

## Learner Handbook / Pre-course guidance

### دليل المتعلم وإرشادات ما قبل الدورة

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## **Course overview & assessment details:**

### **Program Overview:**

The NEBOSH International Certificate is internationally recognized and considered essential for anyone working or wishing to work in the field of health and safety. It serves as an excellent foundation in occupational safety and health for all types of organizations, industries, and individuals. It is ideal for the following:

- Those working in safety-related fields.
- Those looking to start a career in health and safety.
- Managers and supervisors who have safety responsibilities in addition to their usual duties.
- ❖ The NEBOSH International General Certificate will include at least 65 hours of training and approximately 40 hours of private study and background reading.
- ❖ The NEBOSH International Certificate is widely respected by employers around the world and meets the membership requirements for "IOSH Technician and Associate Membership of IIRSM (AIIRSM) in IIRSM."

### **Program Outline:**

#### **Unit IG1: Management of Health and Safety**

- Why we should manage workplace health and safety
- How health and safety management systems work and what they look like
- Managing risk - understanding people and processes
- Health and safety monitoring and measuring

#### **Unit IG2: Risk Assessment**

- Physical and psychological health
- Musculoskeletal health
- Chemical and biological agents
- General workplace issues
- Work equipment
- Fire
- Electricity

**Assessment:**

- NEBOSH International General Certificate qualification is made up of two units that must be successfully completed within five years.
- Unit IG1 is assessed by a 24 hour open book examination, This is scenario based and will include a closing interview, you will be asked questions about your submission.
- Unit IG2 is assessed by a practical assessment carried out in your workplace (or another suitable workplace).
- Exams are held in English every month throughout the year & Arabic exam held every three months (March, June, September and December).

**Who Should Attend ?**

- The NEBOSH International General Certificate in Occupational Safety & Health is designed for personnel with health & safety responsibilities, e.g. managers, supervisors, safety officers, non-safety specialists etc & who need a grounding & recognized qualification in occupational safety & health.
- It is also beneficial for those who wish to enhance their HSE knowledge & build a career in safety.

**"Advantages of Learning through Expert Center:**

- Flexible study and training programs available throughout the year, including 'Online Study, Distance Learning, or Classroom Study.'
- Unlimited support for participants from a team of trainers and experts.
- Provision of accredited scientific material from NEBOSH.
- Free consultations during and after the course.
- Exams can be taken at home or at your workplace.
- Installment payment options for fees and consideration for special cases.
- Responses to questions and inquiries at any time.
- Technical support for participants before, during, and after the end of the course.
- Continuous follow-up for preparation for the open book examination.
- Follow-up for submitting a risk assessment project according to required standards."

## Learning Agreement (Terms & Conditions)

### General terms:

1. The candidate or learner is required to complete the registration form to provide the necessary personal data such as current address, contact phone number, email address, date of birth, etc. This information will be passed to the awarding body for the purposes of student registration, and this information will not be shared with any other parties without prior consent.
2. Learners are required to contact Experts Center if their contact details changed to update their record with Experts and the relevant party.
3. The training program materials provided to the learner remain protected by the copyright of the Experts Center and other publishing parties and may not be reproduced or transferred to any third party for reproduction, in whole or in part.
4. There are some programs in which the candidate can register for all or some of the units, so the candidate is required to follow up on this and contact the training coordinator to register for the units that he did not register before when he decide to complete the qualification on the allowed time frame.
5. All examinations run or managed by Experts Center will be conducted according to awarding body requirements.
6. Learning materials, certificates/ parchments and results has to be collected from Secertry , training coordinator & approved third party that working with Experts Center during the working hours and should not be collected from the awarding body directly, Learner can download the policies and procedures from Experts website or a Google Drive link shown in the registration form.
7. The Experts Center reserves the right to cancel or postpone the training program in emergency cases. In such cases, candidates will be notified and the amount paid will be refunded in full, or the candidate will be registered for the program at another date according to agreement.
8. The candidate can not change the exam date after confirmation and completion of registration procedures.
9. The candidate must submit a copy of his passport, ID or driver's license. Registration will be done according to the document submitted by the participant. In the event of any change in name, candidate is required to inform the training coordinator before registration is completed and send the supporting documents.
10. For the NEBOSH OBE candidates will receive NEBOSH Assessment Registration Confirmation – ARC - before exam closing date and time and will receive the units result between 1 to 3 working days after it published by NEBOSH.

