



Ligtas

ENABLING SAFE ENVIRONMENTS

Ligtas NEBOSH Learner Handbook

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Introduction

Ligtas Consultancy and Training is a risk management consultancy, specializing in health and safety risk management. The 5 main areas of service are:

- Health and safety
- Fire Safety
- Constructions Safety
- Water Safety
- Training

Vision

Ligtas, the partner of choice known for delivering high quality expert led services across multiple sectors, including property portfolio management, retail, banking, manufacturing, food, construction, health care and oil and gas, whilst providing a rewarding and sustainable working environment for Ligtas team players and their communities making Ligtas the employer of choice.

Mission

Enable the achievement of Safe and Healthy Environments through competitive, sustainable, high value consultancy and training solutions.

Goal

Sustainable, profitable growth by being one company with one system and one way of working

Commitment

Our commitment to you: -

The standard of services that you can expect from Ligtas Consultancy and Training Services:

- All personal information you supply to us will be treated in accordance with GDPR;
- To gain your qualification in a safe, clean and healthy learning environment;
- To be treated with respect and fairness, irrespective of race, gender, sexual orientation or disability;
- To receive clear, effective information and support, relevant to the course being studied, promptly and effectively.

Learner Policies and Procedures

There are several policies and procedures that students need to be aware of.

Anti-Bullying and Harassment Policy

Ligtas has zero tolerance to any form of bullying and is fully committed to providing a safe, inclusive and respectful environment for all learners, staff and stakeholders, as well as developing positive relationships outside of Ligtas' learning environment.

Compliments and Complaints Policy

This procedure is the mechanism for students to raise concerns, make compliments or complaints about Ligtas' services, tutors or associated staff. The aim is to prevent unnecessary delay whilst ensuring a full and fair assessment of the particular circumstances of an individual complaint.

Learner Agreement

The purpose of Ligtas's Learner Agreement is to support a student's participation and progress on their course. The learner agreement sets out the commitment students can expect from Ligtas as their course provider, as well as learner responsibilities and expected behaviours during the course programme.

Learner Support/Reasonable Adjustments

There will be times when a learner requires additional support to fully participate in the course programme so they are able to be successful in their studies.

Learners that require additional support should contact the learning advisor based in Ligtas Head office or speak directly with the course tutor at any point during the course programme to discuss their needs. Reasonable adjustments will be considered on an individual case by case basis.



NEBOSH Policies and Procedures

Malpractice

Malpractice means 'any deliberate activity, neglect, default or other practice that compromises or could compromise the assessment process, the integrity of a qualification, the validity of a result or certificate, the reputation and credibility of NEBOSH, or the qualification or the wider qualifications community.

Malpractice may also include a range of issues including the failure to maintain appropriate records or systems, deliberate falsification of records in order to claim certification and neglect of professional duty/unethical conduct.

Cases of deliberate deception, trickery or cheating intended to gain advantage, including financial advantage may also be reportable as fraud.

Candidate malpractice - means malpractice by a candidate in the course of any examination or assessment, including the preparation and authentication of any assessments and the writing of any question paper response. Examples of malpractice include (but are not limited to):

- The alteration or falsification of any results document, including certificates;
- A breach of the instructions or advice of an invigilator in relation to the examination or assessment rules and regulations;
- Failing to abide by the conditions of supervision designed to maintain the security of the examinations or assessments;
- Copying from another candidate (including the use of ICT to do so);
- Allowing work to be copied e.g. posting on social networking sites prior to an examination /assessment;
- The deliberate destruction of another candidate's work;
- Disruptive behaviour in the examination room (including the use of offensive language, shouting and/or aggressive behaviour);

- Exchanging, obtaining, receiving, passing on information (or the attempt to) that could be examination related by means of talking, electronic, written or non-verbal communication;
- Making a false declaration of authenticity in relation to the authorship of the risk assessment project;
- Collusion - working collaboratively with other candidates beyond what is permitted;
- Inclusion of inappropriate, offensive, discriminatory or obscene material in assessment evidence;
- Impersonation: pretending to be someone else, arranging for another person to take one's place in an examination or assessment;
- Plagiarism: unacknowledged copying from published sources (including the internet) or incomplete referencing;
- Theft of another candidate's work;
- Bringing into the examination room or assessment situation unauthorised material, for example: notes, study guides, ipads, mobile phones etc.;
- The unauthorised use of a memory stick where a candidate uses a word processor;
- Behaving in a manner which undermines the integrity of the examination.

Allegations of malpractice will be investigated by Ligtas Ltd. Where malpractice is judged to have taken place, Ligtas Ltd will follow the NEBOSH Malpractice Policy requirements (available from the NEBOSH website). When malpractice is judged by Ligtas Ltd to have taken place, the student may be disqualified in all elements of the course/qualification.

NEBOSH may, at its discretion, impose the following sanctions against candidates:

- Written warning
- Loss of marks for a section
- Void the results
- Disqualification from all units in one or more
- Candidate debarred from entering one or more examinations for a period of time
- Recall of invalid unit certificate and/or qualification parchments

Full details can be found in the full NEBOSH Malpractice Policy and Procedure at:

<https://www.nebosh.org.uk/policies-and-procedures/malpractice-policy-and-procedures/>

Access Arrangements, Reasonable Adjustments, and Special Considerations

It is NEBOSH policy that all candidates should be given access to fair and equal assessment. Our “Policy and procedures for access arrangements, reasonable adjustments and special consideration” ensures that no candidate is placed at an unfair disadvantage, or advantage, over other candidates. In so doing, NEBOSH aims to comply both with legislation intended to prevent unfair discrimination and with the criteria laid down by the regulatory authorities.

Below are examples of arrangements available;

Access arrangements allow candidates with special educational needs, disabilities and temporary injuries to access assessment. For example; by providing a reader, scribe or a word processor.

Reasonable Adjustment can be made where a candidate, who is disabled within the meaning of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled. NEBOSH is required to take reasonable steps to overcome that disadvantage. For example a Braille paper which would be a reasonable adjustment for a visually impaired person who could read Braille.

Special consideration 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.

If you would like to apply for any of the above arrangements please contact us directly to discuss your requirements. We will then complete your application on your behalf. Medical or other evidence may be required.

Confirmation of your request will be sent to you and to Ligtas prior to your assessment. In the event that any granted adjustments do not meet your requirements please contact your Course Provider immediately to allow your application to be reviewed.

The full Access Arrangements, Reasonable Adjustments and Special Considerations policy can be found at:

<https://www.nebosh.org.uk/policies-and-procedures/policy-and-procedures-for-access-arrangements-reasonable/>

Complaints Procedure

NEBOSH is committed to dealing with all formal complaints in a fair and timely manner, and to use them as an opportunity for making improvements.

If you have a complaint relating to any aspect of your course, please raise it with your Course Provider to allow them to investigate under their own complaints procedures and resolve the issue. If you are not able to resolve the problem, please let us know.

