Nviron Consulting Pvt Ltd

Learner Handbook

A complete guide for learner to choose an appropriate Qualification

Contents:

Ladies and Gentlemen,

A very warm welcome to the Occupational Health and Safety Qualification program. We are delighted to have each and every one of you join us on this important journey towards enhancing workplace safety and health standards.

1. Objectives:

The Occupational Health and Safety Qualification program is designed with a clear purpose in mind - to equip you with the knowledge, skills, and tools necessary to promote and ensure a safe and healthy working environment. Workplace safety is a paramount concern in every industry, and this program is aimed at empowering you to become a key contributor to ensuring the well-being of workers and the protection of assets in your organization.

The primary objectives of this program are as follows:

1.1. Comprehensive Understanding:

We intend to provide you with a thorough understanding of occupational health and safety principles, regulations, and best practices. You will learn about the various risks and hazards that can exist in workplaces and how to effectively mitigate them.

1.2. Skill Development:

Our program focuses not only on theory but also on practical skills. You will gain hands-on experience in conducting risk assessments, developing safety policies, and implementing safety measures.

1.3. Legal Compliance:

We will help you navigate the complex landscape of health and safety regulations. You will learn how to ensure that your organization complies with local and international safety standards.

1.4. Promoting a Safety Culture:

One of our key goals is to instill in you the importance of fostering a safety-first culture within your organization. You'll discover how to engage and educate employees to make safety a top priority.

1.5. Emergency Preparedness:

In the event of unforeseen incidents, it's crucial to be prepared. We'll equip you with the knowledge and skills needed to respond effectively to workplace emergencies.

1.6. Continuous Improvement:

Safety is an ongoing process. We encourage you to develop the ability to continuously assess and improve safety measures in your workplace, ensuring that they evolve with changing circumstances.

We recognize that each of you brings a unique perspective and experience to this program. Your collective experiences will enrich our discussions and learning environment. We encourage active participation, questions, and the sharing of insights to create a dynamic and engaging learning atmosphere.

Throughout this program, our dedicated instructors and support staff are here to assist you in your journey. Please feel free to reach out if you have any questions or require guidance.

We are excited to embark on this educational endeavor with you, and we look forward to witnessing your growth as occupational health and safety professionals. Together, we will strive to make workplaces safer, healthier, and more secure for all.

Thank you for choosing to be a part of the Occupational Health and Safety Qualification program. Let's make this a transformative and impactful experience for the betterment of workplaces everywhere.

Welcome, and let's begin this important journey together!

2. Overview of NEBOSH Qualifications:

The National Examination Board in Occupational Safety and Health (NEBOSH) offers a range of qualifications related to occupational safety and health. Below is an explanation of the general NEBOSH qualification structure, including its duration, format, and key features:

2.1. NEBOSH Qualification Structure:

NEBOSH qualifications are recognized globally and designed to equip individuals with the knowledge and skills needed to manage workplace safety and health effectively. The NEBOSH qualification structure typically consists of three main levels:

2.1.1. NEBOSH Award Level:

- **Duration:** Short courses, often lasting a few days to a few weeks.

- **Format:** In-person or online, depending on the course provider.

- **Key Features:**

- Entry-level courses suitable for individuals seeking to gain basic knowledge in occupational safety and health.

- Cover specific topics or niche areas within the field.

- Designed for those who want to enhance their awareness of workplace hazards and best practices.

2.1.2. NEBOSH Certificate Level:

- **Duration:** Longer courses, typically ranging from several weeks to a few months.

- **Format:** Offered both in-person and online by accredited course providers.

- **Key Features:**

- Entry-level certificates ideal for individuals taking on safety and health responsibilities in the workplace.

- Cover fundamental principles, risk assessment, and control measures.

- Often pursued by those aiming to start a career in health and safety.

2.1.3. NEBOSH Diploma Level:

- **Duration:** A more comprehensive program spanning several months to a year or more.

- **Format:** Typically delivered in a classroom or blended learning format.

- **Key Features:**

- Advanced-level qualifications suitable for experienced professionals in occupational safety and health.

- Provide an in-depth understanding of safety management systems, legal compliance, and risk management.

- Considered a significant achievement and recognized by employers worldwide.

2.1.4. Additional Notes:

1   NEBOSH qualifications are designed to cater to various industries and sectors, including general workplace safety, construction, oil and gas, and more. Learners can choose the qualification that aligns with their specific career goals and industry.

2   NEBOSH qualifications often involve assessments, including written exams and practical assessments, to evaluate candidates' understanding and application of safety and health concepts.

3   NEBOSH courses are delivered by accredited course providers worldwide. Learners can choose between in-person classroom-based learning, online courses, or a combination of both, depending on their preferences and location.

4   NEBOSH qualifications are internationally recognized and respected by employers, making them valuable credentials for individuals seeking to advance their careers in safety and health.

5   The specific duration, format, and content of NEBOSH qualifications may vary depending on the course provider and the course variant (e.g., National, International, Environmental, Fire Safety).

It's important for individuals interested in pursuing NEBOSH qualifications to research accredited course providers, understand the requirements of their chosen qualification, and choose the most suitable format and level based on their career goals and experience.