11. The candidate must ensure that he/she provides the correct and valid email address to be able to take the exams.

### **Timescales for response to Inquiries:**

Experts Center commits to promptly and efficiently responding to all learner inquiries. Responses will typically be instantaneous and are expected within one to two hours of receipt under normal circumstances. In all cases, the maximum response time shall not exceed two business days (48 hours). This commitment ensures that learners receive timely support and can maintain progress in their educational pursuits.

### **Payment and refund policy:**

1. Upon submitting the registration form, the Experts Center will send an invoice or payment link for the program fee for payment, before sending or delivering any materials related to the training program.
2. **Announced course fees includes:** tuition fees, course materials, examination for the first time without resit, certificate upon successful completion of the program).
3. The training program fees must be paid in full upon registration, or a minimum of 50% must be paid, the remaining fees should be paid before registering for the exam. In cases delegate is fail and plan to resit the exam, there are additional fees apart from the announced fees for enrolling in the program.
4. A request for a refund of exam fees can be submitted before registration closing date mentioned in the program contents and instructions. The candidate has the right to refund the program fee before attending the first day of the training and candidate can not apply for refund after that.

## **Appendix A**

By signing this agreement, the candidate / learner acknowledges that he has read of all the policies and procedures of the Experts Center related to the learner and the training programs, including reading and agreeing the following policies (Joining Instructions, data protection policy, equality policy, QHSE policy, student complaints procedures and NEBOSH policies). Policies and procedures can be obtained from via the following links:

<https://www.expertstcuae.com/policies-procedures/>

<https://expertstc.com/policies-procedures/>

<https://expertstcuae.bitrix24.com/~vhf0G>

<b>Experts Forms, Contact info &amp; polices</b>		<b>نماذج، سياسات، بيانات اتصال مركز اكسبرتس</b>
1	Course Outline	محتويات البرنامج
2	Registration Form	استمارة التسجيل
3	Joining Instructions	ارشادات الالتحاق
4	Data Protection Policy	سياسة حماية البيانات
5	Equality Policy	سياسة المساواة
6	QHSE Policy	سياسة الجودة والصحة والسلامة والبيئة
7	Students Complaints Procedure	إجراءات شكاوى الطلاب
8	Your Training Coordinador, Advisor contact information and CV.	معلومات الاتصال والسيرة الذاتية لمنسق ومستشار التدريب الخاص بك.
9	Website الموقع الالكتروني لمركز اكسبرتس	<a href="http://www.expertstcuae.com">www.expertstcuae.com</a>
10	Email and mobile of the program coordinator ايميل وموبايل منسق البرنامج	Mobile: +971505002698 / +971564524704 Email: info@expertstcuae.com / expertstc3@gmail.com Landline: 0097172078288
11	Email and mobile of the management ايميل وموبايل إدارة المركز	<a href="mailto:info@expertstc.com">info@expertstc.com</a> 00971544054848
<b>NEBOSH Forms, website &amp; polices</b>		<b>نماذج، سياسات موقع مؤسسة النيبوش</b>
1	Syllabus Guide for Learners	دليل المنهج للمتعلمين
2	Refund policy and procedure	سياسة وإجراءات استرداد الأموال
3	Special Considerations Policy	سياسة الاعتبارات الخاصة
4	Appeals policy and procedure	سياسة وإجراءات الاستئناف
5	Malpractice policy and procedures	سياسات وإجراءات سوء الممارسة والاشتباه
6	Enquiry about Result Policy	سياسة الاستعلام عن النتائج
7	NEBOSH website موقع النيبوش	<a href="http://www.nebosh.org.uk">www.nebosh.org.uk</a>
8	SQA website موقع النيبوش	<a href="http://www.sqa.org.uk">www.sqa.org.uk</a>

