

Ligtas NEBOSH Learner Handbook





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Introduction

Ligtas Consultancy and Training is a risk management consultancy, specialising in health and safety risk management.

The 5 main areas of service are:

Health and Safety

Fire Safety

Construction Safety

Water Safety

Training

A Commitment to Safety and Success

At Ligtas, health and safety go beyond regulatory obligations, protecting people and property to provide peace of mind. We believe a positive culture of compliance is a key foundation of a successful organisation. Safety isn't just a rule; it's a connection we share. A purpose that unites us.

Vision

We strive to be your trusted partner in building safer workplaces and communities through collaboration, expertise, and proactive safety solutions.

Mission

→ Empower and Enable

Empower organisations to take control of their safety, providing the knowledge, skills, tools and expert support to thrive.

→ Customise Safety for Success

Empower organisations to take control of their safety, providing the knowledge, skills, tools and expert support to thrive.

→ Be the Partner and Employer of Choice

We forge strong, lasting partnerships that drive future growth and shared success.



Values

→ Engaging

We are fully committed to understanding each client's unique position and needs, transforming compliance from a task into a shared commitment.

→ Human

Guided by a deep commitment to protecting people's health and safety, we combine our expertise, knowledge, and experience to deliver results and safeguard lives.

→ Empowering

In a world where change is the only constant, we empower our people and our clients to overcome challenges, inspire confidence and drive success.

→ Positive

We make safety a positive choice, giving our clients peace of mind and unwavering confidence.

→ Proactive

We embrace change as an opportunity to innovate, delivering forward-thinking, creative approaches that enhance safety, boost performance, and drive sustainable results.

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. In the event that a learner wishes to make a complaint about their course or the service which they have received, this can be made to Ligtas Ltd on **02922 800 000** or at **training.admin@ligtas.co.uk**.

Complaints will be logged with the Quality Manager, investigated appropriately and an update provided within three working days.

If following the exhaustion of the complaints procedure, you remain dissatisfied, details of the NEBOSH complaints procedure can be found at: www.nebosh.org.uk/policies-and-procedures/complaints-procedure.

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.

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: 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 you application to be reviewed.

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

Full details of the complaints process can be found on the NEBOSH website at: www.nebosh.org.uk/policies-and-procedures/complaints-procedure.

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).

Full details of the procedure and relevant forms can be found on the NEBOSH website at: 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 on the NEBOSH website and Ligtas LMS.
- 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

The things that we expect you to include in your answer will be made clear by the question and any supplementary note. There is no trickery intended, the question wording will use plain English in a health and safety context. However, having a systematic method that you can use to answer a question can save you time and effort and make sure that every point you make counts. This is part of what is called 'exam technique'. Exam technique helps you answer consistently and efficiently.

One of these techniques is the P.E.E. tool. It can be used for certain types of questions. It is not a new concept, and it is not unique to health and safety. P.E.E. has been used in schools, colleges and universities for decades as an efficient way for learners to answer many types of questions across all subjects. It is also widely used by question writers to write the corresponding mark schemes for certain types of questions.

Point: the point to be made. This is not simply retrieved from the scenario but arrived at through logical inference from the evidence in the scenario.

Evidence: the evidence that supports the point being made. This is retrieved from the scenario.

Explanation: the reason(s) why the evidence supports the point. This is not retrieved from the scenario but is a way of logically connecting the point made with the evidence. It provides the 'so what?'.

In some versions of this, the Explanation comes before the Evidence step. Without the 'Explanation' part, the question could simply be testing whether you can read. In that case, anyone could answer it, even without any health and safety knowledge, so it would not be a valid test of applying health and safety knowledge. It is the 'Explanation' that turns your answer into something which really demonstrates your understanding.

To answer a question well, you may be required to use P.E.E. more than once to make and support all of the points you need to include in your answer. Depending on the question, up to 3 marks will be available for each Point, Evidence and Explanation triplet.

You will not have to use the P.E.E. technique when answering some questions. It will depend on the context of the question and how obvious the connection is. Sometimes the point you are making, and the explanation are so closely connected that no further explanation is needed.