3. Course Overview:

- Course Title: **NEBOSH International General Certificate (IGC)**

- Course Duration: **21 days**

- Mode of Training: **Virtual(Zoom Meetings)**

- Study Hours: **65 hours(recommended)**

4. Course Content:

4.1. Unit IG1: Management of Health and Safety:

- Foundations of Health and Safety

- Health and Safety Management Systems

- Policy

- Organizing for Health and Safety

- Planning for Hazard Identification, Risk Assessment, and Risk Control

- Implementation of Risk Control

- Monitoring, Review, and Audit

- Incident and Accident Investigation, Recording, and Reporting

4.2. **Unit IG2: Risk Assessment:**

- Physical and Psychological Health Hazards

- Musculoskeletal Hazards and Risk Control

- Chemical and Biological Health Hazards and Risk Control

- General Workplace Issues

- Work Equipment Hazards and Risk Control

- Fire Hazards and Risk Control

- Electrical Safety

- Construction and Structural Safety

4.3. **Assessment:**

The NEBOSH IGC assessment typically includes:

- **Unit IG1: Management of Health and Safety** - a written examination of 100 marks with 24 hours duration.
Qualifying Marks-45
- **Unit IG2: Risk Assessment** - a practical risk assessment project on 10 hazards conducted in the workplace.
- **Closing Interview** - An interview conducted by NEBOSH to ensure that the examination has been attempted by the Learner himself.

Passing both the above units is required to achieve the NEBOSH IGC qualification.

Note: It's important to note that course content and duration may vary slightly depending on the training provider. Therefore, it's advisable to check with your chosen Learning Partner for specific details about their NEBOSH IGC course. Additionally, NEBOSH periodically updates its syllabus and exam formats, so staying up to date with the latest information is essential.

5. **Course Objectives:**

The NEBOSH IGC course aims to provide participants with the following:

- A comprehensive understanding of key health and safety concepts and principles.

- The ability to identify workplace hazards and assess risks effectively.

- Knowledge of health and safety management systems and best practices.

- Competence in developing and implementing risk control measures.

- Skills in incident and accident investigation and reporting.

● The ability to contribute to a safer and healthier working environment.

6. Who can pursue this Course?

The NEBOSH IGC is suitable for individuals working in various industries and roles, including managers, supervisors, safety officers, and anyone with responsibilities related to health and safety in the workplace.

7. Marksheets and Certificates:

Upon successful completion of the NEBOSH IGC, you would be awarded the NEBOSH International General Certificate in Occupational Health and Safety.

The results of the examination are released in approximately 45-50 days of the examination being held and the mark sheets of all the learners are mailed to their registered Email Addresses. You can also reach out to their respective advisors to know their results.

The printed certificates are then sent by NEBOSH which reaches the Institute within the next 25-30 days of the results being declared. Your respective course advisors would then coordinate with you regarding the address to which you would like your certificate to be delivered at and accordingly your certificate is sent to you through post.

Note:
i) For postal deliveries within India there would be no charges levied on you.

ii) For postal deliveries outside India, the learner has to bear 50% of the postal fees.

8. Course or Program Schedule:

A Course or Program Schedule outlines the important dates, such as start and end dates of the batches, duration of class sessions and NEBOSH Assessment dates.

NEBOSH International General Certificate in Occupational Safety and Health Schedule:

● **Course Name:** NEBOSH Certificate in Occupational Safety and Health
● **Course Duration:** 21 days
● **Duration of Classes:** 2 hours daily
● **Assessment Dates:**

Exam Date	Result Date
08 November 2023	25 January 2024
06 December 2023	22 February 2024
17 January 2024	27 March 2024
7 February 2024	19 April 2024

6 March 2024	**20 May 2024**
3 April 2024	**14 June 2024**
8 May 2024	**18 July 2024**
5 June 2024	**14 August 2024**
3 July 2024	**12 September 2024**
7 August 2024	**17 October 2024**
4 September 2024	**13 November 2024**
2 October 2024	**11 December 2024**
6 November 2024	**24 January 2025**
4 December 2024	**21 February 2025**

9. Learning Objectives:

Upon successful completion of the NEBOSH IGC course, you will be able to:

9.1. Understand Occupational Health and Safety Principles:

- Define key terms, concepts, and principles related to occupational health and safety.

- Explain the legal and regulatory framework governing workplace safety.

9.2. Identify Workplace Hazards:

- Identify common workplace hazards, including physical, chemical, biological, ergonomic, and psychosocial hazards.

- Assess the risk associated with various workplace activities and substances.

9.3. Implement Effective Control Measures:

- Describe strategies and control measures to mitigate workplace hazards.

- Develop and recommend practical control solutions to improve workplace safety.

9.4. Promote a Positive Safety Culture:

- Explain the importance of safety leadership and its role in creating a positive safety culture.

- Identify strategies to engage employees and promote their active participation in safety initiatives.

9.5. Investigate Incidents and Accidents:

- Conduct thorough incident investigations to determine root causes and contributory factors.

- Develop recommendations to prevent the recurrence of incidents.

9.6. Manage Health and Safety Systems:

- Describe the elements of an effective health and safety management system.