## Joining Instructions, Contact details & Modes of study available

### Experts Center commitments:

1. Catering Services , or online support for the online training
2. Hardcopy or softcopy of the training materials
3. Provided approved exams or access to the exam platform
4. Stationery, Note book, access to the training platform.
5. Committed to the program time table, any change will be communicated with learners

### Learner Commitments

- 1- Minimum attendance of 75 % of the Training Lectures
- 2- Commitment to completing assignments
- 3- Commitment to contributing in classes
- 4- Adherence to the Experts Center's policies, including respect of copyright

### Support Provided by Experts to Learners:

1. **Learning Advisor:** Your dedicated Learning Advisor is available to address all queries before, during, and after the program. You can contact the Learning Advisor at any time via WhatsApp, email, or phone during official working hours.
2. **Contact Details:**
  - **Mobile:** +971564524704 / +971505002698
  - **Email:** [info@expertstcuae.com](mailto:info@expertstcuae.com) / [expertstc3@gmail.com](mailto:expertstc3@gmail.com)
  - **Landline:** 0097172078288
3. **WhatsApp Groups:** A WhatsApp group will be created before the start of the program including the program instructor, coordinator, and another representative from the management. This group will be a platform for discussing all matters related to the course coordination and curriculum. The instructor will address technical queries related to the curriculum, while the coordinator or learning advisor will handle administrative and coordination-related inquiries.
4. **Educational Platform:** You will be given access to our educational platform where you can register, attend lectures, and interact directly through the platform. This includes accessing lectures and educational materials. For any inquiries regarding the platform, please contact the instructor or program coordinator.
5. **Communication Methods:** You can contact the instructor via email, the educational platform, or their personal WhatsApp, details of which will be provided at the beginning of the program.

### **Modes of study available:**

To enhance learner engagement and ensure comprehensive understanding, we employ a hybrid study approach including both pre-recorded lectures and live Lectures. Our strategy includes:

- **Pre-recorded Lectures:** These provide detailed explanations of the materials and concepts.
- **WhatsApp Group Discussions:** To facilitate ongoing dialogue, address queries, and conduct group activities.

- **Live Sessions:** Scheduled strategically throughout the program:
  - **Initial Live Session:** To welcome learners, explain the study methodology, and guide on accessing the recorded lectures and participating effectively in group discussions.
  - **End of Unit and Preparatory Live Lecture next Unit:** A live review session to ensure all learners have correctly understood the material and to answer any pertinent questions and to introduce the next module's topics and expectations.
  - **Final Live Session:** To conclude the course, summarizing key points and clarifying any outstanding issues.
- **Classroom Training:** For some programs announced as in-person, participants will need to attend the training venue for interactive live lectures.

**Participant Evaluation for HSE knowledge and Language Competence**

Participants are expected to have attended some safety-related programs or have experience in the field to be eligible for the NEBOSH IGC or NEBOSH Diploma programs. If you lack this experience or knowledge, we recommend attending another program like IOSH Managing Safely, OSHA, or NEBOSH HSW.

**Language Proficiency:** Expert Center offers the NEBOSH IGC in both Arabic and English for study and examination. If you are not proficient in English, you are encouraged to attend the course and take the exam in Arabic.

**Declaration of Result:**

All results (including those for written assignments) should be received within ten weeks from the date of the examination or submission of assignment or depends on the accreditation body policies.

**Disbursement of Certificates:**

Unit Certificates and Qualification Parchments are normally issued within two calendar months of the result declaration date stated on the Result Notification letter.

