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NEBOSH Learning Partner Closing Interview Guide

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1 Introduction to the closing interview

1.1. What is a closing interview?

The closing interview provides assurance that the open book examination (OBE) submitted by the learner is their own original work, which they have produced without any improper assistance.

It should:

- be conducted by a person nominated by the Learning Partner
- be carried out via video link although it can also be in person where safe to do so
- last approximately 15 minutes.

This document provides further information and instructions for arranging and conducting a closing interview.

1.2. **What the closing interview is not:** the closing interview is not an assessment and the outcome does **not** contribute to the learner's overall grade. It is not a marked examination; rather it is a short interview to give assurance that the learner completed the open book examination themselves.

1.3. Who conducts the closing interview?

An Interviewer is nominated by the Learning Partner to undertake the closing interview. NEBOSH recommends that this is a course tutor or internal assessor who has already been approved by NEBOSH. However, NEBOSH will permit Learning Partners to nominate other members of staff.

You should consider the following when identifying who will conduct the closing interview:

1.3.1. The Interviewer must have a qualification equivalent to the NEBOSH National or International General Certificate or above, or three years' experience in the health and safety industry.

1.3.2. Assessment experience is not essential; however, the Interviewer will need to be comfortable asking questions in an interview setting. Someone with experience interviewing for recruitment or incident investigation would be good nominees.

1.3.3. Consideration should be given to the interpersonal skills of the Interviewer and their ability to put learners at ease. The closing interview may make some learners anxious.

You must declare, in writing, any Interviewers who have a personal or other relationship with a learner. As a Learning Partner, it is your responsibility to make sure there is no conflict of interest between your Interviewer(s) and learners.

1.4. Do I need to tell NEBOSH who my Interviewer is?

No. However, NEBOSH will conduct quality assurance on your processes. You will need to record the name of the Interviewer for each closing interview.

1.5. What is the format of a closing interview?

The main stages of the interview are:

- Introduction
- Establishing the learner's identity
- Checking that the learner is not being assisted in the interview
- Asking the learner questions about their open book examination
- End of the interview

Guidance for Interviewers is provided in the section "Conducting the Interview: Advice and guidance for Interviewers" – see Section 4, below.

2 Preparing your learners for the closing interview

You must advise learners that they will be required to undertake a closing interview and provide them with the latest version of the NEBOSH Open Book Examinations: Learner Guide (available on the [NEBOSH website](#)).

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3 Learning Partner preparation for closing interviews

Learning Partners are responsible for all elements of planning and completing the closing interviews.

3.1. Administration considerations

3.1.1. **Choosing the platform:** Use a platform(s) that is accessible to your learners and allows face-to-face interaction. Software such as Zoom and Skype can be downloaded by learners onto a smart phone, tablet or computer in advance of the interview. Mobile Apps such as Facetime and WhatsApp can also be used. When organising a closing interview, remember to give the learner sufficient notice to download software and make any other arrangements.

3.1.2. **Review your learner's open book examination:** the Interviewer will need download and read the learner's answer paper before the closing interview. The NEBOSH Open Book Examinations: Learning Partner Guide outlines how to do this and can be downloaded [here](#). You must be logged into the secure area of the website to access this document.

3.1.3. **Schedule the closing interview after the examination:** Learners will find it easier to recall their answers closer to the examination which is why NEBOSH recommends completing the closing interviews as soon as practicable. You must also give Interviewers time to prepare before the closing interview and complete notes after the closing interview.

Inform your learners that they will be required to show photographic identification at the start of the closing interview. The following forms of identification are acceptable:

- Passport;
- Driving licence;
- National identity card.

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4 Conducting the closing interview: Advice and guidance for Interviewers

4.1. Preparing for the interview

When you are preparing for a closing interview please ensure you have

- a copy of the learner's examination paper
- a Closing Interview Record Sheet, and
- the Specific Questions for the Closing Interview document.

All of these can be downloaded from the NEBOSH online examination platform – please refer to the **Learning Partner Guide** for further instructions. You must be logged into the secure area of the website to access this document.

4.2. Stages of the closing interview

4.2.1. Introduction

Introduce yourself to the learner and ask them to confirm their name.

Remember that the learner is likely to be nervous, so smile and put them at ease. Introduce yourself and explain the process of the interview, for example:

Hello, my name is [XXX], I work for [NAME OF LEARNING PARTNER] and I will be working with you today to take you through your closing interview for your NEBOSH Open Book Examination.

Please could you confirm your name?

Thank you [repeat the learner's name back].

I want to start by explaining the process of the closing interview. In a moment I will ask you to show me your photographic identification, I will then need you to show me the room you are in so that I can confirm that there is no one else present who may assist you. We will then begin by discussing your Open Book Examination. I will ask you a few questions, please take your time when answering.

The closing interview will take approximately 15 minutes. Are you comfortable and ready to begin?

4.2.2. Establishing the learner's identity: The learner will need to show photographic identification at the start of the interview. Check their identity carefully - it is important that the learner holds the identification to the camera so you can do this. Cross reference the identification with the records and photographs you hold for the learner. You should also check the learner's date of birth and learner number. If you have doubts about the identification you must report this to NEBOSH (please see section 5 of this document).

