

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

This information will be communicated to delegates through E-mail, WhatsApp, Experts Center website or submitted hardcopy.

### 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:** +971505002698 / +971564524704
  - **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:**

For written examinations, the date by which the candidate should receive a written result notification is stated on the candidate's examination entry confirmation. 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.

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