All complaints received by NEBOSH are dealt with in accordance with our procedure:

- All complaints will be acknowledged in writing within 10 working days.
- Correspondence and discussions regarding your complaint will be logged.
- Complaints are investigated promptly and fairly.
- All complaints will be resolved and a written response provided within 25 working days of acknowledgement
- Where authorisation to disclose personal details to third parties is required; the 25 working day resolution timeframe commences from the date NEBOSH receive a response to this request.
- In the event that further investigation is required the complainant will be informed prior to the 25 working day resolution deadline that up to a further 10 working day extension is required. Relevant justification will be supplied to support this extended timeframe.
- Where we find that any corrective and/or preventative action is required; this will be recorded and monitored to ensure improvements are made.

Please note; if your concern relates to your examination result or malpractice in the conduct of an examination, your complaint will be dealt with under either the Enquiry About Result procedure or Malpractice policy.

This complaints policy meets the requirements of the regulatory criteria for “open and transparent procedures for complaints” as set out in the “SQA Accreditation regulatory principles (2014)” document published by Scottish Qualifications Authority (SQA) Accreditation in Scotland.

To make a complaint please e-mail info@nebosh.org.uk or write to:

Gemma Atkins
Head of Customer Services
NEBOSH
Dominus Way
Meridian Business Park
Leicester
LE19 1QW

Regulatory review of unresolved complaints for SQA-accredited qualifications

If following the exhaustion of the complaints procedure, the candidate or course provider remains dissatisfied and where the relevant NEBOSH qualification is accredited by SQA Accreditation and assessed within the UK, they may seek regulatory advice from SQA Accreditation:
<http://accreditation.sqa.org.uk>

Enquiries About Results (EAR) Procedure

If a learner believes that the result of an assessment does not meet with their reasonable expectations, an Enquiry About Result (EAR) may be made within 20 working days of the result/s notification (as shown on the unit result notification letter) of the result to which it relates (this is known as the EAR closing date).

Learners wishing to make an Enquiry About Result should download the NEBOSH EAR request form (EAR1) from the NEBOSH website. The form includes details on payment; the completed form and payment must be sent to NEBOSH by the EAR closing date.

All completed EAR applications can be sent to NEBOSH in the following ways:

- By email attachment to: info@nebosh.org.uk
- By fax to: +44 116 282 4000
- Or by post to:

Enquiries About Results (EARs)

NEBOSH

Dominus Way

Meridian Business Park

Leicester

LE19 1QW

Debit/credit card payment can be made by calling +44 116 263 4700 once NEBOSH has received the application form.

Full details of the process and the complete EAR policy can be found on the NEBOSH website at:

<https://www.nebosh.org.uk/policies-and-procedures/enquiries-about-results-ears/>



How to Study:- A Partnership

The Tutor's Responsibilities:

The course tutors are all experienced as both Health and Safety Practitioners and as NEBOSH Certificate trainers, many are also NEBOSH item writers and examiners. They know what is required for successful completion of the training. You will have an opportunity at the end of the course to complete a formal course evaluation including any recommendations that you may have for improving the way in which the course is presented. It would be of mutual help if any such observations were made during the course so that corrective action can be taken.

Tutors will:

1. Ensure that the relevant parts of the NEBOSH syllabus are covered;
2. Refer to the notes and workbook where applicable;
3. Answer questions raised by delegates (either at the time of asking or later, at their own discretion); and
4. Encourage interaction by use of syndicate exercises for example.



To stand the best chance of successful study, you should:

1. Take active part in the sessions, asking questions when you consider it appropriate and making your own notes to help the learning process;
2. Be aware of the 'tight' timetable and avoid excessive diversion from the main points of the syllabus;
3. Avoid 'private' conversations or discussion during teaching sessions, they can be more distracting to tutors than you may realise;
4. Mark in the notes key points identified during lectures. Note any examples given by lecturers, which illustrate the content of the notes;
5. Consolidate your knowledge as you proceed through the programme, it has been found that those delegates who each evening read the notes relating to the subjects covered during the day are most successful; and
6. Regularly check the syllabus to assess your own progress, using the sample questions to test your understanding.

During the course, do not be afraid to ask questions to clarify anything you are not sure of.

Discuss with the Course Tutor anything that you are particularly concerned with or any personal difficulties you may have in following or completing the course. Take a full part in the syndicate exercises; these are particularly valuable in sharing the knowledge and experience of the course members.

Reviews

Each day of the course normally begins with a review of the previous day's programme. Use these reviews as opportunities to put your knowledge to the test. Feedback is an essential part of the learning process.



Revision Technique

- Work steadily to understand and familiarise yourself with all parts of the syllabus;
- Work through your course book/s and notes highlighting important parts. Try to summarise your notes, in writing, from memory at the end of each revision session;
- Plan your revision to do little and often rather than try to cram it all in on the night before the exam;
- Answer, under examination conditions, typical questions in each section. This is particularly useful in order to practice how to answer questions, as well as reinforcing previous learning; and
- Take breaks in between and remember - do not panic!

The main purpose of revision is to:

- ✓ Fully understand the subject content;
- ✓ Memorise and be able to recall what you have learnt;
- ✓ Practice planning and writing answers to examination questions.

Preparation is the key. Your revision must not be left too late and it must be carried out on a regular basis prior to the examination date to improve your recall. A well thought out, strategic revision plan will help to build up your knowledge and practice your reading skills and develop handwriting skills.

It may seem trivial to advise students to practice basic comprehension skills. However, this is important to ensure that you read the question fully and understand what you are being asked before you write your response. Likewise, many people use technology in their day-to-day life and this can impact on writing ability. It is vital to ensure your writing is legible so that Examiners can allocate marks where they are merited.

There are recommended study hours for each unit of a NEBOSH Certificate or Diploma qualification and you should try to follow this as far as you are able to. The amount of time spent revising is dependent on each individual, but the best advice is always to plan for more time than necessary and then you can reduce this if things are going well.

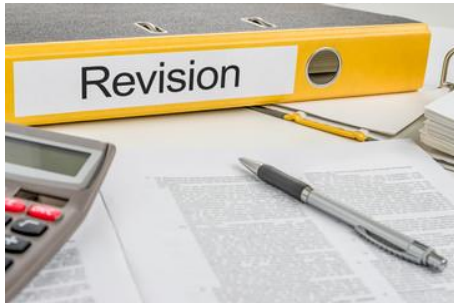
Student Tips - making a revision plan

- Revision starts as soon as your course starts.
- A good time to revise is on completion of each element to consolidate key concepts.
- Set targets and have a 'completed' column in your plan.
- Be realistic about the targets you set in the time you have available.
- Remember you also need to allow breaks.
- Allocate more time to weaker subjects (identified from formative assessment).
- Organise your work in a way that works for you - the secret of getting started is breaking tasks into smaller, manageable ones.
- Allocate subjects to days, and make sure you have enough time for everything you need to revise.
- Do not neglect subjects you find particularly easy or difficult.