- Evaluate the performance of a health and safety management system and suggest improvements.

9.7. Understand Legal Compliance:

- Interpret and apply relevant international and local health and safety legislation.

- Explain the legal duties of employers, employees, and other stakeholders.

9.8. Enhance Emergency Response and Preparedness:

- Develop emergency response plans and procedures to manage various workplace emergencies.

- Conduct emergency drills and exercises to ensure effective response and preparedness.

9.9. Assess Workplace Health and Safety Performance:

- Evaluate the effectiveness of health and safety programs and initiatives.

- Monitor and measure key performance indicators related to safety and health.

9.10. Communicate Effectively:

- Demonstrate effective communication skills, including writing clear reports and delivering safety messages. - Facilitate safety briefings, meetings, and training sessions.

9.11. Prepare for NEBOSH IGC Examination:

- Understand the format and requirements of the NEBOSH IGC examination. - Apply effective study and examination strategies to achieve success.

10. Course Materials:

- To qualify NEBOSH IGC, you must have the Course Materials with you that are aligned to the syllabus.

- We ensure that you receive our range of course materials including textbook, study materials, workbook, class notes, class ppt's, class recordings and assessment questions that are up to date and map to the qualification specification of NEBOSH.

- We have been approved by NEBOSH to use our indigenously designed study materials for delivering NEBOSH IGC which is available with the Tutors to provide both Classroom Training and Virtual Training as well.

To enable you to access the study materials easily, we have made arrangements for resources such as:

10.1. **Library Resources(For Classroom Training):**

We are pleased to inform you that Nviron Consulting Pvt Ltd offers a comprehensive range of library resources to support your academic journey. The library serves as a hub for accessing course-related materials, textbooks, and digital resources.

The following are the Library Resources that we provide to our learners:

10.1.1. **Textbooks and Course Materials:**

- Our library houses an extensive collection of textbooks and course materials relevant to your NEBOSH course.

- You can borrow required textbooks for the duration of the course, ensuring access to essential readings without the need for purchasing books.

10.1.2. **Study Spaces and Support:**

- The library offers a conducive noise-proof place to study with sufficient overhead lighting and air conditioning.

- A trained librarian is also available to assist you in locating and accessing course materials and resources.

10.2. **Access to Study Materials (For Virtual Training):**

- For virtual classes we provide access to the Study Materials by uploading them to our blended learning platform Google Classroom.

- We also have a range of study materials for delivering the virtual training such as study books, Class PPTs, handouts, class notes, workbooks, etc which have been uploaded in the Google Classroom for the learners to refer and progress in their course.

- We also provide supplementary study materials recommended for NEBOSH IGC there itself such as ILO Conventions and Recommendations, ISO 45001 Clauses, etc.

11. **Assessments:**

Assessment methods and criteria used to evaluate student performance can vary widely depending on the educational level, subject matter, and specific goals of the assessment. Here are some common assessment methods and criteria that educators use to evaluate learner performance:

11.1. **Formative Assessment:**

- **Method:**These assessments are conducted during the learning process to provide feedback and guided instructions.

● **Criteria:** Formative assessments focus on identifying areas of improvement and understanding. Criteria may include participation, engagement, and progress toward learning objectives.

● **Types:** Socratic questions, scenario based questions, quizzes, polls, group discussions, online games,etc.

11.2. **Summative Assessment:**

● **Methods:** Summative assessments are typically conducted at the end of a unit, course, or grading period to measure overall student learning.

● **Criteria:** Summative assessment criteria are often tied to established learning objectives and may include knowledge, comprehension, application, analysis, and other higher-order thinking skills.

● **Types:** One Mock Test is assigned to the Learners at the end of their course to facilitate answering under exam conditions.

12. Feedback on Assessments:

In order to make the learner understand where he is lagging and what improvements he can bring to progress in the course, the Tutor provides the learner with feedback related to the assessments submitted by them.

The following are the various types of feedback provided by tutors:

12.1. **Positive Feedback:**

This type of feedback is given by the Tutor to acknowledge what the learner has done well. Positive feedback helps in reinforcing good performance of the learner and encourages him/her to continue working in the same direction.

12.2. **Constructive Feedback:**

Constructive feedback highlights areas where improvement is needed. This type of feedback given by the Tutor includes specific suggestions or recommendations on how the learner can enhance their performance.

12.3. **Descriptive Feedback:**

Descriptive feedback by Tutor provides a detailed description of the learner's performance, pointing out specific strengths and weaknesses. It avoids judgmental language and focuses on objective observations.

12.4. **Formative Feedback:**

Formative feedback is given by Tutor during the learning process to guide the learner's progress. It helps learners understand their current level of achievement and how they can move toward their goals.

12.5. **Summative Feedback:**

Summative feedback is given by Tutor typically at the end of an assessment or learning period and provides a final evaluation of the learner's performance. It may include a grade or a summary of achievements.

12.6. **Peer Feedback:**

Tutors also allow learners to provide feedback to their peers. Peer feedback can offer a different perspective and encourage collaborative learning.

