

# Astutis.

## NEBOSH Learners Handbook



**LEARNING  
PARTNER**

**GOLD**

**807**

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# Welcome



Welcome to your NEBOSH course with Astutis.

Astutis is a NEBOSH gold learning partner delivering a range of courses from one day programmes such as the NEBOSH HSE Award in Managing Risks and Risk Assessment at Work through the ten day Level 3 National General Certificate in Occupational Safety and Health to the thirty day Level 6 National Diploma for Occupational Health and Safety Management Professionals.

Our courses are delivered in physical classrooms, virtual classrooms, as online independent self-study programmes and as guided self-study programmes with tutorial support.

Whatever mode of study you are following we are here to help you on your learning journey and to support you to a successful outcome.

As a NEBOSH Gold Learning Partner we have demonstrated that we greatly exceed NEBOSH's learning excellence principles.

This handbook contains an overview of essential information that NEBOSH requires learners to be aware of. Details may vary slightly with different courses and delivery methods and that detailed information will be available within your course specific materials.

## What you can expect from us

Course materials designed to fulfil the requirements of the syllabus learning outcomes, assessment criteria and specified content.

A safe learning environment where everyone is treated with respect regardless of race, sex, sexual orientation, or disability.

A suitably qualified and experienced tutor (taught courses) or access to tutor support (Self-study).

A briefing on the requirements of the assessment with current information on best approaches to help you succeed first time.

## What we expect from you

A commitment to study.

Be a present and active learner. Ask for clarification of any points you are unsure of. There is no such thing as a silly question!

For virtual classroom courses make sure you have all required equipment tested and set up in advance. Stay on camera and mute your microphone until needed. Raise your hand and enable your mouse to speak when your turn.

On longer courses take time to consolidate your learning every evening. Take advantage of formative assessments throughout the programme to help you understand your progress.

Be respectful in any interactions with your tutor, co-learners or Astutis team members.

You should also make yourself aware of all relevant Astutis and NEBOSH policies before commencing your course.

# Contact Astutis

Astutis operates from

6 Charnwood Court,  
Parc Nantgarw,  
Cardiff  
CF15 7QZ

Office hours are

0830 - 1700 Monday to Thursday

0830 - 1630 Friday

Telephone 0345 241 3685

Webchat [www.astutis.com](http://www.astutis.com)

Email [enquiris@astutis.com](mailto:enquiris@astutis.com)

## Astutis Terms and Conditions

Astutis terms and conditions (T&C's) and relevant policies and procedures can be found on our website at -

<https://www.astutis.com/terms-and-conditions>

The T&Cs are presented for different buyers and for online and taught courses as follows –

### **For Businesses**

- Online courses terms and conditions
- Open courses terms and conditions

### **For In-company courses**

- In-company conditions of contract

### **For Consumers**

- Online courses terms and conditions
- Open courses terms and conditions

## Cancelation Policy

Information on our cancellation policy for individual purchasers as per the requirements of the

**The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013** can be found here -

<https://www.astutis.com/terms-and-conditions/cancellation-policy>

## Deferment Policy

In the event of Astutis cancelling a classroom or virtual course, bookings will normally be deferred to the next available like-for-like course. Should the client wish to disengage at this point they can do so without incurring cancellation fees.

Should a client wish to defer a booking to a later date Astutis reserves the right to apply the following charges in accordance with our general cancellation policy (as per the links above).-

- Cancellation over 28 days before the Services start date – 25% of fees
- Cancellation between 15 and 28 days before the Services start date – 50% of fees
- Cancellation up to 14 days before the Services start date – 100% of fees.

In special circumstances, such as a medical emergency, we will seek to accommodate the learners need by deferring / transferring to a place on a later course, without imposing cancellation fees and subject to availability.

## NEBOSH Contact details

<https://www.nebosh.org.uk/useful-links/contact-us/>

The NEBOSH office is open 8am - 5pm (UK time) from Monday to Friday.

### **Postal Address:**

NEBOSH  
5 Dominus Way  
Meridian Business Park  
Leicester  
LE19 1QW  
UK

### **Live Chat**

Available Monday to Friday, 9am-5pm (UK time) and will load when a member of the Customer Enquiry Team is available to take your query.

Live Chat will not load outside of these hours and may be temporarily unavailable if all lines are busy.