How to revise

When planning your study time you should have everything you need well in advance and make sure you have somewhere quiet but comfortable to study. Most students will have their own methods of revision but you might find the below useful:

- ✓ Writing index cards.
- ✓ Annotating text.
- ✓ Mind mapping.
- ✓ Reading content out loud.
- ✓ Practicing sample questions.



These methods are often more effective than passive techniques, such as re-reading or copying out course notes, where you are less likely to memorise the information. Often, the more creative the revision technique the more memorable the information will become. This should develop your ability to recall the information during the examination.

Mind mapping is a useful skill for note taking and revision. During the examination, advantages can also include:

- ✓ Writing points down quickly;
- ✓ Easier flow of ideas;
- ✓ New ideas triggered easily;
- ✓ Easy organisation of material;
- ✓ Easy insertion of branches with new ideas.

For any examination, revising generally consists of three key areas: being able to summarise, memorise and practice. Please find some tips below on how this can be effective.

Student Tips - summarising notes

- Physically organise your notes so that they are clear, logically ordered and easy to find your way around.
- Read them through, underline key words, highlight different themes.
- Write out more and more concise versions of your notes, reducing the content to manageable proportions - even to one word or phrase that describes what you have learned.
- Aim to reduce each subject to an index card - summarising assists learning and makes material easy to refer back to.
- Devise your own colour coding system - associating different colours with different subjects or themes will help you to memorise and compartmentalise things in your mind.
- Use mind maps as a helpful way of summarising a lot of information onto a single page - they are also visually memorable.

Student Tips - memorising

- Recall improves after the first night's sleep as our mind absorbs the day's information, so revise the day after you learn something.
- Revise again and again as the memory deteriorates - a minimum of four or five times is usually required to permanently log the information.
- Predict a page of notes in your mind before you look at it. What you have forgotten will bring itself to your attention as you read.
- Using your summarised notes, focus on recalling information triggered by the key words and phrases.
- Mnemonics - use the letters of a word, or the initial letters of a phrase, to trigger associations.
- Diagrammatic notes, eg mind maps, are more visually stimulating and therefore more easily remembered than a list of points.
- Last-minute revision of notes, now reduced to minimal levels, is generally helpful. However, attempting to learn new material the day before an examination can be harmful, as it can displace the material you have already learned and lead to a sense of confusion and panic.

Student Tips - practice questions

- Can be used as a formative assessment during the course - feedback may be provided. This helps recall of your course material and develops examination skills.
- Sample questions are available in this workbook and on the NEBOSH website. These also include Examiner feedback on expected answers.
- This can help you as a student to understand the format of the question paper, the type of question that might appear on the question paper and how many questions you will have to answer.
- You can make up your own sample questions and write out the answer, this can help you to develop a broader understanding of the subject.
- Practice questions on a variety of topics, do not focus on areas you are better at; similarly, do not ignore areas that you struggle with.

Revision tips for visual learners:

- ✓ Reorganise notes using columns/categories.
- ✓ Use visual mnemonics.
- ✓ Draw or outline information you need to remember.

- ✓ Use mind maps.
- ✓ Rewrite facts/formulae on posters for visual review.
- ✓ Use highlighting, circling and underlining.
- ✓ Use index cards.

Revision tips for auditory learners:

- Discuss new concepts/facts with others.
- Use voice recorder as well as notes.
- Use word association to remember facts.
- Repeat facts with eyes closed.
- Record lectures and watch videos.
- Set information to rhyme, rhythm or music to retain.
- Use aural mnemonics.

Revision tips for kinaesthetic learners (those who are more practical/hands-on):

- Go on site visits.
- Use colour highlighting.
- Turn reading materials into posters and models.
- Skim read before reading in detail.
- Take frequent study breaks.

Examination Technique

- Remember to bring photographic identification i.e. a passport or photo driving licence;
- Bring sufficient writing and drawing materials, i.e. pens, pencil, ruler, rubber;
- Read the questions carefully to identify the information required by the examiner;
- Remember your objective is to show the examiner what you do know, i.e. it is not a test of what you do not know, there are no 'trick' questions;
- Allocate time according to the marks to be gained. Place your watch or a clock in front of you;

- 100 marks in 120 minutes, therefore, you should aim at gaining one mark for every minute:
 - Question 1 = 20 marks (20-25 minutes); and
 - Questions 2 to 11 = 10 x 8 marks (8-10 minutes per question).

- An answer book is provided for each Candidate. At the top of the page is a blank box where you need to enter the question number you are answering on that page, always start a new question on a new page and number it accordingly. As a rough rule of thumb, you should use no more than 2 pages for the 20 mark question and no more than 1 side for the 8 mark questions.
- If when reviewing your answers, you need to put further information in and you find that there is no space on that page, there will be spare sheets at the back of the book. Clearly mark that you have continued your answer at the back and again, clearly mark your continued answer with the correct question number to avoid any confusion during marking;
- Answer the questions you feel most confident about first. This will help you to gain confidence and will give you time to remember parts to other questions;
- Do not use scrap paper. It is a good idea to briefly jot your ideas at the top of the answer page in case your time becomes limited;
- Pace yourself, and take time to understand the key words;
- Please see the information on the following page, which defines key words. These are action verbs telling you how the information should be given;
- Do not panic, remember relevant experience and conversations during the course;
- Do not provide irrelevant information - this is a waste of time and no marks will be given for it;

- Do not use abbreviated terms without first stating the meaning of them. You need to do this for each new question; and
- Please write legibly. If the examiner is unable to read your writing they may be unable to award you marks.



It is completely normal for students to begin to feel stressed or anxious as the examination date approaches. Some students will use the pressure as motivation to study and revise. Examination stress can be detrimental for some students and can affect your studies. If examination stress is hampering your revision, you might find it useful to talk to Ligtas advisors who have substantial experience in helping students to deal with or overcome examination stress. Talking to friends and family can also help keep things in perspective.

Student Tips - how can I cope with examination stress?

- Leave plenty of time to revise so that you do not get in to a situation of having to do last minute cramming. This approach will help to boost your confidence and reduce any pre-examination stress as you know you have prepared well.
- Develop a timetable so that you can track and monitor your progress. Make sure you allow time for fun and relaxation so that you avoid burning out. As soon as you notice your mind is losing concentration, take a short break. You will then come back to your revision refreshed.
- Experiment with several alternative revision techniques so that revision is more fun and your motivation to study is high.
- Do not try to be perfect - it is great to succeed but if you think that anything less than distinction is unacceptable then you are creating unnecessary stress for yourself - aim to do your best but recognise that none of us can be perfect all of the time.