You should be guided by the question wording and/or other relevant statements (see question types) to decide whether to apply P.E.E. Remember there is no mystery to this. Adopting a P.E.E. approach simply helps you to be more systematic in structuring your answer to the certain types of question.

P.E.E is useful when answering certain types of questions that require you to make a logical conclusion, explain your answers and cite evidence to support it. Unsurprisingly, P.E.E can also be an efficient way to structure the corresponding mark schemes. So, depending on the question, the mark scheme will have a combination of theoretical technical points as well as points for evidence cited from the scenario. There may also be points available for showing how the evidence supports the point you are making – the explanation part of P.E.E.

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 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

Give yourself the greatest chance of success and make sure you are prepared before the day of your examination:

- Study and revise
- Make sure you thoroughly understand the topic so that you apply your knowledge to the unfamiliar scenario presented in the examination
- Prepare an environment that:
 - Is comfortable with a desk and chair.
 - Has got room for your notes, books and other resources.
 - Is free from distractions.
 - Is well lit.
 - Has a good internet connection available.
 - Is not too hot or too cold.
- Read through the resources provided.
- Familiarise yourself with the online examination platform before the day of your examination.

Registered learners will receive an email with instructions on how to do this and further information about the platform can be found in the NEBOSH Technical Learner Guide.

Important: If you have previously taken a NEBOSH open book examination 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.

Examination day

The NEBOSH Certificate Digital Assessments: Learner Guide provides you with useful pointers to help you prepare for and complete your Certificate Digital Assessment, including guidance on:

- How to revise and prepare your notes.
- Creating a workspace conducive to success.
- The assessment format and how to answer questions well.
- Word counts.
- How to reference materials used during your Certificate Digital Assessment.
- NEBOSH's policy on malpractice, plagiarism and collusion.

Please remember the deadline will be UK local time so if you are completing the assessment outside of the UK you will need to make sure you consider any time zone differences. Please refer to a world clock.



When you login on the day of your assessment you will see the unit assessments you have been registered for. During the assessment time, once you click onto the required unit, you will see an assessment file available for you to download.

Within this assessment file, you will find the question paper, an answer template and any applicable supporting material for your assessment. Once you have downloaded these documents, you have everything you need to sit your assessment.

It is not compulsory to use the answer template provided for all assessments, however it is recommended. If it is compulsory to use the answer template provided, it will be clearly displayed on your assessment paperwork, for example, the question paper.

The first section of the answer template will need to be completed with your:

- Name.
- NEBOSH learner number (your username).
- Learning Partner details.

Please note: if you use the answer template, it is important that this is downloaded and used to complete your work offline. If you remain logged into the platform while completing the assessment, you will be timed out and may lose your work. Save the answer template to your computer and remember to keep saving the document.

If you decide not to use the answer template, you will need to include the same information on your submission, including:

- Unit code (e.g. NG1).
- Assessment date.
- Your name.
- Your NEBOSH learner number (your username).
- Learning Partner name.
- Page numbering and question numbers next to each of your responses. You do not need to copy out the questions.
- Word count (this does not include the references).
- A list of references you have used.



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.

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.

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.

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 answers 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?

After the examination

If you think that your performance in your 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 refer to the NEBOSH Special Considerations Policy. Please contact your Ligtas if you think special consideration should be applied. They will complete an application on your behalf where appropriate.

Once you have submitted your answer paper you must attend a closing interview with Ligtas. The purpose of the closing interview is to confirm that the work you have submitted is your own and that you did not have assistance in completing your assessment. The Interviewer will ask you questions about your assessment submission.

Though the closing interview is not an assessment, it must take place before your results can be declared. You do not need to contact Ligtas regarding the Closing Interview, you will be sent instructions and an invitation.