### **Telephone**

General enquiries: +44 (0)116 263 4700

### **Email**

Web form at the link above

## NEBOSH Learner Terms and Conditions

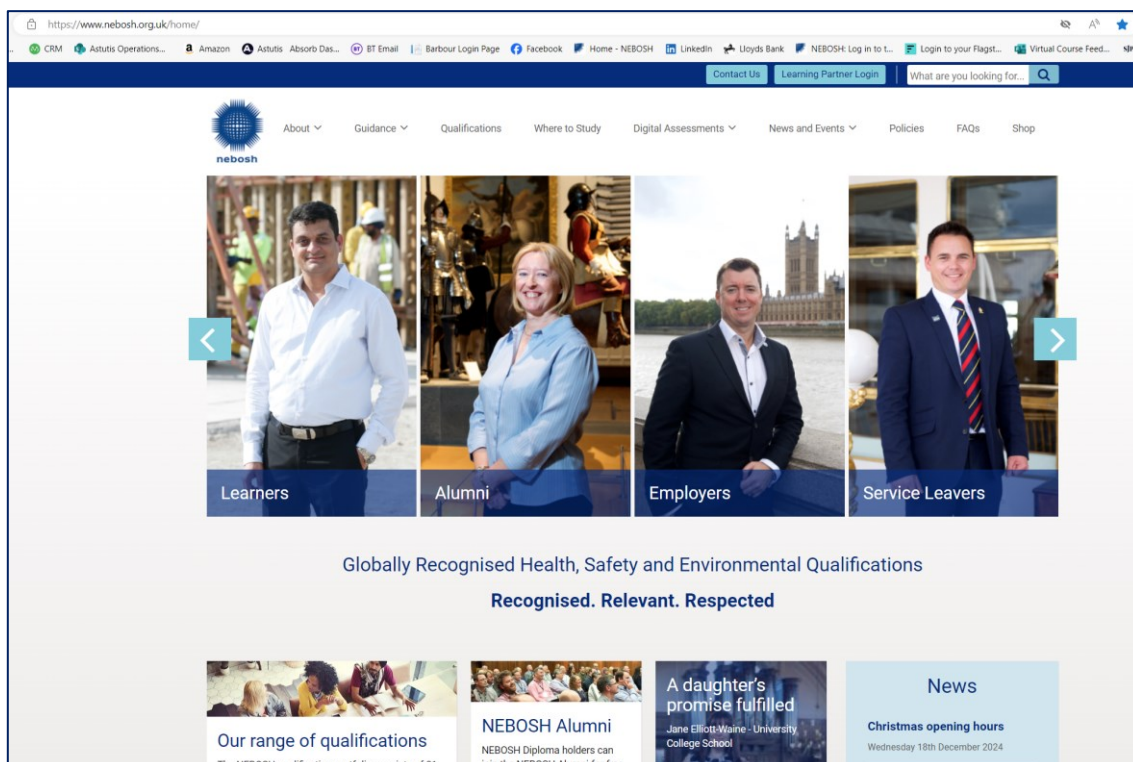
NEBOSH General Conditions for Learners can be found at -

<https://www.nebosh.org.uk/policies-and-procedures/learner-terms-and-conditions/>