- If you find you do not understand some of your course material, getting stressed out will not help - instead, take action to address the problem directly by seeing your course tutor.
- Confiding in someone you trust and who will be supportive is a great way of alleviating stress and worry.
- Do not drink too much coffee, tea and fizzy drinks - the caffeine will make your thinking less clear.
- Eat healthily and regularly - your brain will benefit from the nutrients.
- Regular moderate exercise will boost your energy, clear your mind and reduce any feelings of stress.
- Try out relaxation techniques. They will help to keep you feeling calm and balanced, improve your concentration levels and help you to sleep better.

Before the examination

In order to help yourself on the day of the examination, there are a few things you can do beforehand to avoid any unnecessary stress:

- Ensure that you have all the required documents such as your examination entry confirmation and any identification you may have been asked to bring.
- Prepare all of your materials the night before: pens, pencils, water, etc. This gives you the chance to check and double check you have everything you need.
- If you are travelling on the day of the examination, get the full address of the venue from Ligtas well in advance. It is stressful to arrive at an incorrect venue and this can affect your mind set to take the examination. If you are travelling on public transport, try and plan ahead to avoid any planned maintenance, ongoing road works or potential delays.
- Double-check the correct date and time of the examination.
- Get a good night's sleep.

Examination day

- ✓ Check you have relevant paperwork and identification.
- ✓ Have a good supply of pens, etc.
- ✓ Arrive at the examination venue in plenty of time. If you are unexpectedly delayed, inform your accredited course provider as soon as possible so that they can inform the Invigilator.
- ✓ Avoid contact with other students who are discussing the examination.
- ✓ Find the examination room.
- ✓ Follow examination and Invigilator rules.

Once you are in the examination room and seated at your desk:

- ✓ Make yourself comfortable.
- ✓ Set out your desk.
- ✓ If you feel anxious, close your eyes and take several long, slow deep breaths. Breathing in this way calms your whole nervous system.
- ✓ Once they have been distributed, check that you have been given the correct question paper and that your answer book has the correct name and student number. Notify the Invigilator immediately if any of the details on the question paper or answer book are incorrect.
- ✓ Try not to panic - it is natural to feel some examination nerves prior to starting the examination, but getting excessively nervous is counterproductive as you will not be able to think as clearly.
- ✓ Read the instructions (or 'rubric') on the question paper carefully, at least twice. If you do not understand something ask an Invigilator for help.

Student Tips - what should I do when the examination starts?

- Take at least 5 minutes to read the question paper fully before you start writing.
- Decide the order you will answer the questions. Answer your 'best' question first to build your confidence. Try not to leave the hardest question until last as this may affect your performance towards the end of the examination if you are tired or running out of time. Read every word in the question - it is there for a reason.
- Re-read the question until you are certain you understand what is being asked.
- Do not be intimidated by students who start writing immediately.

Time management

You should practice time management as part of your study and revision to ensure you have enough time to answer every question. Plan how long you will spend on each question and stick to it.

The question papers will contain instructions on how long to spend on each section. From this you should be able to plan accordingly how long you should spend on each question. Students should ideally allow five minutes at the start of the examination reading through the questions and spend five minutes at the end of the examination to read through answers.

Top Tip: Most students will gain the most marks in the first third of their answer. Extensive responses to a question can result in repetition and fail to attract further marks.

You might find it useful to judge your timing by using the clock that should be at the front of the examination room. Alternatively, take an analogue watch so that you can time yourself.

Student Tips - time management

- Work out exactly what time you should finish each answer and write the times down.
- Be disciplined - have the courage to stop and move on to the next question.
- If a question is split into parts, spend a proportionate amount of time on each part according to the marks allocated.
- Plan your answer and make sure everything in your plan is strictly relevant to the exact question asked.
- Do not waste time writing questions out, repeating yourself or being irrelevant.
- Use accepted abbreviations, e.g. RIDDOR, ILO.
- If you find yourself running out of time, try and write some summary points or a mind map for the remaining questions - you will not be awarded full marks but you will be given some credit for correct responses.
- If your mind has a 'block' before the time allocated has ended, do not worry, move on to the next question and come back to the unfinished one if you have time at the end.
- Do not be afraid to take 'mini-breaks' - most students concentration will dip after about 40 minutes so a short break can help refocus.
- Ideally, you will have time towards the end of the examination to read through your answers to ensure you are happy with them. There may be time to add something to an earlier answer.

Planning your answers

Mind maps or answer plans are extremely useful when answering questions. They are particularly helpful when answering long answer questions.

Student Tips - plan your answers

- Identify the subject of the question, breaking down the requirements of the question (key words are capitalised or italicised to give emphasis where appropriate).
- Note how many parts there are in the question and the marks available for each.
- Marks allocated indicate the weighting given to each part of the answer.
- Determine what is required by each part.
- Pay attention to the command words such as 'identify', 'outline' and 'explain'. These will be in 'bold' type. See the definitions in this workbook on command words used in learning outcomes and question papers.
- If you do not apply the command words you will put yourself at a disadvantage, eg giving a list when an outline is required cannot result in full marks being awarded - or if you are required to 'identify' and write an explanation you will be consuming valuable time that could be better spent elsewhere.
- Underline or highlight key words and start to write an answer plan.
- Read through your plan and be prepared to revise it. Students tend to rush into writing as soon as possible, but it is better to check you are answering the question asked before you start writing your answer.
- Single part questions are often dismissed as complex and difficult but can often be split into distinct parts.
- Is there a scenario? If there is, your answer must relate to the scenario given and generalised answers will not attract full marks.
- Answer the question being asked - not one you may have seen on a previous question paper or one you have practiced during your course.

- Draw a line underneath your answer plan.
- Remember the plan is a model for your answer and not a substitute - however, do not cross out your plan - if you run out of time and do not complete your answer, the Examiner may be able to award some credit.

Writing your answers

It is vital to stress the importance of answering the question in every sentence written. It is common for students to digress from the question asked, possibly because they have:

- Misread the question;
- Their knowledge is limited in the area of required response;
- They are tired or feel they have not written enough and need to fill up 'empty space'.

Student Tips - writing your answers

- Make sure you answer the question. Keep referring back to the question and your answer plan as you write.
- Make sure that every word used is relevant to the question.
- It is the quality of the answer, not the quantity of information that matters.
- Pay attention to your handwriting, and the layout of your answers - marks are not deducted for poor presentation, grammar or handwriting but if the Examiner cannot read the answer marks cannot be awarded. Writing in short sentences and paragraphs can help and a new paragraph should be started for each new issue.
- Start a new page for each question.
- There is no need to write the question in your answer book.
- Clearly mark each part of your answer with the question number and part, eg (a) where relevant.
- When answering questions in 'parts' take care to ensure you respond correctly to each part and do not duplicate or mix up your answers.
- Determine what is required by each part and allocate their time accordingly.
- Marks allocated indicate the weighting given to each part of the answer.
- If you add additional responses when checking your answers and do not have space underneath your original answer, clearly sign the question number on a new page at the back of the answer book - the Examiner will check and mark the entire answer book.
- Conform to any instructions.

