

D-0570 - IOSH Courses - Frequently Asked Questions	
Error Messages	Answers
404 Error	Check that 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 video in 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 that you are using the correct Organisation Identifier, Person Identifier and Password and that 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, please get in touch with our customer services support team at 01737 647875 or email info@humanfocus.co.uk
Course Materials	Answers
Course Instructions	This is the first video located within each IOSH course
Downloadable Course Materials	Downloadable documents for each module are located on the e-Learning tab in Reference Materials
Viewing Results/Scores/Printing	Answers
Results/Scores	Once logged in, go to My Results>My Results, then hover over the relevant row and click View Responses.
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 for 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. There is no end-test for Safety for Executives and Directors
Failed Once & Require Assistance	For Approved 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 Approved 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, 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 guidance notes. Delegates can also find this information in Reference Documents via their e-learning account. Delegates have 2 weeks to from the date of passing the Full & Final End Test to submit their completed Project/Risk Assessment.
Project Submissions	It is recommended that projects are completed on the IOSH template and submitted up to a week before the course end date. Firstly, in case it needs to be returned to the delegate for any amendments prior to sending it 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 Approved Managing Safely - managingsafely@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 be 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 successful 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 get in touch with 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 Approved 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	<p>Please get in touch with our customer support team on 01737 647883 or email the problems that you are experiencing to:</p> <p>For Approved Managing Safely/Refresher - managingsafely@humanfocus.co.uk</p> <p>For Working Safely - workingsafely@humanfocus.co.uk</p> <p>For SHE for Construction Site Managers - shecsm@humanfocus.co.uk</p> <p>For Safety for Executives and Directors - sed@humanfocus.co.uk</p>
Technical Assistance	<p>Please get in touch with our customer support team on 01737 647875 or email: info@humanfocus.co.uk</p>
Course Completion & Certification	Answers
Successful Completion of the Course	<p>Once delegates have been notified by Human Focus that they have successfully completed and passed the whole course, their results are submitted to IOSH.</p> <p>Digital certificates can take 1-2 weeks to come through to Human Focus and are uploaded to the e-learning account on the day we receive them. Paper certificates that have been ordered at an additional cost can take up to 4 weeks to arrive and will be posted to the delegate or agreed manager of the account on the day we receive them. Only the digital certificates will be uploaded to the e-learning account.</p>
Certificate Validity – All IOSH courses	<p>The IOSH courses do not have an expiry date, however IOSH recommends that delegates refresh their knowledge from a minimum of 3 years to a maximum of 5 years. To be eligible for the Managing Safely Refresher course, the delegate must have passed the Managing Safely course or the Managing Safely Refresher course within the previous 5 years and a copy of the delegate's original certificate will be required for registration purposes.</p>
CSCS Accreditation	Answer
Working Safely only	<p>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.</p>