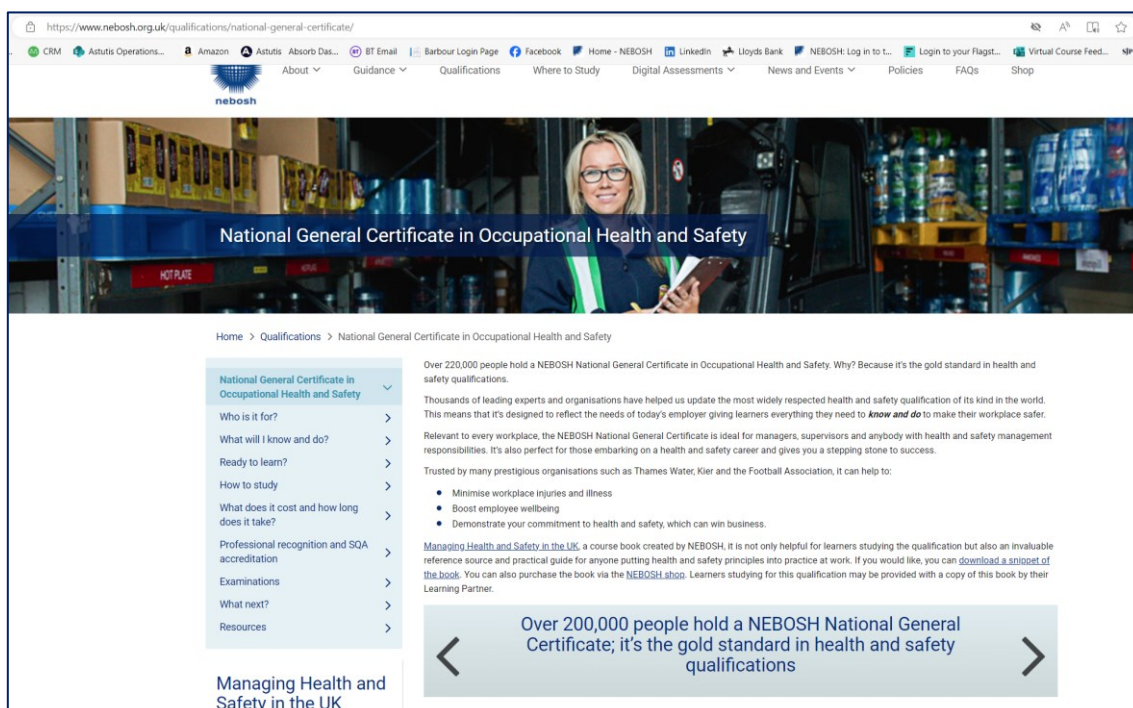
# NEBOSH Website – General

The NEBOSH website is an invaluable repository of information for learners

Quick access to the many policies and procedures highlighted in this handbook can be obtained via the policies heading on the home page.



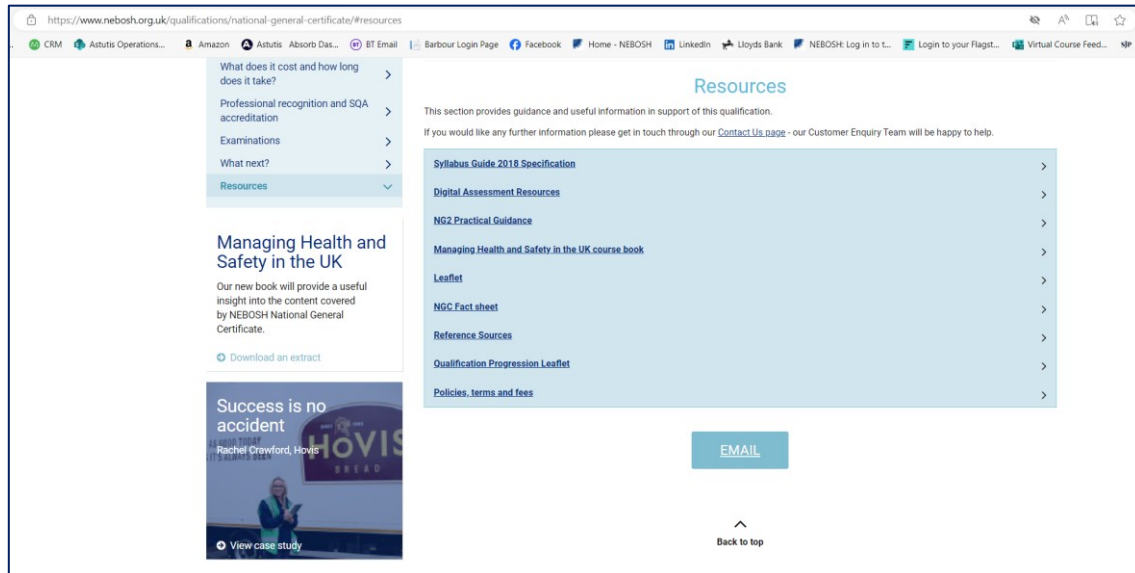
Find the course you are studying under the qualifications heading for access to useful course-specific resources





The resources section includes valuable information such as

- The syllabus specification
- Digital assessment resources
- Practical assessment guidance
- Reference sources



# Equality, Diversity and Inclusion – Reasonable adjustments and special considerations

## Astutis Policy

The following is the introductory section of the Astutis Equality, Diversity and Inclusion Policy, showing our commitment to equality, diversity and inclusion in our workplace and in the delivery of our services.

<b>Astutis.</b>	<b>Policies and Procedures</b>	Policy Ref	PO-011
		Date	15/09/21
	<b>Equality, Diversity and Inclusion</b>	Version	2
		Author	LR

### 1. Introduction

Astutis Ltd is committed to encouraging equality, diversity and inclusion among our workforce and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers and for each employee to feel respected and able to give their best.

The Organisation in providing services is also committed against unlawful discrimination of customers.