This includes a one month window in which Enquiries About Results (EARs) can be made. In the case of unitized examinations this period also allows students the opportunity to inform us they wish to re-sit rather than accept a successful result or grade. As a result of the two-month turnaround for Certificates, certification is generally issued before the end of the EAR process (30 days to apply plus 40 working days to process), so if the EAR outcome requires the reissue of a Unit Certificate and/or Parchment, this will be done free of charge. However, the candidate will be required to return the original(s) and NEBOSH will not issue replacements until the originals have been received.

**Nebosh General terms & conditions** / <https://www.expertstcuae.com/policies-procedures/>

**Reasonable Adjustments Policy** / <https://www.expertstcuae.com/policies-procedures/>

**Enquiries About Results & Appeals Policy** / <https://www.expertstcuae.com/policies-procedures/>

**Malpractice – Policy & Procedures** / <https://www.expertstcuae.com/policies-procedures/>



## Course programme

### ▪ Qualification Key Features

<b>Unit prefixes and title/s</b>	Unit IG1: Management of health and safety Unit IG2: Risk assessment	
<b>Assessment (Unit IG1 &amp; Unit IG2)</b>	Assessment Type Open book examination (OBE) Practical assessment	Assessment Time 4 hours 3 hours
<b>Modes of study</b>	<ul style="list-style-type: none"> <li>- A full-time block release course (minimum of two weeks, ten working days)</li> <li>- Part-time day release (spread over three and ten weeks)</li> <li>- Open or distance learning</li> <li>- hybrid study approach including both pre-recorded lectures and live Lectures</li> </ul>	
<b>Qualification level and number of credits</b>	SCQF Level 6 (Equivalent to RQF Level 3) Unit IG1: 5 credits, Unit IG2: 6 credits	
<b>Entry requirements</b>	None	
<b>Recommended minimum standards of English Training Course</b>	Equivalent to an International English Language Testing System score of 6.0 or higher in IELTS tests.	
<b>Languages available</b>	English & Arabic for the training, materials and exam.	
<b>Pass standard</b>	The provisional pass mark for IG1 is 45% The pass standard for IG2 is contained in the IG2 guidance More information on how provisional marks are set can be found in NEBOSH <a href="#">FAQs</a>	
<b>Qualification grades</b>	The qualification grade is based on the result from Unit IG1 Distinction: 75 marks or higher Credit: 65 - 74 marks Pass: 45 - 64 marks	

### ▪ Syllabus summary

No.	Element	Assessment
1	Why we should manage workplace health and safety	Open book examination (OBE) Unit IG1: Management of health and safety Elements 1.1, 1.2 and 3.4 are also assessed by the practical assessment (Unit IG2)
2	Why we should manage workplace health and safety	
3	Managing risk – understanding people and processes	

4	Health and safety monitoring and measuring	<b>Practical assessment</b>  <b>Unit IG2: Risk assessment</b>
5	Physical and psychological health	
6	Musculoskeletal health	
7	Chemical and biological agents	
8	General workplace issues	
9	Work equipment	
10	Fire	
11	Electricity	

▪ **Learning outcomes and assessment criteria:**

<b>Learning outcome The learner will be able to:</b>	<b>Related content</b>	<b>Assessment criteria</b>	<b>Assessment</b>
Justify health and safety improvements using moral, financial and legal arguments	1.1–1.2	<ul style="list-style-type: none"> <li>- Discuss the moral, financial and legal reasons for managing health and safety in the workplace</li> <li>- Explain how health and safety is regulated and the consequences of non-compliance</li> </ul>	OBE, practical
Advise on the main duties for health and safety in the workplace and help their organisation manage contractors	1.3	<ul style="list-style-type: none"> <li>- Summarise the main health and safety duties of different groups of people at work</li> </ul> And <ul style="list-style-type: none"> <li>- Explain how contractors should be selected, monitored and managed</li> </ul>	OBE
Work within a health and safety management system, recognising what effective policy, organisational responsibilities and arrangements should look like	2.1–2.2	<ul style="list-style-type: none"> <li>- Give an overview of the elements of a health and safety management system and the benefits of having a formal/certified system</li> <li>- Discuss the main ingredients of health and safety management systems that make it effective – policy, responsibilities, arrangements</li> </ul>	OBE
Positively influence health and safety culture and behaviour to improve performance in their organisation	3.1–3.3	<ul style="list-style-type: none"> <li>- Describe the concept of health and safety culture and how it influences performance</li> <li>- Summarise how health and safety culture at work can be improved</li> <li>- Summarise the human factors which positively or negatively influence behaviour at work in a way that can affect health and safety</li> </ul>	OBE
Do a general risk assessment in their own workplace – profiling and prioritising risks,	1.1 1.2 3.4	<ul style="list-style-type: none"> <li>Explain the principles of the risk assessment process</li> </ul> And	OBE, practical