Some students may still feel tense once the examination is over, here are some things you can do to help yourself:

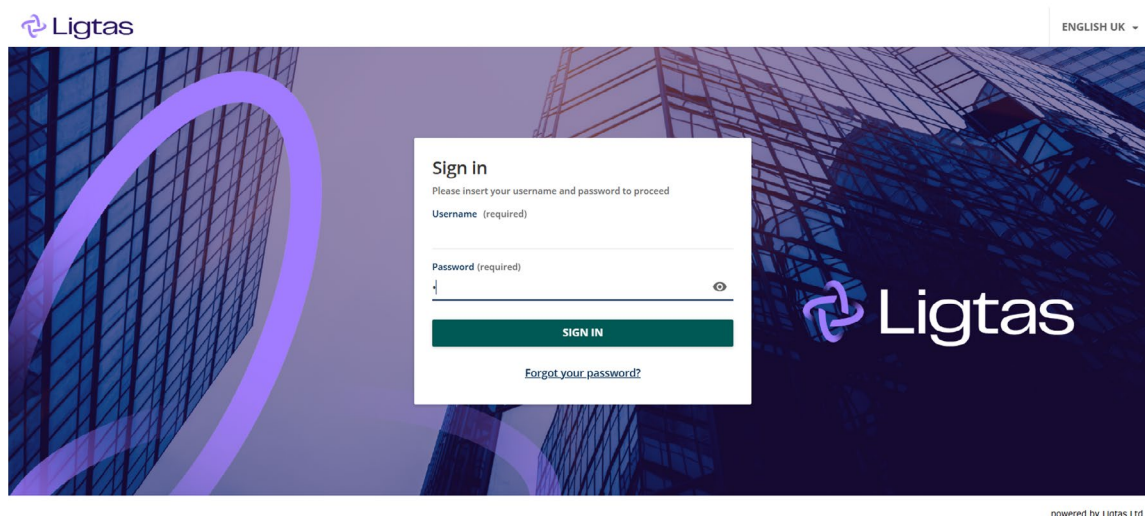
- Avoid discussing the examination with fellow students. You cannot change your answers but discussing the questions and people's answers can affect your confidence.
- Do not spend endless time criticising yourself for where you think you went wrong. Often, our own self-assessment is far too harsh.
- 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.





The screenshot shows the Ligtas platform dashboard. At the top, there is a search bar and navigation links. Below the navigation bar, a grid of course cards is displayed. Each card includes a thumbnail image, a title, a status (e.g., 'Completed', 'Expired', 'In progress'), and a duration. The courses listed are:

- Residential Fire Safety Training - Module 2 (Expired)
- Residential Fire Safety Training (Expired)
- Environmental Awareness (Expired)
- COSHH Awareness (1h 00m)
- Passive Fire Protection (Expired)
- First Aid - Awareness (1h 00m)
- NS - Electrical Safety Awareness (Expired)
- NS - Display Screen Equipment (Expired)
- NS - Asbestos Awareness (Expired)
- Information Transfer Policy (Expired)
- Accident and Incident Investigation (Expired)
- Lone Working and Violence at Work (Expired)

Course

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

The screenshot shows the Ligtas platform interface for a course. The top navigation bar includes a search bar and links to 'Usage dashboard', 'Help', 'Notifications', and 'Settings'. Below the navigation bar, the 'Syllabus' section is visible, showing a list of lessons. The current lesson is 'Ligtas Learner Support Presentation'. The main content area displays a presentation slide titled 'NEBOSH Support - Examples' with the following bullet points:

- 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. 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.

The slide also includes the Ligtas logo and the text '© Ligtas 2019'.



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 platform interface. At the top, there is a navigation bar with the Ligtas logo, a search bar, and links to 'Usage dashboard', 'Help', 'Notifications', 'Messages', and 'Settings'. Below the navigation bar, there is a breadcrumb trail: '< Back' > 'My Dashboard' > 'My Courses and Learning Plans' > 'Ligtas GOLD - NEBOSH National General Certificate (NG) 2019'. The main content area has three tabs: 'DESCRIPTION' (selected), 'REPOSITORY', and 'FORUM'. Under the 'DESCRIPTION' tab, there is a 'Course description' section with text about the course and its objectives. Below this, there is a 'Repository' section with a search bar and a list of files: 'Course Programme', 'Student Welcome Pack NEBOSH National General Certificate 2019', and 'Learner Handbook'.