### 2. Policy Purpose

The policy's purpose is to:

- Provide equality, fairness and respect for all in our employment, whether temporary, part-time or full time
- Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origin), religion or belief, sex and sexual orientation.
- Oppose and avoid all forms of unlawful discrimination. This included in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working and selection for employment, promotion, training or developmental opportunities.

### 3. Commitments

Astutis commits to:

- Encourage equality, diversity and inclusion in the workplace as they are good practice and make business sense.
- Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all and where individual differences and the contributions of all staff are recognised and valued.

## NEBOSH Policy – Access Arrangements and reasonable adjustments

### Summary

It is NEBOSH policy that all learners should be given access to fair and equal assessment.

The “Access Arrangements and Reasonable Adjustments Policy” ensures that no learner is placed at an unfair disadvantage, or advantage, over others. 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 learners 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.

If you would like to apply for access arrangements or reasonable adjustments, please contact us directly to discuss your requirements. Astutis will then complete an application on your behalf.

This information comes directly from the NEBOSH website and relates to Policy Q027 Access Arrangements and Reasonable Adjustments v4 (June 2024).

### Link to NEBOSH Document

The full, current policy document can be downloaded here

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

## NEBOSH Policy – Special Considerations

It is NEBOSH policy that all learners should be given access to fair and equal assessment. Our “Special Considerations Policy” ensures that no learner is placed at an unfair disadvantage, or advantage, over others. 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:

- **Special consideration** can be applied for learners who submit an 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 special considerations, please contact us directly to discuss your requirements. Astutis will then complete an application on your behalf.

This information comes directly from the NEBOSH website and relates to Policy Q026 Special Considerations v5 (June 2024).

### Link to NEBOSH Document

The full, current policy document can be downloaded here

<https://www.nebosh.org.uk/policies-and-procedures/special-considerations/>

# Pass Marks

## How does NEBOSH set the pass mark for each assessment?

NEBOSH has a responsibility to learners and the wider community to ensure that the standard of its qualifications is set appropriately and maintained over time. NEBOSH assessments are designed to measure whether a learner has met the requirements of a particular qualification.

This means that everyone who takes a NEBOSH assessment and demonstrates that they meet the required standard is awarded a pass.

The pass mark for each assessment is the minimum number of marks that a learner must achieve to meet the qualification standard and pass the assessment.

Each assessment has its own pass mark. For some Units, for example, the General Certificate practical assessment (NG2 / IG2), the pass mark is set and remains unchanged. This is because the assessment is the same for all learners at all sittings.

When each assessment is unique, for example the General Certificate (NG1/IG1), the level of demand can vary. For these a provisional pass mark is set. To be fair to all learners, and maintain standards over time, NEBOSH uses statistical methods and expert judgement when setting the final pass mark for each assessment.

This means that the initial 'raw' marks from those taking the assessment may be adjusted up, down, or stay the same to give a final, standardised mark for each learner.

As well as being fair to learners, this process also means that NEBOSH qualifications continue to be valued by potential employers and other stakeholders. NEBOSH's awarding process is in line with other Awarding Organisations' practices and is overseen by its Regulators.

Link to NEBOSH website - [How does NEBOSH set the pass mark for each assessment? - NEBOSH](#)

## How are overall qualification marks and grades calculated?

Grade bandings vary depending on the qualification. They can be found in the qualification syllabus guide in the qualification section or on the reverse of the learners Unit Results Notification (URN).

A learners overall qualification mark is calculated once they have achieved the pass criteria in all units of the qualification. The marks of each unit are then added together to calculate the learner's overall mark.

Once the overall mark has been calculated the mark will need to be compared to the grade banding of the particular qualification to identify if the learner has achieved a Pass, Credit or Distinction.

# Appeals

## NEBOSH Policy - Appeals

The NEBOSH Appeals Policy relates to the following specific considerations only

- Enquiries about Results (EARs) Policy and Procedure (Q019)
- Access arrangements and reasonable adjustments (Q027)
- Special considerations (Q026)
- Policy and Procedures for Suspected Malpractice in Examinations and Assessments (C018)
- Enrolment Policy for NEBOSH Diploma Level Qualification (CX028)
- Unit validity extension Certificate (CX023)

NEBOSH supports the right of learners and/or Learning Partners to appeal against the outcome of decisions, penalties and sanctions made by us. The procedures are in place to ensure that appeals are dealt with thoroughly and fairly.

There are two stages to an appeals process:

- **Stage 1** – a review of the case by NEBOSH
- **Stage 2** – consideration of the case by independent reviewer(s).