- If you give more than the required number of correct points (eg the question asks for three reasons and you give five) all points are marked until maximum marks are awarded.
- Standard abbreviations are acceptable, eg RIDDOR, COSHH, ILO.
- Sections of Acts of Parliament and Regulation numbers in Statutory Instruments are not expected unless specifically stated as required in the question.
- If you cross out work but make no second attempt the Examiner will mark the crossed-out work.
- If your mind goes blank - go back to the slow breathing for about one minute. If you still cannot remember the information, then move on to another question and return to this question later.

Questions involving calculations

If a question requires a calculation, there may be a requirement for you to show your working. This is important, as there will be marks available for doing so. If part of a question requires the use of a value calculated earlier, and where the value was calculated incorrectly, you will not be penalised further. The calculation will be considered as correct based on the earlier value.

Have I checked my answers?

Once you think you have completed the examination, it is important to check your answer book if you have time:

- ✓ Have you answered all of the questions?
- ✓ Briefly check your answers and add anything you think may be worth additional marks.
- ✓ Are all questions and question parts shown correctly?
- ✓ Are your answers legible?

After the examination

Once the Invigilator announces that the examination is over, stop writing straight away. All question papers and answer books will be collected from your desk before you can leave the examination room. Once all the papers have been collected from the other student(s) in your sitting, the Invigilator should announce that you are able to collect your belongings and leave. Some students may still feel tense once the examination is over, here are some things you can do to help yourself:

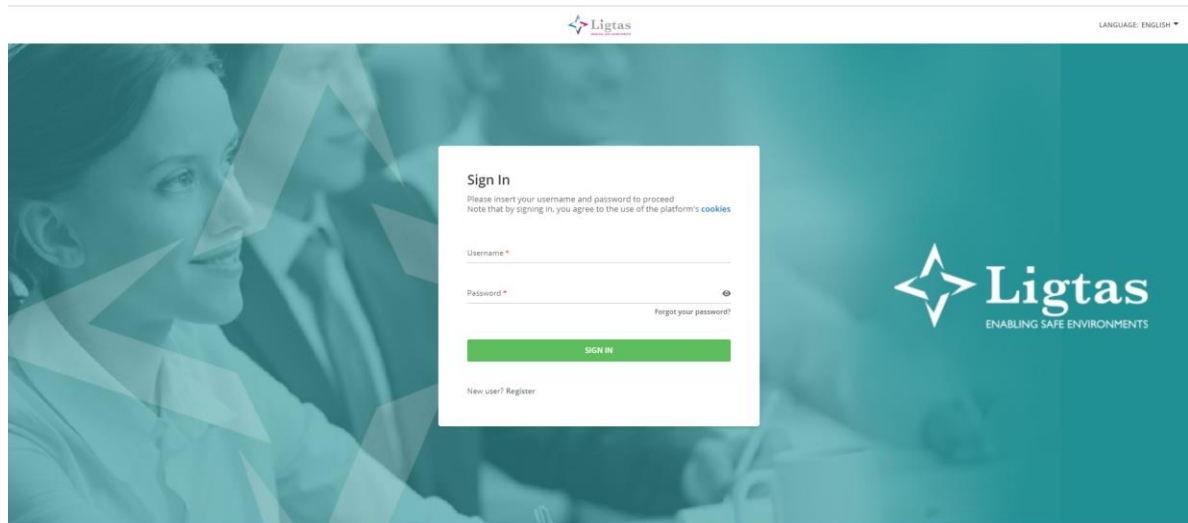
- Avoid discussing the examination with fellow students. You cannot change your answers but discussing the questions and people's answers can affect your confidence.
- Do not spend endless time criticising yourself for where you think you went wrong. Often, our own self-assessment is far too harsh.
- If you have made mistakes in the examination, try to learn from them and apply what you have learnt to the next examination. Think about how to avoid making similar mistakes in the future. For example, if you found that you ran out of time, analyse which area you spent too long on - Did you spend too long writing out answer plans, or deciding which questions to do?
- Congratulate yourself for the things you did right, learn from the bits where you know you could have done better, and then move on.



eLearning Portal

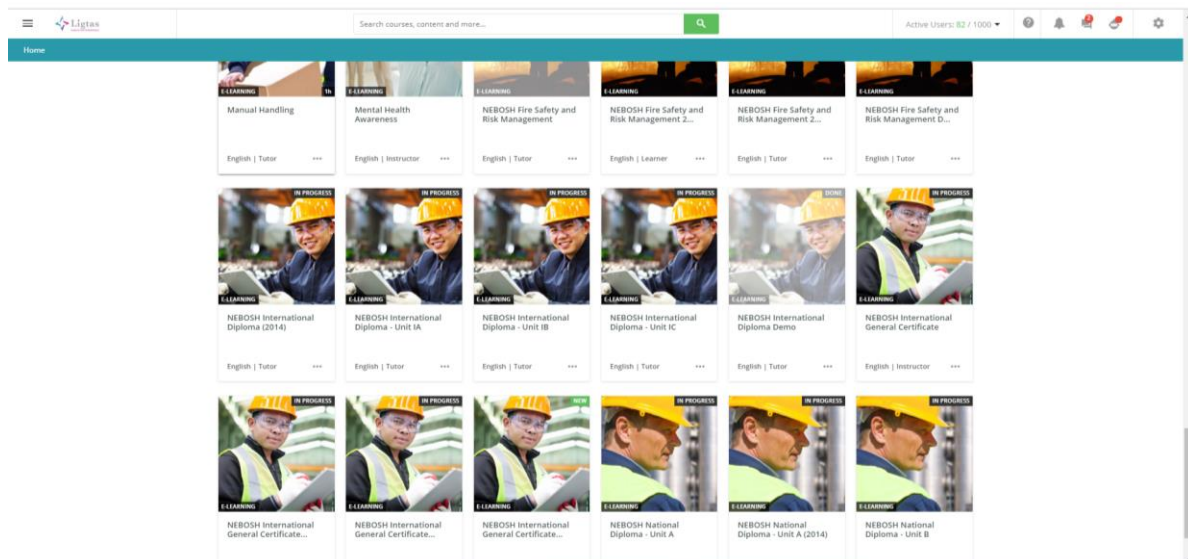
Ligtas' Learning Management System allows students who are unable to attend a face to face training venue or work varying hours, or are short of time, to complete the necessary courses as slowly or as quickly as they feel comfortable at any time of the day or night.