12.7. Written Feedback:

Tutors often provide written comments on assignments, papers, or projects. Written feedback allows for detailed explanations and can serve as a reference for improvement.

12.8. Oral Feedback:

Tutors may provide feedback verbally during one-on-one meetings, in-class discussions, or presentations. Oral feedback can facilitate immediate clarification and discussion.

12.9. Rubrics:

Rubrics are scoring guides that outline specific criteria for assessment. Tutors use rubrics to provide structured feedback based on predefined criteria.

12.10. Motivational Feedback:

Tutors can provide feedback that motivates learners by highlighting their potential and the value of their efforts.

12.11. Correctional Feedback:

For language learning or skill development, Tutors provide correctional feedback pointing out errors and provide guidance on how to correct them.

12.12. Progress Tracking:

Tutors provide feedback on a learner's progress over time, helping them see how they've developed their skills or knowledge.

Note:

● The Feedback on Formative Assessments are provided to the learners by the Tutors within 48 Hours of the assessment being submitted.
● Similarly the Feedback on Summative Assessment is provided to each learner within 72 Hours of the Summative Assessment being submitted by the Learner.

13. Support Services:

At Nviron Consulting Pvt Ltd, we are committed to providing a supportive and inclusive learning environment. We offer a range of support services to help you succeed academically and personally. Whether you need assistance with your studies, guidance on your academic path, counseling, or accessibility accommodations, we are here to support you throughout your educational journey.

13.1. Academic Advising:

Description: Our academic advisors are here to guide you in making informed decisions about your academic path. They can help you choose the right course for you, plan your career path and advancement in it and address your academic concerns.

How to Access:

You can reach out to our Course/Academic Advisors through Call, WhatsApp and Email for Academic Advising.

The following are the contact numbers of the Course/Academic Advisors:

● Rinky Singh-+91 7978708083(rinky@nviron.in)

- Ashutosh Panda-+91 7978545455(ashutosh@nviron.in)

- Krishna Mohanty-+91 7008695552(krishna@nviron.in)

- Ayesha Anjum-+91 8093008506(ayesha@nviron.in)

Contact Timings: 09:00am to 05:00pm(Monday to Saturday)

13.2. **Tutoring Services:**

Description: Our OHS qualification tutoring services are designed to help learners achieve and maintain the necessary qualifications for their roles. Our experienced tutors will guide you throughout the course and prepare you for certification exams.

How to Access: You can access the Tutoring Services after enrolling with Nviron. After enrolling with us the Tutors would be providing the following Tutoring Services:

- assess your learning needs, styles and disabilities,

- make reasonable adjustments in the training delivery,

- deliver the course,

- assign assessments

- provide feedback

- provide progress reports

- provide personalized training(one to one sessions)

- Provide Individualized support(personal support)

You can reach out to the Tutors through:

a)   Call:
Prakash Vir Sharma: +91 9831800143
Arpit Kanungo: +91 7848055183
Biswajit Parida: +91 8018212066
b)   Mail:
Mr. Prakash Vir Sharma(pvs@nviron.in)
Mr. Arpit Kanungo(arpit@nviron.in)
Mr. Biswajit Parida(biswajit@nviron.in)

Contact Timings: 09:00am to 05:00pm(Monday to Saturday)

13.3. **Counseling Services:**

Description: We understand that studying courses can come with challenges. Our Course/Academic Advisors are available to provide you support for personal, emotional, and mental health concerns in a safe and confidential setting.

How to Access:

You can reach out to our Course/Academic Advisors through Call, WhatsApp and Email for Academic Advising.

The following are the contact numbers of the Course/Academic Advisors:

- Rinky Singh- +91 7978708083(rinky@nviron.in)

- Ashutosh Panda- +91 7978545455(ashutosh@nviron.in)

- Krishna Mohanty- +91 7008695552(krishna@nviron.in)

- Ayesha Anjum- +91 8093008506(ayesha@nviron.in)

Contact Timings: 09:00am to 05:00pm(Monday to Saturday)

13.4. **Accessibility Services:**

Description: We are dedicated to ensuring that all students have equal access to educational opportunities. Our accessibility services provide accommodations and support for students with disabilities.

How to Access:

You can request for accessibility support services by reaching out to our HR Manager directly over call or through Email.

Mr. Ashok Kumar Moharana,
HR Manager,
Nviron Consulting Pvt. Ltd.
M: +91 7008916675
ashok@nviron.in
Timing: 09:00 AM – 05:00 PM (Monday to Saturday)

13.5. **Online Resources:**

Description: In addition to in-person services, we offer a variety of online resources, including study books, class recordings, assessments and supplementary materials, to assist you in your academic journey.

How to Access:

Upon successful enrollment to NEBOSH IGC Course, you would be provided access to Google Classroom(blended learning platform) and Learner Management System(LMS) as well by your respective course/academic advisors.

13.6. **Administrative Support:**

Description: We are dedicated to ensuring that all students have hassle free learning experience. Our administrative support services provide support for learners facing difficulty in making payment, refund process, assessment registration and any other facilities required at the training center.

How to Contact:

You can access accessibility services by directly requesting your Admin Manager through

Call or email.