This information comes directly from the NEBOSH website and relates to Q020 Appeals policy and procedures v5 (June 2024).

## Link to NEBOSH Document

The full, current policy document can be downloaded here

[q020-appeals-policy-and-procedure-v5 \(1\).pdf](#)

The appeals form can be downloaded here

<https://www.nebosh.org.uk/documents/nebosh-appeals-form/q020a-appeals-form-v2.docx>

## Links to related NEBOSH Policies

- Enquiries about Results (EARs) Policy and Procedure (Q019)
  - <https://www.nebosh.org.uk/policies-and-procedures/enquiries-about-results-ears/>

- Access arrangements and reasonable adjustments (Q027)
  - <https://www.nebosh.org.uk/policies-and-procedures/policy-and-procedures-for-access-arrangements-reasonable/>
- Special considerations (Q026)
  - <https://www.nebosh.org.uk/policies-and-procedures/special-considerations/>
- Policy and Procedures for Suspected Malpractice in Examinations and Assessments (C018)
  - <https://www.nebosh.org.uk/policies-and-procedures/malpractice-policy-and-procedures/>
- Enrolment Policy for NEBOSH Diploma Level Qualification (CX028)
  - <https://www.nebosh.org.uk/policies-and-procedures/enrolment-policy-for-nebosh-diploma-level-qualifications/>
- Unit validity extension Certificate (CX023)
  - <https://www.nebosh.org.uk/policies-and-procedures/certificate-unit-validity-extension-policy/>

# Malpractice and Maladministration

## NEBOSH Policy – Malpractice and maladministration

### Malpractice Policy and Procedures

NEBOSH is committed to fair assessment, supporting access and equality of opportunity for all learners, while safeguarding the integrity of its qualifications. NEBOSH therefore takes any allegations of malpractice on the part of learners and/or Learning Partners incredibly seriously.

Malpractice means ‘any act, neglect, default or other practice that is a breach of NEBOSH’s regulations and / or that:

- compromises, attempts to compromise, or may compromise the process of assessment,
- the integrity of any qualification, or the validity of a result or certificate; and / or
- damages the authority, reputation or credibility in NEBOSH’s qualifications 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. Failure by a Learning Partner to notify, investigate and report to NEBOSH allegations of suspected malpractice constitutes malpractice.

Failure to take action as required by NEBOSH, as detailed in this document, or failure to cooperate with NEBOSH’s investigation also constitutes malpractice.

Cases of deliberate deception, trickery or cheating intended to gain advantage, including financial advantage may also be reportable to the police and other regulatory authorities as fraud.

The full Policy and Procedures for Suspected Malpractice in Examinations and Assessments (C018) can be found at -

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



## Malpractice – Astutis Position

Should anyone working on behalf of Astutis (Tutors, Interviewers, Invigilators, Admin support staff etc) be aware of or suspect a learner / learners of cheating in an assessment through plagiarism, collaboration or other means they are required to bring it to the attention of the Technical Director or Training Standards Manager who will refer the matter on to NEBOSH's Ethical Practice Team.

Should anyone working for Astutis become aware of any errors or other issues that could leave Astutis open to accusations of malpractice or maladministration they are required to bring the matter to the attention of the relevant Director. Such issues will also be self-referred to NEBOSH's Ethical Practice Team.

# Complaints

## Astutis Policy

Summarised from Policy PO 040

Astutis prides itself on the quality of its training courses and consultancy services and on high levels of customer service in meeting the needs of our clients and learners.

A complaint is any expression of dissatisfaction in respect of activities undertaken and services provided by Astutis Ltd, that is brought to our attention in any way.

Complaints are logged and directed to the relevant head of department for investigation and resolution.

If not resolved the complaint will be escalated Operations Director who may defer to the Technical Director for matters regarding trainers or training materials.

If the matter is not resolved to the complainant's satisfaction at this stage the final decision will be made by the Managing Director.

## NEBOSH Policy

The NEBOSH policy and procedures for customer feedback and complaints can be found at <https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure/c>

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.

**Note:** Concerns about assessment results, or malpractice in the conduct of an assessment, are dealt with under either the [Enquiry About Result Policy and Procedures](#) or [Malpractice policy](#).

### Step 1 – Raising your complaint with your Learning Partner

If you are unhappy with the level of service of your NEBOSH Learning Partner we do ask that you exhaust the Learning Partner's complaints policy in the first instance to give them the opportunity to rectify any issues.