Ligtas Learning Management System (LMS)



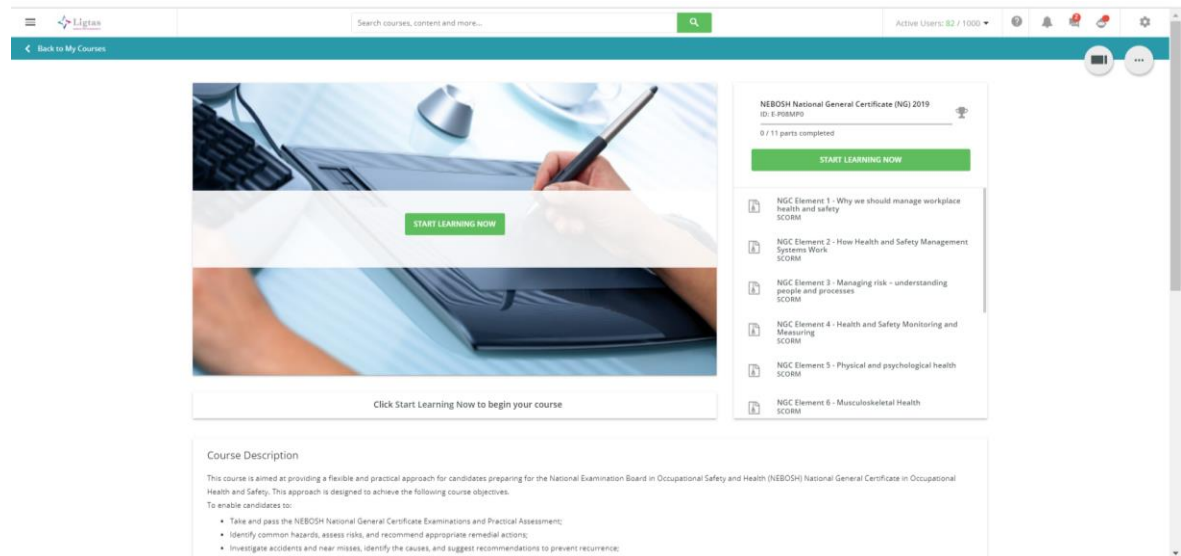
Once you have purchased your course, you will receive personal login details in order to access the LMS portal.

On logging into the LMS, you will then be able to navigate to your enrolled courses.



Course

Selecting the course icon, will then take you into the programme for you to begin your studies.

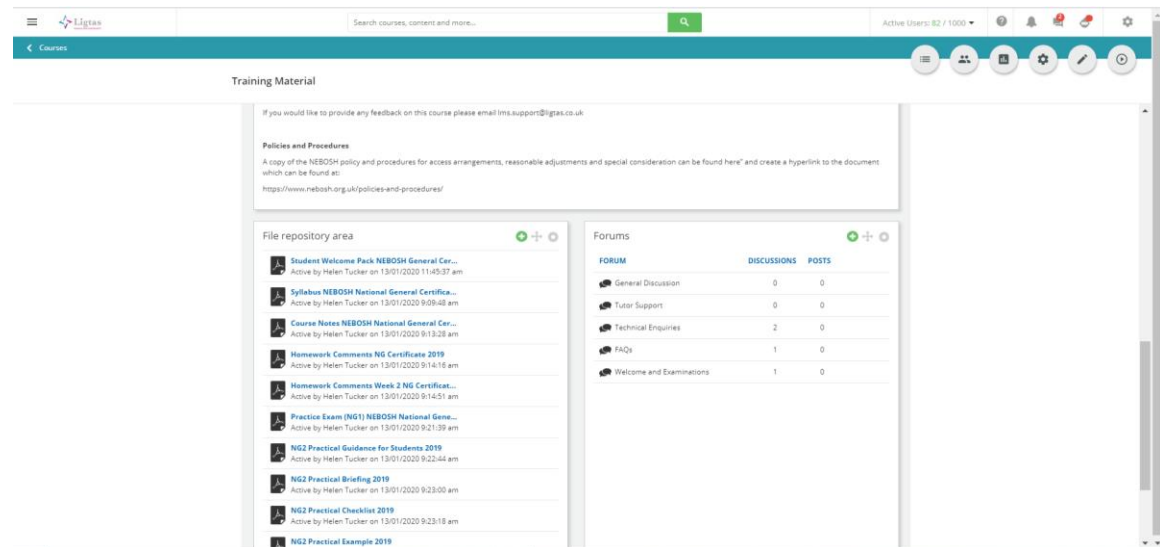


Course Materials and Forums

All applicable course materials are located in the file download area. To enable learners to engage with other learners and course tutors, most courses will have a **forum**.

The file download and forum areas are typically found underneath the course description as shown in the picture below.

1. The green + button allows you to post a discussion to the forum
2. To view an existing discussion, click on the hyperlink as you move your mouse over the title



The screenshot shows the Ligtas LMS interface. At the top, there is a search bar and navigation icons. The main content area is titled 'Training Material' and contains several sections:

- Policies and Procedures:** A link to a document titled 'Policies and Procedures' with a URL: <https://www.nebosh.org.uk/policies-and-procedures/>
- File repository area:** A list of files with their titles and active dates. The files include:
 - Student Welcome Pack NEBOSH General Cer... (Active by Helen Tucker on 13/01/2020 11:45:37 am)
 - Syllabus NEBOSH National General Certifica... (Active by Helen Tucker on 13/01/2020 9:09:48 am)
 - Course Notes NEBOSH National General Cer... (Active by Helen Tucker on 13/01/2020 9:13:28 am)
 - Homework Comments NG Certificate 2019 (Active by Helen Tucker on 13/01/2020 9:14:18 am)
 - Homework Comments Week 2 NG Certifica... (Active by Helen Tucker on 13/01/2020 9:14:51 am)
 - Practice Exam (NG1) NEBOSH National Gene... (Active by Helen Tucker on 13/01/2020 9:21:39 am)
 - NG2 Practical Guidance for Students 2019 (Active by Helen Tucker on 13/01/2020 9:22:44 am)
 - NG2 Practical Briefing 2019 (Active by Helen Tucker on 13/01/2020 9:23:00 am)
 - NG2 Practical Checklist 2019 (Active by Helen Tucker on 13/01/2020 9:23:18 am)
 - NG2 Practical Example 2019
- Forums:** A table showing forum activity:

FORUM	DISCUSSIONS	POSTS
General Discussion	0	0
Tutor Support	0	0
Technical Enquiries	2	0
FAQs	1	0
Welcome and Examinations	1	0

Contact Details

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Cardiff
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Telephone number: 02922 800000

Email: training.admin@ligtas.co.uk

eLearning Support: lms.support@ligtas.co.uk

APPENDIX

NEBOSH GENERAL CONDITIONS FOR STUDENTS

1. Definitions

1.1. In these Conditions the following terms shall have the following meaning:-

“Accredited Course Provider” means the college/teaching institution or other entity which You have chosen and which is accredited or otherwise approved by NEBOSH to organise and offer You teaching for NEBOSH Examinations and / or to provide assessment facilities;

“Application Form” means the form submitted by You to NEBOSH when You apply to enrol or register for NEBOSH Qualifications;

“Awarding Body” means an organisation or consortium that awards qualifications and which is recognised by the Regulatory Authorities as being permitted to award qualifications of the type as are awarded by NEBOSH;