4.2.3. Establish that the learner is not being assisted in the interview: ask the learner to hold up the camera to demonstrate that:

- they do not have any notes or electronic devices
- there is no one else in the room assisting them in the interview. The exception being where a learner has had a reasonable adjustment agreed in advance. If the learner is caring for a child and there are no other safe arrangements for childcare the interview can still be conducted.

4.2.4. Questions on the learner's assessment

The interview must be conducted in the language in which the examination was taken.

You must use the Specific Questions for the Closing Interview document. These questions will be based on the open book examination question paper and will be different for each examination sitting.

Listen carefully to the learner's answers and note their responses on the Closing Interview Record Sheet (see example in Appendix 1).

4.2.5. End of the interview

At the end of the interview thank the learner for their time.

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5 What to do if you suspect that the learner cheated during the open book assessment?

If you suspect the learner has committed malpractice, you should **not** discuss this with the learner or have any further contact with them on that matter.

The Interviewer will need to complete Part 5 of the Closing Interview Record Sheet to outline their reasons for suspecting malpractice. The Head of Learning Partner is responsible for ensuring that this is submitted to NEBOSH via email at closinginterviews@nebosh.org.uk. NEBOSH may need to contact the Interviewer directly if clarification is required.

If you suspect that the photographic identification presented by the learner is not authentic, you will need to report this in the same way described above.

6 Record-keeping and quality assurance

A Closing Interview Record Sheet must be completed by the Interviewer for each learner and retained by the Learning Partner for 6 weeks after the results have been declared.

6.1. Retention of records

You must keep records of the learners, the date of the interview and the name of the Interviewer. This information will need to be accessible to NEBOSH upon audit.

In addition, you must keep a representative sample of Closing Interview Record Sheets from each of the previous three open book examination sittings for audit purposes. The sample should be 10% of your cohort, with a minimum of 3 records.

6.2. Should I film the closing interview?

This is not necessary. Learning Partners who want to do this will need to get the permission of the learner in advance and ensure that they are compliant with any relevant data protection legislation for the country they are operating in (e.g. GDPR).

6.3. Quality assurance

NEBOSH will contact Learning Partners to audit their closing interview records. It is therefore essential that you maintain records of the interviews. NEBOSH will contact Heads of Learning Partners directly to arrange this.

NEBOSH will also select Learning Partners to silently observe closing interviews. If your Learning Partner is selected for this, you will be contacted in advance.

Appendix One Example of NEBOSH Closing Interview Record Sheet

Part 1: Details (please give all dates in dd/mm/yyyy format)

Learner Name:			
NEBOSH Learner No:		Date of birth:	
Learning Partner name:			
Learning Partner number:		Date of Open Book Examination:	
Name of Interviewer:			
Date of closing interview:		Time of closing interview:	

Part 2: Introduction and Identity Check

Interviewer introduced themselves to the learner	<input type="checkbox"/>
Interviewer explained the structure of the interview	<input type="checkbox"/>
Type of identification provided by learner	
Passport	<input type="checkbox"/>
Driver's licence	<input type="checkbox"/>
National ID	<input type="checkbox"/>
Date of birth:	
Identification was satisfactory	Yes <input type="checkbox"/> No <input type="checkbox"/>
Interviewer satisfied with room the learner took interview	Yes <input type="checkbox"/> No <input type="checkbox"/>
Interviewer satisfied that there were no unauthorised resources	Yes <input type="checkbox"/> No <input type="checkbox"/>
Interviewer satisfied no other people were in the room to assist the learner (other than if previously agreed with NEBOSH as a reasonable adjustment/access arrangement)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Notes:	

Appendix One Example of NEBOSH Closing Interview Record Sheet

Part 3: notes on the questions the Interviewer asked the learner

Please select three questions from the Specific Questions for the Closing Interview sheet for the relevant sitting.

Task number for specific question	Notes on the learner's response
Any other notes	

Please send this completed sheet to your contact at the Learning Partner.

Part 4: Notifying NEBOSH of repeated failures by a learner to attend a closing interview

A closing interview must be completed for each learner. If the learner fails to attend a closing interview on more than 3 occasions, without providing a valid explanation, the Learning Partner may wish to refer this to NEBOSH. Please email the learner details and the dates and times of the interviews missed to closinginterviews@nebosh.org.uk.

Part 5: Notifying NEBOSH of a requirement for further investigation

You should only complete the following section if you suspect a learner of malpractice. A copy of this fully completed report must be submitted to closinginterviews@nebosh.org.uk.

Nature of concern

Please provide full details of any concerns you have so that NEBOSH can decide whether the matter requires further investigation with the learner.

What is your concern?

Were you satisfied with the identification provided by the learner? If not, please explain why.

Were you satisfied by the answers the learner provided to the questions?

If not, please provide the questions you asked and the reasons for your concern.

Do you think the learner may have had unauthorised assistance during their preparation of their OBE or during the closing interview?

If you do, please explain why you think this is.

Please provide details of any other concerns that you have.

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