Sandeep Parija,
Admin Manager,
M: +91 9090295878
sandeep@nviron.in
Timing: 09:00 AM – 05:00 PM (Monday to Saturday)

13.7. **Mental health Support:**

Description: We are dedicated to ensuring that all students have stress free and enjoyable learning experience. Our mental health support services provide support for learners facing mental health issues.

How to Contact:

You can access **mental health** services by directly requesting your Hr Manager through Call or email.

Mr. Ashok Kumar Moharana,
HR Manager,
Nviron Consulting Pvt. Ltd.
M: +91 7008916675
ashok@nviron.in
Timing: 09:00 AM – 05:00 PM (Monday to Saturday)

13.8. **Technical Support:**

Description: We are dedicated to ensuring that all students have easy access to our learning management system, virtual classes, course material and online resources to create a positive learning environment. Our Technical support services provide support for learners facing technical issues.

How to Contact:

You can access Technical support services by directly requesting your Programme Officer through Call or email.

Mr. Anirudh Mohanty,
Programme Officer
M: +91 8093008501
E: anirudh@nviron.in
Timing: 09:00 AM – 05:00 PM (Monday to Saturday)

13.9. **Personal and Virtual Tutoring Support:**

Description: Our OHS qualification tutoring services are designed to support learners with a need of personal tutorial for doubt clearance, exam preparation guidance and subject specific understanding. Our experienced tutors will guide you through personal and virtual tutoring sessions.

How to Access:

You can access the Personal and Virtual Tutoring Support services by requesting tutors through:

a)   Call:

Prakash Vir Sharma: +91 9831800143

Arpit Kanungo: +91 7848055183

Biswajit Parida: +91 8018212066

b)   Email:

Mr. Prakash Vir Sharma (pvs@nviron.in)

Mr. Arpit Kanungo (arpit@nviron.in)

Mr. Biswajit Parida (biswajit@nviron.in)

Contact Timings: 09:00am to 05:00pm(Monday to Saturday)

We encourage you to take advantage of the above mentioned support services to enhance your academic success and overall well-being.

If you have any questions or need further information about the above mentioned services, kindly reach out to our Program Officer Mr. Anirudh Mohanty, Program Officer on +91 8093008501 or Email on anirudh@nviron.in

14. Communication Channels:

This section defines the approved and suitable means of communication that you can use to communicate with the Tutors, Course/Academic Advisors and their colleagues in the class.

The following are the Communication channels that the Learners can use to communicate:

a)   **Website Chat:** We have a dedicated AI chat box on our Website, where you can ask your queries of all categories. Our AI Chatbot would definitely reply back to you in a few minutes and if required will transfer your query to our Course/Academic Advisors.

b)   **Email:** You can communicate with the tutors through email for formal communication regarding class-related questions, assessments and requests for scheduling meetings with the tutor for personalized learning.

c)   **WhatsApp Group:** Learners, Tutors and Course/Academic Advisors are added to a common WhatsApp Group where they can communicate freely with each other related to the course, assessments, recordings and other topics related to the course.

d)   **Discussion Forums:** Learners, Tutors and Course/Academic Advisors can also communicate with each other using the common discussion forums available on our blended learning platform Google Classroom and Learner Management System(LMS).

e)   **Virtual Meetings:** You can reach out to the Tutors and Course/Academic Advisors by joining through Virtual Meeting Platforms such as Zoom Meetings and Microsoft Teams.

f)   **Private chat on LMS:** You can communicate with the Tutors through a private chat/message facility incorporated on LMS.

It's essential for learners to follow any specific communication guidelines provided by the Tutors and to maintain a respectful and professional tone when communicating with Tutors, Course/Academic Advisors and colleagues while using all these channels.

15. Technological Requirements:

These requirements help you ensure that you have the requisite hardware and technological resources with you to enable you to attend the classes, submit assessments, receive feedback on assessments and view your progress in the course.

a)   Hardware Requirements:

●   **Computer or Laptop:** Learners should have access to a personal computer or laptop with the following specifications:

o   Operating System of Windows 10 or macOS 10.14

o   Processor: Intel Core i3 or equivalent.

o   RAM: 4 GB minimum.

o   Storage: 128 GB SSD recommended.

o   Webcam and microphone for video conferencing.

●   **Internet Connection:** A reliable and high-speed internet connection with a minimum bandwidth of 100 Mbps for downloading course materials, participating in online discussions, and accessing resources.

b)   Software Requirements:

●   **Web Browser:** You need to have the latest version of web browsers such as Google Chrome, Mozilla Firefox and Microsoft Edge for accessing course materials and online lectures.

●   **Office Suite:** You need to have access to a word processing software like Microsoft Office or have access to online document editing applications such as Google Docs.

●   **Video Conferencing Tools:** You will need access to video conferencing tools like Zoom Meetings, Microsoft Teams or Google Meet for attending virtual lectures, group discussions and one to one meetings with the Tutors.

●   **PDF Reader:** You need to have access to a PDF File Software such as Adobe Reader or you must have access to view PDF files online that would be shared with you.

c)   Additional Requirements:

●   **Headset with Microphone:** You need to have a good-quality headset with a built-in microphone for clear audio during online discussions, presentations, and video lectures.