“Conditions” means these NEBOSH General Conditions for Students;

“Enrolment Fee” means the fee payable by You when you apply to become a student/candidate in order to obtain NEBOSH Qualifications;

“Guide(s)” means the guides issued by NEBOSH from time to time in respect of NEBOSH Qualifications or units thereof as such guides are amended by NEBOSH from time to time;

“Malpractice Policy” means the latest NEBOSH policy relating to malpractice as amended from time to time;

“NEBOSH” means the National Examination Board in Occupational Safety and Health (a company limited by guarantee under company number 2698100) of Dominus Way, Meridian Business Park, Leicester, LE19 1QW;

“NEBOSH Assessment” means assessments of practical units and/or examinations which contribute towards Your NEBOSH Qualification;

“NEBOSH Qualifications” means an award made by an Awarding Body for demonstration of achievement or competence;

“Policies” means the policies of NEBOSH and as amended, updated or added to from time to time;

“Registration Fee” means the fee payable by you when you register to undertake a specific unit of assessment with NEBOSH;

"Regulatory Authorities" means Government-designated statutory organisations required to establish national standards for qualifications and secure consistent compliance with them;

"Scripts" means the document containing Your answers to NEBOSH's Assessments; and

"You" refers to you, the student or prospective student for NEBOSH Qualifications or units thereof and "Your" shall be construed accordingly.

2. Scope of Terms and Conditions

2.1. These Conditions govern Your relationship with NEBOSH which may come into force through any registration or enrolment to which you commit either directly with NEBOSH or through your Accredited Course Provider for NEBOSH Qualifications. For the avoidance of any doubt NEBOSH are not responsible for the provision of teaching, tutorial or other such services at any venue or centre. Any fees, charges, payments due under these Conditions are only in respect of NEBOSH and do not relate to any fees that may be due to your Accredited Course Provider.

2.2. Pursuant to clause 2.1 these Conditions shall set out the basic obligations of NEBOSH and Your obligations and responsibilities which includes but is not limited to fees and payments. However, further and more detailed information relating to Your obligations, Your relationship with NEBOSH, Your conduct, the relationship between You and the Accredited Course Provider or NEBOSH's relationship with the Accredited Course Provider are set out in the Policies which are available on request or on the NEBOSH website.

2.3. When you enrol upon a programme of study to prepare for assessment for NEBOSH Qualifications your contract for that programme of study is with the Accredited Course Provider. NEBOSH is not a party to this contract between You and the Accredited Course Provider.

3. Enrolment, Transfer and Cancellation

3.1. By enrolling for a NEBOSH Qualification (via Your chosen Accredited Course Provider) You accept these Conditions.

3.2. Your enrolment with NEBOSH will only be effective if and when NEBOSH sends to You its official enrolment receipt and NEBOSH has received the Enrolment Fee and (if applicable) any other fee specified by it in full.

3.3. Enrolment is for the purposes of identifying You, the Accredited Course Provider with whom you are studying, tracking progress through NEBOSH Qualifications, confirming Your eligibility to participate in NEBOSH Assessments and confirming previous units attained by You which count towards NEBOSH Qualifications.

3.4. When enrolling for a NEBOSH Qualification You are agreeing to abide by the regulations for that qualification, as set out in the relevant Guide to that qualification.

3.5. If You wish to transfer to a different Accredited Course Provider to the one indicated on Your official enrolment receipt, You must arrange such transfer with both Your present and new Accredited Course Providers and notify NEBOSH of such transfer without delay. NEBOSH are not liable for any fees that may be due to Your Accredited Course Provider (new and old) and You should clarify whether any fee will be payable by You for such a transfer prior to transferring.

3.6. Once NEBOSH has despatched to You acceptance of Your enrolment You may not cancel your enrolment since You agree that NEBOSH will have commenced the services relating to Your enrolment immediately upon despatch of such acceptance to You.

4. Registration for NEBOSH Assessments

4.1 Registration for NEBOSH assessments must be made through an Accredited Course Provider and:

4.1.1 by registering for a NEBOSH Assessment through an Accredited Course Provider, You accept these Conditions. Your registration will only be effective once NEBOSH has sent to You either an Examination Entry Confirmation (EEC) or a Confirmation of Examination Registration (COER) document and NEBOSH has received in full the Registration Fee (and any other fee specified by it) from the Accredited Course Provider, or directly from You.

4.2. When registering for assessment to a NEBOSH Qualification You are agreeing to abide by the regulations for that assessment, as set out in the relevant Guide to that qualification.

4.3 All invoices of Registration Fees and any other fees from time to time that fall due must be paid promptly by You (whether You pay directly to NEBOSH, or whether You authorise Your chosen Accredited Course Provider to act on Your behalf) and in any event no later than 14 days from the date of the invoice.

4.4 If NEBOSH do not receive payment pursuant to clause 4.3, without prejudice to any of its other rights, NEBOSH may suspend or cease to award NEBOSH Qualifications to You until such time as payment in full is received by NEBOSH.

4.5. Refund of Registration Fees will be made in respect of cancelled registrations only where corroborated by a medical certificate or doctor's note relating to the inability of the candidate to sit the examination(s) through illness.

In such cases the fee will be refunded less a deduction of 30% to cover administration costs. Refunds will not be made in respect of any additional costs incurred by the candidate. All claims for refunds must be made no later than one calendar month following the examination(s).

4.6. Fees and registrations are not transferable to alternative examinations or later examination sittings, or between candidates.

4.7. You may also be liable for further additional fees (including but not limited to a fee for reviewing marks, registration fees, renewal fees and additional administration fees) which may not be set out in Your contract with NEBOSH or the Accredited Course Provider. Details of all NEBOSH fees currently in force are set out in the fee schedule available on the NEBOSH website. NEBOSH publishes details of such fees (which may be amended from time to time) which are due to NEBOSH as a result of any additional work required to be undertaken by NEBOSH on Your behalf such as remarking and any additional administration required to be undertaken by NEBOSH on Your behalf.

4.8. Please note you may also be liable for any tuition fees and other such fees which are separate to the fees referred to in clause 4.7 and are payable to the relevant Accredited Course Provider and not to NEBOSH.

4.9. Some Accredited Course Providers charge students a single fee which incorporates fees payable to NEBOSH and the fees due to the Accredited Course Provider for tuition and / or invigilation. Where an Accredited Course Provider offers this arrangement, it acts as Your agent for payment of fees to NEBOSH. If the Accredited Course Provider does not offer this arrangement You must ensure payment of all fees due to NEBOSH is made at enrolment and at registration for any NEBOSH Assessment.

5. NEBOSH's Liability

5.1. NEBOSH can only assess those Scripts which it receives. NEBOSH accepts no liability for any Scripts which may be lost or damaged before receipt by NEBOSH.

