

D-0570 - IOSH Courses - Frequently Asked Questions

Error Messages	Answers
404 Error	Check you are using the correct Organisation Identifier, Person Identifier and Password. If the problem persists please email: info@humanfocus.co.uk
INHIBITED	<ul style="list-style-type: none"> - Check you have watched the Course Instructions video in full - Make sure that every module has been watched and completed in full. If the problem persists please email: info@humanfocus.co.uk
INELIGIBLE	<ul style="list-style-type: none"> - Check you are using the correct Organisation Identifier, Person Identifier and Password and you are not taking the course on a Manager's login. - Check your end completion date to see if it has lapsed. If the problem persists please email: info@humanfocus.co.uk
Other Errors	If you receive any other errors then please contact our customer services support team on 01737 647875 or email: info@humanfocus.co.uk
Course Materials	Answers
Course Instructions	This is the first video located on the delegate's e-learning page for each IOSH course
Downloadable Course Materials	Downloadable documents for each module are located in supporting documents for all IOSH courses except IOSH Working Safely
Viewing Results/Scores/Printing	Answers
Results/Scores	Once logged in, go to My Results / My HF Results then, in the end-test column, click on View
Printing of Results	There is no facility to print the results
Mock Tests	Answer
Managing Safely Managing Safely Refresher Working Safely	The mock tests are optional and are designed to have unlimited attempts to make the delegate feel confident and more comfortable when completing the final end of course full theory test
End of Course Full Theory Test/ Assessment	Answers
Number of Attempts	Delegates have two attempts at this test. You have 45 minutes to complete the test on all the courses except on Working Safely the limit is 30 minutes. If you do not complete within these time limits, the system will fail you and give you a score of 0 and you will have used up one of your two attempts.
Failed Once & Require Assistance	For Managing Safely/Refresher please email managingsafely@humanfocus.co.uk For IOSH WS workingsafely@humanfocus.co.uk For SHE for Construction Site Managers shecsm@humanfocus.co.uk
Failed Twice & Require Assistance	For Managing Safely/Refresher please email managingsafely@humanfocus.co.uk For IOSH WS workingsafely@humanfocus.co.uk For SHE for Construction Site Managers shecsm@humanfocus.co.uk
Timed Out	If you are timed out of the end test, then this will be marked as a fail and will use up one of your two attempts

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Project - Risk Assessment/ Action Plan Form (Managing Safely Full, SHE for Construction Site Managers, Safety for Executives and Directors)	Answers
Completion of the Project	Upon successful completion of the end of course theory test, delegates will be emailed the IOSH risk assessment/action plan form and the relevant guidance notes will be included within this email. Delegates can also find this information via their e-learning account in supporting documents.
Project Submissions	It is recommended that projects are completed on the IOSH template and submitted a week before the course end-date. Firstly, in case it needs to be returned to the delegate for any amendments prior to sending to the external IOSH marker. Secondly, so it can be sent for marking and the result known prior to the end-date in case a re-take of the project is required. Please submit to the correct email address: For Managing Safely/Refresher - managingsafely@humanfocus.co.uk For Working Safely - workingsafely@humanfocus.co.uk For SHE for Construction Site Managers - shecsm@humanfocus.co.uk For Safety for Executives and Directors - sed@humanfocus.co.uk
Postal Policy for Projects	Human Focus recommends that all projects are submitted electronically. Projects sent via the postal system must be sent via Recorded Delivery/Registered Post. Human Focus accepts no responsibility if posted projects are lost in transit.
Number of Attempts	Delegates have two attempts at the project. Delegates will be given feedback from the external markers via email for an unsuccessful first attempt before submitting their second, final attempt at the project
Hazard Spotting Assessment (Working Safely only)	Answers
Number of Attempts	Upon successfully completion of the end of course theory test, delegates have two attempts at the hazard spotting assessment. This is done online and is marked electronically.
Failed Twice & Require Assistance	Please contact your Human Focus Account Handler or email onlinetutor@humanfocus.co.uk
Extension Requests	Answer
	All extension requests must be emailed to Human Focus prior to the delegate's end completion date, advising why they need the additional time in order to complete the course, for the request to be considered. Please email to the relevant email address: For Managing Safely/Refresher - managingsafely@humanfocus.co.uk For Working Safely - workingsafely@humanfocus.co.uk For SHE for Construction Site Managers - shecsm@humanfocus.co.uk For Safety for Executives and Directors - sed@humanfocus.co.uk

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Help & Assistance	Answers
General Assistance and Guidance on Course Content	Please contact our customer support team on 01737 647875 or alternatively email the problems that you are experiencing to: For Managing Safely/Refresher - managingsafely@humanfocus.co.uk For Working Safely - workingsafely@humanfocus.co.uk For SHE for Construction Site Managers - shecsm@humanfocus.co.uk For Safety for Executives and Directors - sed@humanfocus.co.uk
Technical Assistance	Please contact our customer support team on 01737 647875 or alternatively email: info@humanfocus.co.uk
Course Completion & Certification	Answers
Successful Completion of the Course	Once delegates have been notified by Human Focus that they have successfully completed and passed the whole course, their results are submitted to IOSH at the end of the month in which they were notified. Certificates can take 2-4 weeks to come through to Human Focus and are posted to delegates or the agreed manager of the account within a few days of us receiving them.
Certificate Validity – All IOSH courses	The IOSH courses do not have an expiry date, however IOSH recommends that delegates refresh their knowledge every three years. To be eligible for the Refresher course, a copy of the delegate's original certificate will be required for registration purposes.
CSCS Accreditation	Answer
Working Safely only	The IOSH Working Safely course that Human Focus provides is via e-learning and is currently NOT suitable for those wishing to gain CSCS accreditation.