●   **Webcam Cover:** YOu need to have a Webcam cover to ensure privacy and security during video conferences when the webcam is not in use.

●   **Backup Solutions:** You need to have a backup of the materials that you are using to study NEBOSH IGC.

●   **Occupational Health and Safety Reference Materials:** You should have access to relevant textbooks, conventions, recommendations and other supplementary reference materials.

16. Code of Conduct and Expectations:

a)   Behavior and Conduct:

●   **Respect:** You need to treat fellow learners, Tutors, and Course/Academic Advisors staff with respect and professionalism, regardless of differences in background, beliefs, or opinions.

●   **Punctuality:** You need to attend virtual or in-person classes on time and submit assignments by the specified deadlines.

●   **Communication:** You need to communicate courteously and professionally in all written and verbal interactions with peers and tutors. Use appropriate language and tone.

●   **Attendance:** You need to regularly attend and actively participate in scheduled classes, discussions, and group activities. Notify tutors in advance if unable to attend due to legitimate reasons.

●   **Collaboration:** You need to actively engage in collaborative projects and discussions, demonstrating a willingness to work with peers, share ideas, and contribute to a positive learning environment.

●   **Adherence to Policies:** You need here to all school policies, including those related to academic conduct, attendance, and technology use.

b)   Professional Integrity:

1.   **Academic Honesty:** Uphold academic integrity by avoiding plagiarism and properly citing all sources used in assignments, research papers, and presentations.

2.   **Original Work:** Submit original work for assignments and assessments, refraining from reusing assignments from other courses without proper acknowledgment.

3.   **Collaborative Work:** When collaboration is allowed, clearly acknowledge the contributions of all collaborators and adhere to any specific collaboration guidelines provided by instructors.

c)   Participation in the Learning Community:

1.   **Engagement:** Actively engage in class discussions, asking questions, sharing insights, and responding to classmates' contributions thoughtfully.

2.   **Inclusivity:** Foster an inclusive and diverse learning environment by respecting the opinions and perspectives of others, regardless of cultural, social, or ideological differences.

3.   **Feedback:** Provide constructive and respectful feedback to peers when engaged in peer evaluations or collaborative projects.

4.   **Technology:** Ensure access to required technology and a stable internet connection for online learning. Seek technical support when facing difficulties.

5.   **Support:** Seek help from instructors or academic support services when needed, and offer assistance to peers when possible.

d)   Consequences of Violations:

1. **Academic Misconduct:** Violations of academic integrity, such as plagiarism or cheating, will result in appropriate disciplinary actions as per NEBOSH policies.

2. **Behavioral Misconduct:** Inappropriate behavior or disruptive conduct may lead to warnings, academic penalties, or, in extreme cases, expulsion from the course.

Note: These expectations are designed to create a positive, respectful, and ethical learning environment. Violations of these expectations may result in consequences as outlined in school policies.

These expectations set clear standards for learner behavior, professional integrity, and participation, fostering a supportive and respectful learning community. They also emphasize the importance of academic honesty and collaboration while outlining potential consequences for misconduct.

17. Safety and Emergency Procedures:

a)   Training Center Safety Protocols:

1. **Facility Access:** Access to the training center is restricted to registered participants and authorized personnel only. Please ensure that you have your identification badge or access card at all times.

2. **Visitor Policy:** Visitors are required to sign in at the Reception front desk and be accompanied by authorized personnel at all times.

3. **Fire Safety:** Familiarize yourself with the location of fire exits, fire extinguishers, and emergency evacuation routes. Fire drills will be conducted periodically.

4. **Medical Emergencies:** In the event of a medical emergency, contact the front desk and our first aider immediately. We have trained first-aiders to aid you.

5. **Security Personnel:** Trained security personnel are available on-site 24/7 to ensure your safety and address security concerns.

6. **Reporting Suspicious Activity:** If you observe any suspicious activity or individuals on the premises, report it to security or staff immediately.

b)   Emergency Procedures:

1. **Fire Doors:** As per OSHA standard we have fire doors installed to contain the fire incase of a fire emergency breaks out in the Institute.

2. **Evacuation Plan:** To help you exit the building safely in case of an emergency we have a well developed emergency evacuation plan to ensure smooth and effective evacuation of learners, staff and visitors.

3. **Fire Exits:** We have designated Fire Exits to guide you out during an emergency. In case of an emergency or an evacuation order is given, calmly and quickly exit the building using the nearest exit.

4. **Assembly Point:** After evacuating the building, kindly gather at the designated assembly point so that we can ensure that all the people including learners, staff and visitors are safe and nobody is left out in the building.