In the event you have exhausted your Learning Partner's complaint policy and still remain dissatisfied or have been unhappy with your experience directly with NEBOSH, please escalate your complaint directly with us.

## **Step 2 – Raising your complaint with NEBOSH**

If you remain dissatisfied or have not received a response within the stated time frame from your Learning Partner, you are able to raise this directly with NEBOSH.

To raise your complaint, you will need to provide any correspondence related to the complaint for investigation. By registering your complaint with us you are giving consent for NEBOSH to contact your Learning Partner to discuss relevant aspects of the complaint.

If you register your complaint and request anonymity, NEBOSH will take reasonable steps to ensure anonymity is preserved. However, this cannot be guaranteed.

On receipt of a complaint an acknowledgement email will be sent within 10 working days to confirm an investigation will be held. NEBOSH aims to complete all investigations and provide a formal response within 25 working days of your complaint acknowledgment date.

To raise a complaint please write to us at [complaints@nebosh.org.uk](mailto:complaints@nebosh.org.uk) or contact us on 01162634700 (option 5).

## **Step 3 – Escalating your complaint**

During the complaint process NEBOSH will fully investigate all concerns raised by you and will provide a full response to each point raised. If you feel that your points have been unanswered or believe that your complaint has not been fully investigated, you do have the opportunity to request further clarification or provide more information that may impact on any final decisions.

If you are unhappy with our response please respond to NEBOSH at ([complaints@nebosh.org.uk](mailto:complaints@nebosh.org.uk)) within 10 working days of receipt of your formal response stating the areas that you feel have not been answered, or reason why you believe your complaint has not been investigated fully.

NEBOSH will review any additional information provided and will respond within 10 working days.

## **Step 4: Regulatory review of unresolved complaints**

If the qualification you have undertaken is a regulated qualification and you remain dissatisfied, you may seek advice from the Regulator that accredits the qualification that you have or are studying.

## **Escalation to the Scottish Qualifications Authority**

(For SQA Accreditation-accredited qualifications only)

If the NEBOSH qualification is accredited by SQA Accreditation and assessed within the UK, you may seek regulatory advice from [SQA Accreditation](#). A list of NEBOSH qualifications accredited by SQA Accreditation can be found here: [SQA Accreditation Qualification Search](#).

Please note: Complaints relating to qualifications not accredited by SQA Accreditation in Scotland, or where qualifications accredited by SQA Accreditation but where the assessment took place outside the UK may not be submitted for SQA Accreditation regulatory review.

SQA Accreditation define a complaint as *“as an expression of dissatisfaction about an awarding body or its provider’s action or lack of action, or about the standard of service provided”*.

Before escalating your complaint to SQA Accreditation it is recommended that you review the [SQA Accreditation - Complaints Handling Procedure](#).

Your complaint can be logged with SQA Accreditation using one of the following;

**Online form:** [SQA Accreditation Online Complaint Form](#)

**Email:** [accreditation@sqa.org.uk](mailto:accreditation@sqa.org.uk)

**Telephone:** 0345 213 5249

**Post:** Complaints  
SQA Accreditation  
Optima Building  
58 Robertson Street  
Glasgow  
G2 8DQ

# Quick links to all relevant NEBOSH policies and Procedures

1. Syllabus information (entry requirements link for NG + learner syllabus guide ) e.g. <https://www.nebosh.org.uk/qualifications/national-general-certificate/#ready>  
and  
<https://www.nebosh.org.uk/qualifications/national-general-certificate/#resources>
2. Qualification information e.g. <https://www.nebosh.org.uk/qualifications/national-general-certificate/> (NG qualification page)
3. Contact details - <https://www.nebosh.org.uk/useful-links/contact-us/>
4. NEBOSH Learner T&C's - <https://www.nebosh.org.uk/policies-and-procedures/learner-terms-and-conditions/>
5. EAR's (Enquiries about results) - <https://www.nebosh.org.uk/policies-and-procedures/enquiries-about-results-ears/>
6. Escalation of learner complaint procedure, as per SQA Accreditation - <https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure/>
7. Learner malpractice policy - <https://www.nebosh.org.uk/policies-and-procedures/malpractice-policy-and-procedures/>
8. Special considerations policy - <https://www.nebosh.org.uk/policies-and-procedures/special-considerations/>
9. Access Arrangements and Reasonable Adjustment policy - <https://www.nebosh.org.uk/policies-and-procedures/policy-and-procedures-for-access-arrangements-reasonable/>

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