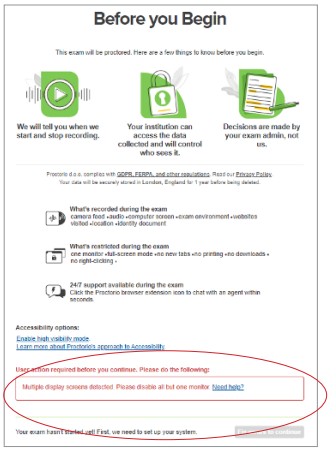
3 If you want to know more about the proctoring service, select 'learn more about proctorio'.



4 If you are ready to take your assessment, select 'Attempt examination now'



5 Please ensure you read the 'before you begin' section. This will highlight any issues that require fixing prior to starting your assessment.



Once issues are fixed, you can continue with the assessment.

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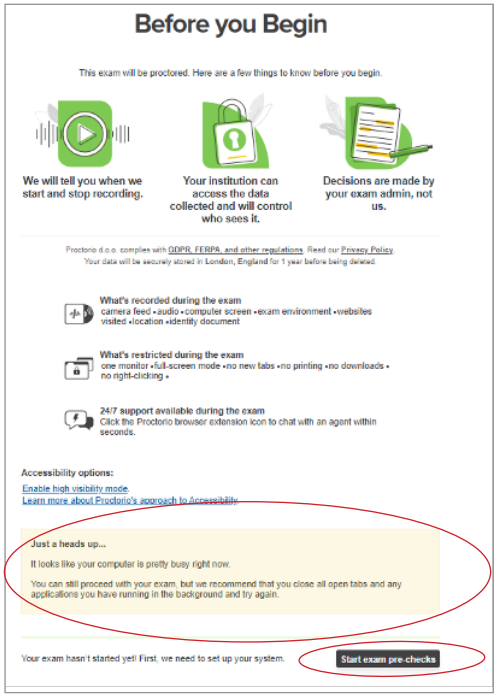
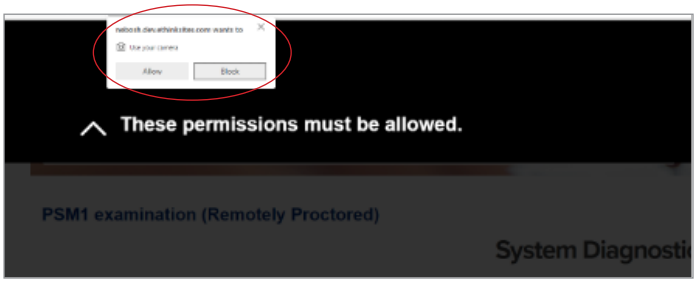
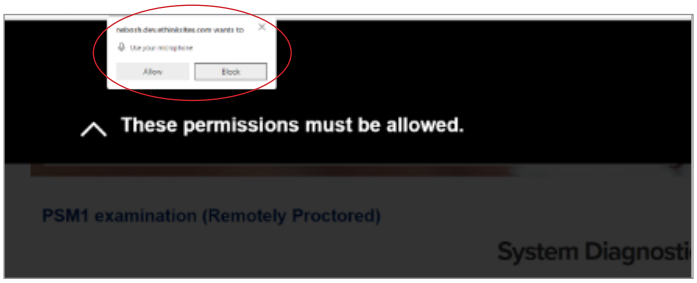
6 Select 'Start exam pre checks'



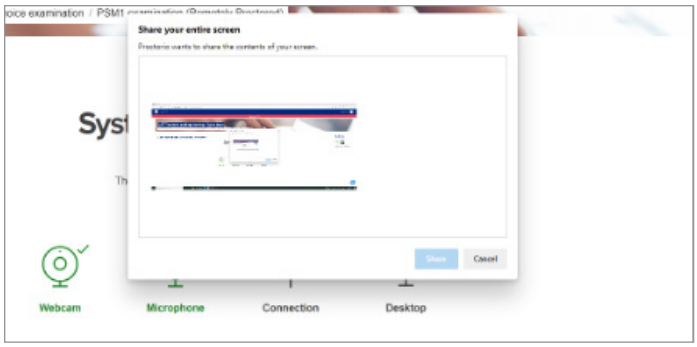
7 You will be prompted to allow camera permissions.



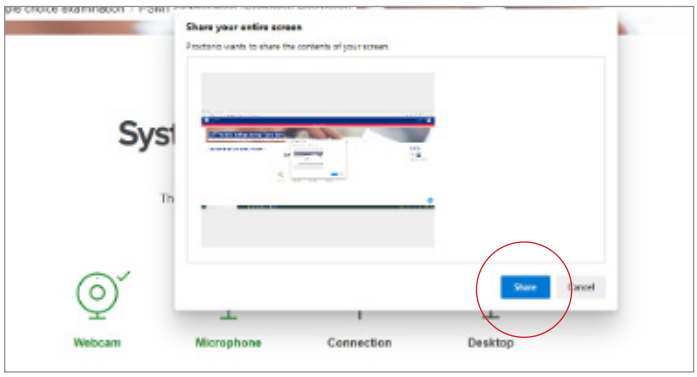
8 You will be prompted to allow microphone access.