5.2. Subject to clause 5.3, NEBOSH expressly excludes liability for:

5.2.1 any loss or damage to Your property unless caused by the negligence of NEBOSH or its employees;

5.2.2 to the fullest extent permitted by law, any losses of whatever nature, including any direct, indirect or consequential loss caused by the Accredited Course Provider; and

5.2.3 any:

(i) loss of profit;
(ii) loss of earnings;
(iii) loss of opportunity or loss of living expenses; or
(iv) any indirect loss suffered by You, due to the breach by NEBOSH of any obligation to You or due to any other act or omission or negligence of NEBOSH or its employees or agents. For the avoidance of any doubt your Accredited Course Provider is not an agent of NEBOSH.

5.3. Nothing in these conditions shall operate to exclude or limit NEBOSH's liability for:

5.3.1 death or personal injury due to its negligence;

5.3.2 fraud or fraudulent misrepresentation;

5.3.3 any breach of the obligations implied by section 12 of the Sales of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or

5.3.4 losses in respect of which is it prohibited by section 7 of the Consumer Protection Act 1987 to limit liability.

5.4. Without prejudice to clause 5.3, NEBOSH's total liability arising under or in connection with these Conditions, whether arising in contract, tort (including negligence) or restitution, or for breach of statutory duty or misrepresentation, or otherwise shall be limited to the Registration Fee paid by You.

5.5. Neither You nor NEBOSH shall have any liability to each other for any failure or delay in the performance of obligations due to any cause beyond the relevant party's reasonable control.

5.6. Accreditation by NEBOSH of your Accredited Course Provider does not mean that NEBOSH has approved all teaching and course materials provided by Your Accredited Course Provider as being satisfactory and fit for purpose. It is the responsibility of the Accredited Course Provider to ensure this.

5.7. NEBOSH shall have no liability to You should its website be unavailable to access at any time or fails to perform within usual parameters or at all. NEBOSH does not guarantee that its website is free from virus and will be uninterrupted or error free.

5.8. The contract for the teaching of courses to You is made between You and the Accredited Course Provider. The Accredited Course Provider is not an agent of NEBOSH. NEBOSH will have no liability to You for any complaint you have in respect of any Accredited Course Provider, its course or its teaching. Any such complaints should be addressed by You promptly to the relevant Accredited Course Provider. Should you be unable to resolve any complaints directly with your Accredited Course Provider please report it to NEBOSH.

5.9. NEBOSH is not responsible for and has no liability for the organisation of or the condition of the venue at which the examinations are held. Venues are arranged by the Accredited Course Provider.

6. Termination

NEBOSH may terminate Your enrolment or registration at any time by written notice if:

6.1 You breach these Conditions or any terms and conditions contained in any letter confirming Your enrolment or any documents or Policies issued by NEBOSH at any time; or

6.2 You fail to pay any fees due to NEBOSH; or

6.3 it is discovered that You have provided NEBOSH (whether through the Accredited Course Provider or otherwise) with any false or misleading information; or

6.4 You do not meet all of the administrative or academic requirements specified in the Guides issued by NEBOSH; or

6.5 any of the instances set out in clause 7 below occur; or

6.6 You are involved in any malpractice pursuant to NEBOSH's Malpractice Policy.

7. Verbal or Physical Abuse

NEBOSH will not tolerate verbal or physical abuse of its employees or agents. Any such incident of abuse may lead to a) restriction of communications with You to a specified means e.g. via letter or email only or b) in cases which NEBOSH, at its sole discretion, considers to be serious or in repeated cases of physical or verbal abuse, termination of enrolment and / or registration with NEBOSH, and / or exclusion from future enrolment or registration with NEBOSH.

8. Data Protection

8.1 NEBOSH will hold personal information about You and will use the information as follows:-

8.1.1 to process Your applications to NEBOSH and administer Your enrolment and registration for NEBOSH Assessments;

8.1.2 to respond to employers, recruitment agencies, other Higher Education institutions, and other similar bodies to verify requests from employers or employment agencies by providing verification or otherwise of information provided by You to employers or employment agencies of NEBOSH Qualifications You hold in connection with applications for employment;

8.1.3 to respond to queries raised by You or the Accredited Course Provider;

8.1.4 to recover any monies owed by You to NEBOSH;

8.1.5 to administer Policies;

8.1.6 to notify You & Your Course Provider of Your NEBOSH Assessments results;

8.1.7 to liaise with the Accredited Course Provider and exchange information relating to You;

8.1.8 to make You aware of services NEBOSH and other similar organisations can offer including information on current and future courses and qualifications unless You have notified us that You have opted out of receiving such information;

8.1.9 to carry out re-search to help NEBOSH to improve and plan its qualifications. The data used for this is non-identifiable for example (women under 50)

8.1.10 for research purposes (in which case your details will be anonymous); and

8.1.11 as otherwise permitted by the General Data Protection Regulation.

8.2 If you are studying outside the European Economic Area NEBOSH may need to transfer your personal information to the course providers with whom You have enrolled outside the European Economic Area to use Your information so that services intended by these Conditions can be provided to You.

Countries outside the European Economic Area may not give the same level of protection to Your personal data as is available in the European Economic Area. By enrolling with NEBOSH where You are studying outside the European Economic Union You explicitly consent to such transfer of your personal information.

8.3 You hereby consent to NEBOSH emailing Your results to you.

8.4 You hereby consent to NEBOSH featuring Your results on its website. In this event Your results will be accessible only to You and to Your course provider and identifiable via your student personal identification number which will be provided to You after enrolment.

9. Intellectual Property Rights and NEBOSH Website

9.1 All NEBOSH copyright and other intellectual property rights in examination and/or assessment papers, examiners reports and guides to qualifications purchased from or provided by NEBOSH shall remain vested in NEBOSH. The NEBOSH logo and materials may not be reproduced/copied/distributed in any way without the prior written consent of NEBOSH or as required by law.

9.2 If You access NEBOSH's website You must do so only subject to NEBOSH's terms of use, which is available on request and on its website. You are responsible for keeping secure Your password and student personal identification number and You agree not to disclose it to any third party.

10. General

10.1 Failure by NEBOSH to enforce strict compliance with these Conditions by You shall not be considered to be a waiver of any provisions of these Conditions. No waiver by NEBOSH of any breach by You of these Conditions shall be considered as a waiver of any subsequent breach of the same or any other provision.

10.2 If any provision of these Conditions is invalid or unenforceable in whole or in part the validity of the other provisions of these Conditions, and the remainder of the provision in question, shall not be affected.

10.3 A person who is not a party to the contract governed by these Conditions shall not have any rights under or in connection with it by virtue of the Contracts (Rights of Third Parties) Act 1999 except where such rights are expressly granted to an Accredited Course Provider further to these Conditions but this does not affect any right or remedy of a third party which exists, or is available, apart from in that Act.

10.4 These Conditions shall be governed by and interpreted in accordance with English Law and the parties agree to submit to the exclusive jurisdiction of the English Courts.

11. Statutory Rights

These Conditions shall not affect Your statutory rights as a consumer.