5.   **First Aid:** We have sufficiently stocked first-aid boxes to provide first aid in case of an emergency to everyone.

c)   Contact Information:

1.   Reception front desk:

- **Phone:** +91 9776763500

- **Email:** info@nviron.in

2.   Emergency Services:

- **For Fire Emergencies**: Dial **101(Toll-Free)**

- **For Ambulance:** Dial **0671- 2614499/108**

- **For Medical Emergencies**:
Dial **0671- 2614572(S.C.B Casualty)**
Or
0671- 2623969(City Hospital)

- **For Police:** Dial **100(Toll-Free)**

3.   Head of Learning Partner:

- **Name**: Anupam Mohanty

- **Phone**: 9776763500

- **Email**: anupam@nviron.in

4.   Training Center Address:

Nviron Consulting Pvt. Ltd.,
1st Floor, Gayatri Niwas,
In front of Sani Mandir,
Kaliaboda Road,
Sikharpur,
Cuttack
Odisha
Pin-753004

d)   Additional Notes:

- Emergency contact numbers are posted in prominent locations throughout the training center.

- Familiarize yourself with the location of fire extinguishers, fire alarms, and emergency exits.

- It is mandatory to participate in fire drills and emergency evacuation exercises to ensure readiness.

Your safety is our top priority. Please review and follow these safety protocols and emergency procedures carefully. If you have any questions or concerns, do not hesitate to contact the front desk.

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18. **Additional Resources:**

a) Study Tips:

● **Effective Note-Taking:** Learn techniques for taking organized and meaningful notes during lectures and while reading textbooks.

● **Active Reading Strategies:** Discover methods for engaging with course materials actively, such as highlighting, annotating, and summarizing.

● **Mind Mapping:** Explore mind mapping tools and techniques to visually organize and connect ideas.

b) Time Management Strategies:

● **Time Blocking:** Master the art of time blocking to allocate dedicated study periods, class attendance, and personal time effectively.

● **Prioritization:** Learn how to prioritize tasks and assignments based on deadlines and importance.

● **Goal Setting:** Set clear, achievable academic and personal goals to stay motivated and focused.

c) Stress Management and Well-Being:

● **Stress Reduction Techniques:** Learn stress-reduction techniques such as mindfulness, meditation, and deep breathing exercises.

● **Physical Activity:** Discover the benefits of regular physical activity for mental and physical well-being.

● **Counseling Services:** Reach out to counseling services for emotional support and coping strategies if needed.

d) Writing and Research Skills:

● **Writing Centers:** Make use of writing centers or writing workshops to improve your writing skills, including essay structure and citation styles.

● **Research Skills:** Enhance your research skills, including how to locate, evaluate, and cite sources effectively.

e) Career Development:

● **Career Services:** Connect with career services for assistance in resume building, interview preparation, and internship or job placement.

● **Networking Opportunities:** Explore networking events, workshops, and alumni connections to expand your professional network.

f) **Academic Support Groups:**

● **Study Groups:** Join or form study groups with peers to collaborate on assignments and discuss course materials.

● **Online Forums:** Participate in online forums or discussion boards related to your courses for additional academic support.

19. **Frequently Asked Questions (FAQs):**

a) **Course Information:** We appreciate your interest in our courses and programs. We are here to provide you with the information and guidance to help you make the best choices for your academic career and goals.

Here are responses to your questions:

1. **What are the courses available with Nviron Consulting Pvt. Ltd.?**

We offer a wide range of courses to cater various learning needs and interests at different levels of study. Some of the courses available with us include:

● NEBOSH International General Certificate in Occupational, Safety and Health[Certificate Level]

● NEBOSH Certificate in Process Safety Management [Certificate Level]

● NEBOSH Managing Risk and Risk Assessment[Award Level]

● NEBOSH Manual Handling and Risk Assessment[Award Level]

● IOSH Managing Safely V5

● Post Diploma In Industrial Safety

2. **What are the NEBOSH qualifications that I can pursue through Nviron?**

There are several Certificate, Award and Diploma level Courses available in NEBOSH. The following are the NEBOSH Courses that are offered by us:

● NEBOSH International General Certificate in Occupational, Safety and Health[Certificate Level]

● NEBOSH Certificate in Process Safety Management [Certificate Level]

● NEBOSH Managing Risk and Risk Assessment[Award Level]

● NEBOSH Manual Handling and Risk Assessment[Award Level]

3. **Are there any prerequisites for these courses?**
Prerequisites may vary depending on the course or program you have chosen to pursue. It's essential to review the specific course or program requirements listed in our course catalog or on our website. If you have any questions about specific prerequisites or need assistance in determining your eligibility, please feel free to contact us directly.

4.   **Can you tell me about any prerequisites for NEBOSH IGC?**
There are no entry requirements for this qualification, however it is important that learners have a suitable standard of English language in order to understand and articulate the concepts contained in the syllabus.

5.   **How can I apply?**
You can apply for our available courses by going through the following steps:

a) Visit our website

b) Fill the Enquiry Form

c) Our Course Advisors would accordingly reach out to you and guide you further regarding the course that you have selected to pursue and help you in enrolling the course.

Or

a) Visit our website

b) Create an account or login if you have already created an account

c) After login you need to select the course which you want to pursue and accordingly the system will guide you further in the registration process including payment and receipt of the payment received.

6.   **Can I discuss my academic goals in more detail or seek personalized guidance?**
Absolutely! We are here to assist you with any further questions or concerns you may have. Please feel free to schedule a one-on-one advising appointment with us at your convenience. We can discuss your academic goals, course selection, program options, and any other topics you'd like to explore.

