RRC Learning Centre - Frequently Asked Questions

NEBOSH e-Learning

Q. Where are my course materials?

A: Your e-Learning course contains all the material you need. Work through each element of the course and follow the instructions provided.

You can also find a downloadable eBook in the Resource Library for each unit of your course.

Q. Can I access the course materials offline?

A: You can download your course material from your e-Learning course onto your computer for printing and studying offline. If you're using a tablet, these may also be saved and printed for ease of use.

Q. How do I contact my tutor?

A: You have access to a whole panel of tutors as part of your course. You can contact any tutor by clicking on their name in the Contact Us menu. This will take you to your Messages area where you can send a message and view previous messages. You can also contact RRC Customer Services in the same way.

You will find a video tutorial on messaging in the Help section on your RRC Learning Centre home page; this will show you step by step how to get in touch with a tutor via the Learning Centre.

Q. How do I submit my Mock Exam for marking?

A: Your course contains a link which you should use to submit your Mock Exam for marking by your tutor. Look for the following icon:

There is a video turorial which shows you how to submit a Mock Exam to your tutor for marking. You can access this by clicking on the Help icon on your Learning Centre home page and selecting the video entitled 'Submitting an Assignment'.

Q. How do I know that my Mock Exam or Message has been received by a tutor?

A: Your Mock Examor Message will be sent to your tutor automatically via the RRC Learning Centre. Your tutor will respond to Message within 48 hours and your marked Mock Exam will be returned to you within 10 working days.

You can watch a video tutorial on how to submit a Mock Exam using the Learning Centre, in the Help section of the home page; this will guide you through the steps to ensure safe submission.

Q. Can I study my e-Learning course using my tablet?

A: We think that tablets are perfect for reading over your notes and revising on the go. The RRC Learning Centre has been designed to be compliant with a wide variety of devices, including Android tablets, iPads and other touchscreen devices. For the best experience, we recommend Opera for Android tablets and Mozilla Firefox for iPads.

Please note that although you will be able to access your course through a smart phone, we recommend you have access to a device with a larger screen for some aspects of your study.

The RRC Learning Centre is also suitable for use on a range of operating systems.

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Q. How do I monitor my progress?

A: As you work through each element, look out for the dotted boxes next to the element title on your e-Learning page - a tick indicates that you have successfully completed an element and your progression will be saved througout the course.

If you want to have a break at any point in your course, it will automatically save your place so you will be able to resume where you left.

Q. Where can I find my Learning Agreement?

A: When you enrol onto an e-Learning course, you will receive an e-mail with your Learning Agreement attached. You may also contact RRC Customer Services who will be happy to send you a copy of your Learning Agreement.

Q. How do I purchase supplementary study resources?

A: If you want to make a purchase you need to log in to the main RRC website; in the Learning with RRC section you will see a list of relevant Revision Resources, there will be a Buy Now link for any relevant resources you haven't purchased. This is also where you can download any resources you have purchased.

Q. Where can I find my student number?

A: When you enter your login details, you will find your student number in brackets next to your name on the Learning with RRC page.

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