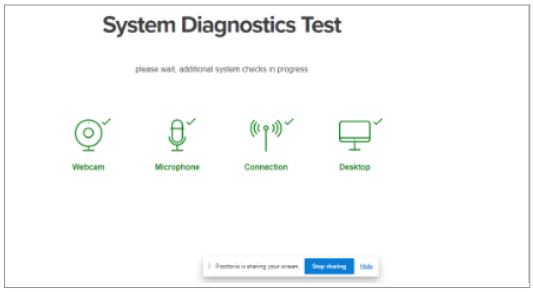
9 You will be prompted to share your screen.



10 Select the image to activate the 'share' button.



11 The status will show all tests completed.



Do not stop sharing.

Please note: The stop sharing option will show on every page of the assessment. If you select stop sharing it will remove you from the session.

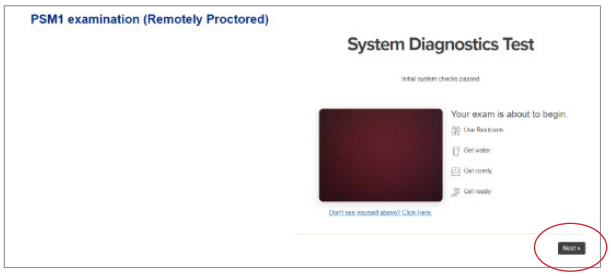
If this is selected in error you can log back in. If your assessment has started it will continue to count down, so you will need to log back in immediately to make sure you have enough time to complete your assessment.

All "stop sharing" activity is recorded and could trigger a malpractice investigation.

NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

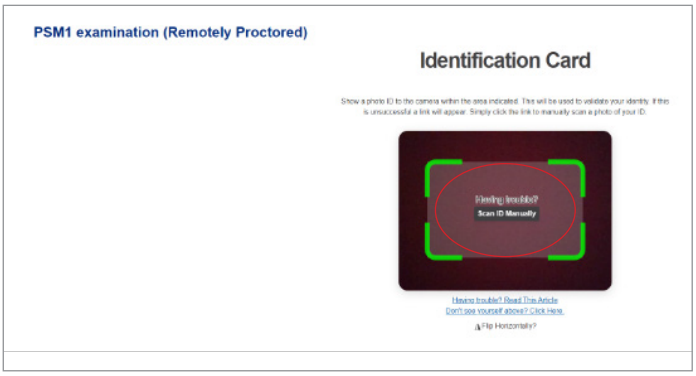
The System Diagnostics Test screen will appear, and you will see your image in the picture window.

12 Select 'Next'.



13 You will then need to scan your id on the screen, holding it between the frame until all sides turn green. It is recommended that you point the identification close to the camera so it fits the green outline.

14 If you are unable to scan this automatically, you will be prompted to manually scan your id.



You must show clear, photographic ID when prompted. If NEBOSH is not fully satisfied as to your identity when you sit the examination, your result will be declared void.

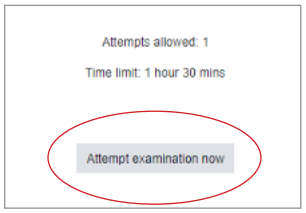
15 Once this is completed, you will be required to use your device to scan the room.

When scanning the room you must:

- Complete a 360 view of the room that you will be completing your assessment in.
- Show the desk you will be working from.
- Show underneath your desk.

You will then be shown the 'Attempt examination now' screen.

16 Select 'Attempt examination now'.

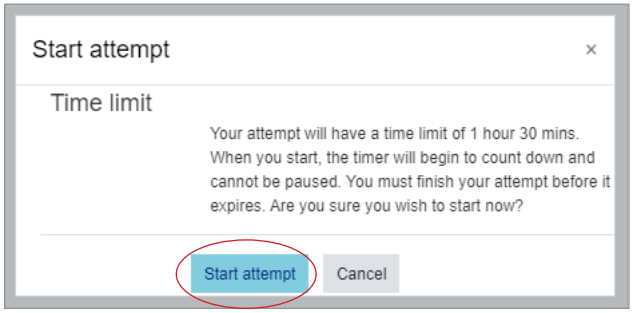


Please note: Your exam time will start as soon as you select attempt examination now. The pop up box will show the time limit of the examination and there will be a countdown clock throughout your assessment.

If for any reason you lose connection, your time will continue to countdown even if you are not logged in. Please attempt to log in as quickly as possible to make sure you have enough time to complete your assessment. When you do log back in your progress will have been saved.

17 A message will appear to advise you that by starting the assessment, your time will start and cannot be paused.

Select 'Start attempt'

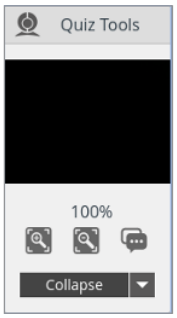


**Important: This document is regularly updated please make sure you have the most up to date version* www.nebosh.org.uk/mcq.

NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

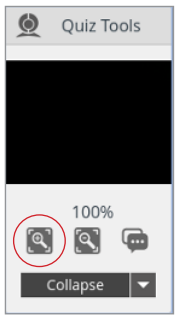
Changing accessibility setting to suit you

When you are in the assessment, there are options available to you using the 'Quiz tools', which will automatically show on your screen. You will appear in the space as a live video.

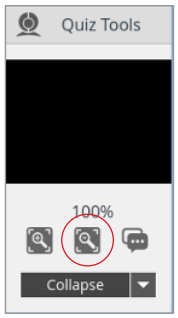


Quiz Tools will allow you to:

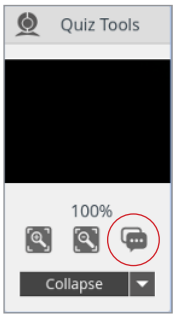
Zoom in



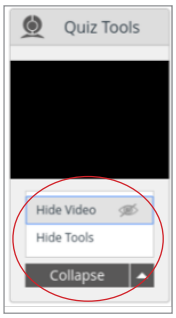
Zoom out



Quick link to live chat



Select 'Collapse' to hide Tools box or hide the live video



Warning! Keep your data secure

Should you need to use the live chat function there is no immediate need to provide any personal information. If your issue requires additional technical support the technical team may require some personal information. Prior to requesting this information your consent will be asked for. Please be advised that this information may be held outside of the EU. For further details on how the data you provide during the live chat will be used please ask the technical team at the time your personal information is being requested.

All personal data relating to the assessment is held within the EU.

NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

Navigating through the assessment

The questions will be shown one at a time and you can navigate between questions.

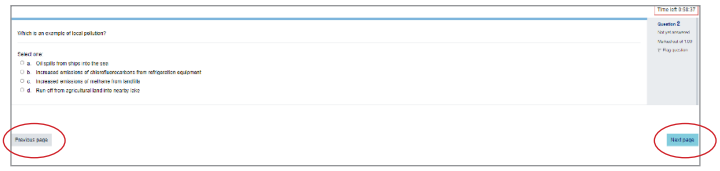
REMEMBER - do not press stop sharing

The stop sharing option will show on every page of the assessment. If you select stop sharing it will remove you from the session.

If this is selected in error or you lose connection, you can log back in. If your assessment has started, it will continue to countdown, so you will need to log back in immediately to make sure you have enough time to complete your assessment.

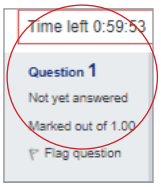
All "stop sharing" activity is recorded and could trigger a malpractice investigation.

1 To navigate between questions, select 'next page' or 'previous page'

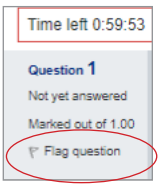


2 Quiz navigation can be used to move through the questions by selecting the question you wish to access.

3 During the assessment you will see the time remaining, the status of the question you are viewing and the marks available for that question.



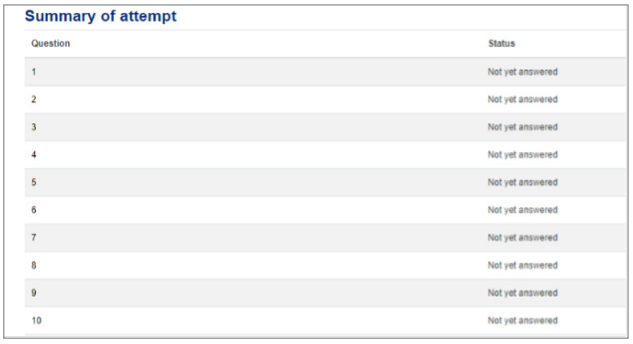
4 You also have the option of flagging a specific question, so you can move on to the next question and return to it later.



5 This will also appear on the Quiz navigation with a flag in the corner of the question number.

6 When you are ready to end the assessment, select finish attempt.

7 You will then be shown a summary of your assessment.



8 To submit your assessment, select 'Submit all and finish'.

**Important: This document is regularly updated please make sure you have the most up to date version* www.nebosh.org.uk/mcq.

NEBOSH On Screen Multiple Choice Assessments: Technical Learner Guide

After the assessment

Special considerations

If you think that your performance in your on screen assessment has been negatively affected by temporary illness, bereavement, injury, or adverse circumstances that arose at or near the time of assessment you can apply for special consideration.

Please see our Special Consideration Policy.

Please contact your Learning Partner if you think special consideration should be applied. They will complete an application on your behalf where appropriate.

Results

Results will be issued in line with the appropriate timeline for the assessment you are taking. This can be found on your Assessment Registration Confirmation (ARC), or you can contact your Learning Partner for further information.

Malpractice

The assessment for this qualification is taken under strict examination conditions. You must comply with these conditions throughout the assessment.

NEBOSH uses remote proctoring to safeguard the integrity of the assessment. The proctoring service monitors you throughout the assessment. Any suspicious activity will be recorded and reported to NEBOSH. If, upon review, malpractice is confirmed severe penalties will be applied.

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