inspecting the workplace, recognising a range of common hazards, evaluating risks (taking account of current controls), recommending further control measures, planning actions	5–11	Produce a risk assessment of a workplace which considers a wide range of identified hazards (drawn from elements 5 – 11) and meets best practice standards ('suitable and sufficient')	
Recognise workplace changes that have significant health and safety impacts and effective ways to minimise those impacts	3.5	Discuss typical workplace changes that have significant health and safety impacts and ways to minimise those impacts	OBE
Develop basic safe systems of work (including taking account of typical emergencies) and knowing when to use permit-to-work systems for special risks	3.6–3.8	<ul style="list-style-type: none"> <li>- Describe what to consider when developing and implementing a safe system of work for general activities</li> <li>- Explain the role, function and operation of a permit-to-work system</li> <li>- Discuss typical emergency procedures (including training and testing) and how to decide what level of first aid is needed in the workplace</li> </ul>	OBE
Take part in incident investigations	4.2	Explain why and how incidents should be investigated, recorded and reported	OBE
Help their employer to check their management system effectiveness – through monitoring, audits and reviews	4.1, 4.3, 4.4	<ul style="list-style-type: none"> <li>- Discuss common methods and indicators used to monitor the effectiveness of management systems</li> <li>- Explain what an audit is and why and how it is used to evaluate a management system</li> <li>- Explain why and how regular reviews of health and safety performance are needed</li> </ul>	OBE

## **Students / Learners Complaints Procedure**

### **Objectives:**

This procedure provides guideline to receive, evaluate and make decisions on student's complaints.

### **Scope:**

The scope and application of this procedure includes students attending the course and client organizations can log complaint.

### **Responsibilities:**

Training course coordinator is responsible for receiving Complaints and should take decisions on its resolution.

### **Procedure:**

- Tutor should inform all students about their rights to file complaint and should provide them with the appropriate form on their request.
- All Complaints are submitted via Complaints Form ETC-QF-06-12.
- Once a complaint is received from a student it is forwarded to course coordinator for processing.
- Course coordinator should take immediate action not more than 72 Hour and inform the student about the status of the complaint.
- If course coordinator could not solve the complaint he will forwarded to the General Manager of Experts Center for processing and should take action not more than 72 Hour and inform the student about the outcome.
- Confidentiality is strictly maintained about the complaint raised by any interested party.

### **For NEBOSH Courses only:**

- If the student is not satisfied with Experts Center the way of dealing with the complaint, the student has the right to contact NEBOSH at [info@nebosh.org.uk](mailto:info@nebosh.org.uk).
- If the student is not satisfied with NEBOSH's dealing with the complaint, the student can contact NEBOSH accredited body SQA, (Please refer to the NEBOSH complaints policy on the NEBOSH website).

## Approval & Signing:

### Learner's Consent:

After reviewing the Learner Handbook/pre-course guidance, I agree to all the terms and commitments outlined therein, including the Learner Commitments. Filling out the course registration form constitutes my implicit agreement to these conditions."

Name and Signature	
Date:	

### Experts Center's Consent:

Experts Center agrees and commits to all terms and obligations outlined in the Learner Handbook/pre-course guidance, including the Experts Center Commitments."

**Abu Bakr Khalel Abd Alla Farah**

**General Manager**