Contact Details

Ligtas Consultancy and Training Services Ltd
Axy's House, Heol Crochendy
Parc Nantgarw, Cardiff
CF15 7TW

☎ 02922 800000

✉ training.admin@ligtas.co.uk

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



Appendix

Nebosh General Conditions for Students:

www.nebosh.org.uk/policies-and-procedures/learner-terms-and-conditions/

1. Definitions

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

“Accredited Learning Partner” 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 for Enrolment 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 Learners;

“Enrolment” means You are enrolling on to a NEBOSH Product to complete a NEBOSH Assessment. in accordance with these Conditions and NEBOSH’s requirements from time to time;

“Enrolment Fee” means the fee payable by You when you apply to become a learner in order to obtain a NEBOSH Products (where applicable);

“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;

“IPR” means patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trade marks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets) and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world;



1. Definitions (cont.)

- 1.1** “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 5 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 Intellectual Property” means all IPR owned or controlled by NEBOSH;
- “NEBOSH Product” means a qualification, award or assessment created by NEBOSH 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 learner or prospective learner for NEBOSH Qualifications or units thereof and “Your” shall be construed accordingly.

2. Scope of Terms and Condition

- 2.1** These Conditions govern Your relationship with NEBOSH which may come into force through any registration or Enrolment to which you commit directly with NEBOSH for your NEBOSH Qualifications. Should you Enrol or register to undertake a programme of study for a NEBOSH assessment through an Accredited Learning Partner, NEBOSH is not a party to this contract and any queries should be directed to your Accredited Learning Partner.
- 2.2** 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 Learning Partner.



2. Scope of Terms and Condition (cont.)

- 2.3 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 Learning Partner.

3. NEBOSH Assessments - Enrolment, Transfer and Cancellation

- 3.1 These conditions set out the basis obligations of NEBOSH and Your obligations and responsibilities which include but are not limited to fees and payments. By registering for a NEBOSH Assessment directly with NEBOSH you accept these conditions.
- 3.2 Confirmation of your Enrolment with NEBOSH will only be effective if and when NEBOSH communicates this to you and NEBOSH has received the Enrolment Fee and (if applicable) any other fee specified by it in full. NEBOSH may accept or decline Enrolment at its absolute discretion.
- 3.3 Enrolment is partly for the purposes of identifying You, and tracking progress through NEBOSH Assessments, confirming Your eligibility to participate in NEBOSH Assessments and confirming previous units attained by You which count towards NEBOSH Assessments. You are responsible for ensuring that all information provided for the purpose of enabling Enrolment is complete and accurate. You shall give NEBOSH all information it reasonably requires to complete the Enrolment process. [Information will be stored in accordance with NEBOSH's privacy policy.]
- 3.4 Enrolment for a NEBOSH Assessment means that You are agreeing to abide by the regulations for that NEBOSH Assessment, as set out in the relevant Syllabus Guide..
- 3.5 Any samples, description matter or advertising issued by NEBOSH, and any descriptions contained in NEBOSH's brochures, are issued or published for the sole purpose of giving an idea of NEBOSH Products. They shall not form part of the Conditions or have contractual force.
- 3.6 Subject to clause 2.3, these Conditions shall apply to the exclusion of any other terms, or any other terms that You seek to impose, or which are implied by law, custom, practice or course of dealing.
- 3.7 Once NEBOSH has despatched to You acceptance of Your Enrolment You have 14 days or until the first assessment has been registered for in which to 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. NEBOSH Assessments - Registration for NEBOSH Assessments

- 4.1 Your registration will only be effective once NEBOSH has sent to You an Assessment Registration Confirmation (ARC) document (to the [email address] provided by You to NEBOSH and NEBOSH has received in full the Registration Fee (and any other fee specified by it from time to time)
- 4.2 When registering for a NEBOSH Assessment You are agreeing to abide by the regulations for that assessment, as set out in the relevant Guide for that assessment.
- 4.3 Fees and registrations are not transferable to alternative examinations or later examination sittings, or between learners. 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 re-marking and any additional administration required to be undertaken by NEBOSH on Your behalf.

5. NEBOSH's Liability

- 5.1 NEBOSH can only assess those Assessment Submissions which it receives. NEBOSH accepts no liability for any Assessment Submissions which may be lost, damaged or incorrectly uploaded 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 any:
 - i. loss of profit;
 - ii. loss of anticipated savings;
 - iii. loss of use or corruption of software, data or information;
 - iv. failure of Learners technical equipment required to complete assessment including internet access
 - v. loss of earnings;
 - vi. loss of opportunity or loss of living expenses; or
 - vii. indirect or consequential loss suffered by You,



5. NEBOSH's Liability (cont.)

- 5.2.2 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. Nothing in these conditions shall operate to exclude or limit NEBOSH's liability which cannot be legally limited including (but not limited to) liability for:
 - 5.2.3 death or personal injury due to its negligence;
 - 5.2.4 fraud or fraudulent misrepresentation; or
 - 5.2.5 any breach of the obligations implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession).
- 5.3 Without prejudice to clause 6.3, 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.
- 5.4 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.
- 5.5 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. Conditions relating to use of our website can be found [here](#).



6. Termination

- 6.1 Either party may terminate the Conditions with immediate effect by giving written notice to the other party if the other party commits a material breach of any term of the Conditions and (if such a breach is remediable) fails to remedy that breach with 14 days of that party being notified in writing to do so].
- 6.2 NEBOSH may terminate Your Enrolment or registration at any time by written notice if:
 - 6.2.1 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

You fail to pay any fees due to NEBOSH under this Agreement on the due date for payment; or
 - 6.2.2 it is discovered that You have provided NEBOSH with any false or misleading information; or
 - 6.2.3 You do not meet all of the administrative or academic requirements specified in the Guides issued by NEBOSH (where applicable); or
 - 6.2.4 You are verbally or physically abusive in contravention of clause 8; or
 - 6.2.5 You are involved in any malpractice pursuant to NEBOSH's Malpractice Policy.

7. Consequences of Termination

- 7.1 Termination or expiry of the Conditions shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of these Conditions which existed at or before the date of termination or expiry.
- 7.2 Any provision of the Conditions that expressly or by implication is intended to come into or continue in force on or after termination or expiry of the Conditions shall remain in full force and effect.

8. Verbal or Physical Abuse

NEBOSH will not tolerate verbal or physical abuse of its employees or stakeholders. Any such incident of abuse may lead to (a) restriction of communications with You to a specified means eg 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.



9. Data Protection

- 9.1 NEBOSH will hold personal information about You and will use the information as follows:
- 9.1.1 to process Your applications to NEBOSH and administer Your Enrolment and registration for NEBOSH Assessments including post-assessment services;
 - 9.1.2 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 Products You hold in connection with applications for employment;
 - 9.1.3 to respond to queries raised by You
 - 9.1.4 to administer Policies;
 - 9.1.5 to notify You of Your NEBOSH Assessments results;
 - 9.1.6 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;
 - 9.1.7 to carry out research to help NEBOSH to improve and plan its qualifications. The data used for this is non-identifiable for example (women under 50)
and;
 - 9.1.8 As otherwise permitted by the UK Data Protection Act 2018 [Click here for more information on how we process your personal data in our Privacy Statement.](#)
- 9.2 You hereby consent to NEBOSH emailing Your results to you.
- 9.3 You hereby consent to allow verification of Your NEBOSH results via the NEBOSH online Verification Portal or via the QR code on the Certificates and Parchments.



10. Intellectual Property Rights and NEBOSH Website

- 10.1 NEBOSH will hold personal information about You and will use the information as follows:
- 10.2 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 learner personal identification number and You agree not to disclose it to any third party.

11. General

- 11.1 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.
- 11.2 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.
- 11.3 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 Learning Partner 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.
- 11.4 NEBOSH may at any time assign, subcontract, delegate or deal in any other manner with any or all of its rights and obligations under these Conditions.
- 11.5 You may not assign or deal in any other manner with any of your rights and obligations under the Conditions.
- 11.6 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.


12. Statutory Rights

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



At Ligtas, we empower organisations with expert Fire Safety, Health & Safety, Legionella Risk Management and training solutions, ensuring compliance, reducing risk, and protecting people. Our consultancy and training services are tailored to your organisation's needs, providing actionable insights and practical solutions.

Our Services

- Fire Safety
 - Health & Safety Compliance
 - Legionella Risk Management
 - Training
- 
- A large, abstract, light purple knot graphic that occupies the bottom right portion of the page, mirroring the style of the Ligtas logo icon.