7.   **What is the course schedule for the upcoming month?**
Our course schedules for each Course has been updated in our Website along with the seat availability. You can go through the schedule accordingly and book your slot for the Course that you have selected.

8.   **How long is the duration of a course?**
The duration of a course can vary depending upon the curriculum of the course selected by you and the guidelines set b y the awarding body.

9.   **When are the upcoming classes starting?**
Course Dates vary from month to month depending upon the Course being pursued by you, its curriculum and structure.

10.   **Could you provide me with more information about the course modules for NEBOSH IGC?**
Certainly! The course modules or components for NEBOSH IGC are designed to cover a range of topics related to Managing the Health and Safety at the workplace and Risk Assessment.

Course Content:

Unit IG1: Management of Health and Safety_

Element 1: Why we should manage workplace health and safety
Element 2: How health and safety management systems work and what they look like
Element 3: Managing risk – understanding people and processes
Element 4: Health and safety monitoring and measuring

Unit IG2: Risk assessment_

Element 5: Physical and psychological health
Element 6: Musculoskeletal health
Element 7: Chemical and biological agents

Element 8: General workplace issues
Element 9: Work equipment
Element 10: Fire
Element 11: Electricity

Please note that the details provided here are general, and for more specific information on the course modules, we recommend you to visit the link provided below: https://www.nebosh.org.uk/documents/ig-syllabus-guide/igc-learner-guide-v3.2-en.pdf

11. **Are there any recommended resources or textbooks for NEBOSH IGC?**

We provide a textbook , Course Notes, Case Studies and Links to HSE and ILO for all the updated guidelines and regulations that can enhance your understanding of the subject matter. You can usually find this information in the programme of details or on the Learning Management System (LMS). Additionally, you may consider contacting the instructor for **NEBOSH IGC** for their recommendations on textbooks or supplementary materials.

12. **How can I access the detailed course syllabus for NEBOSH IGC?**

You can access the detailed course syllabus for NEBOSH IGC by visiting the below link and accordingly download the syllabus for your reference.

Link to Syllabus: https://www.nebosh.org.uk/documents/ig-syllabus-guide/igc-learner-guide-v3.2-en.pdf

b) <u>Enrollment and Registration:</u>
1. **How do I enroll in courses for the upcoming semester?**

The enrollment process typically involves the following steps:

a. Log in to your Learner portal or the institution's registration system.

b. Browse the course catalog to select the courses you wish to enroll in.

c. Review your course selections to ensure they meet your academic requirements and fit your schedule.

d. Add the selected courses to your shopping cart.

e. Proceed to the enrollment section of the portal.

f. FIll up the necessary forms.

g. Make the Payment for your Course Fees.

h. Upon successful payment you would receive an automated receipt which you can download.

i. Our respective Course/Academic Advisors would accordingly send you the confirmation mail.

2. **Is there a limit to the number of courses I can enroll in NEBOSH ?**

As such there is no limit to the number of courses you can enroll in NEBOSH. But you must ensure you complete the course and justify how you managed your learning time.

3. **What should I do if I encounter issues during the enrollment process?**

Rest assured and sit back, our system has an auto save function that allows to save the details entered by the learner and upon resuming the enrollment, the learner need not fill the already filled data again.

4. **Are there any important enrollment deadlines I should be aware of?**

Yes, there are usually specific enrollment deadlines for each scheduled training. These may include registration start, end dates and payment deadlines. They are mentioned in the training calendar and are available on our website.

5. **How can I view and pay my tuition and Assessment fees?**

You can view your payment plan and tuition fees to be paid by you in the My Profile section of your registered account.

For issues related to your fees you can reach out to:

Contact Name: Sandeep Parija

Contact Number: +91 9090295878

Email Address: sandeep@nviron.in

6. **Can I register for courses after the initial registration period has ended?**

Registration deadlines are set to ensure that Learners have ample time to plan their schedules and allow institutions to manage resources effectively. After the initial registration period ends, you may still have opportunities to register during a late registration period or add/drop period, although this may be subject to availability and additional fees. Keep in mind that registering late may limit your course options.

c) <u>Payment Options:</u>
1. **What are the accepted payment methods for tuition and fees?**

We accept payments through UPI, Credit/Debit Cards, Electronic Fund Transfers (EFT), cheque, money orders, and sometimes cash.

2. **Can I pay my Course Fees in installments or through a payment plan?**

Yes you can pay your Course Fees in Installments as well. You need to speak with our Course Advisors for the same.
However the proposed payment plan is at the sole discretion of the Head of Learning Partner.

3. **How can I know about the due dates of the Installments?**

The Confirmation Mail sent to you by your respective Course Advisor includes the plan of paying your installments along with the respective due dates. Hence we request you to go through that for further information.

4. **Is there a penalty for late payment of Installments?**

Yes, there are penalties for late payment of installments. Your registered account may be suspended upon non-clearance of your dues.

If your account remains suspended an extra admin charge of Rs. 500+ applicable GST would be charged to you.

5. **Can I request an extension for the tuition payment deadline if I have financial constraints?**

Yes, we have a procedure in place for this. You must send an email to learnersupport@nviron.in   for this, and the management will respond as soon as possible.

d) <u>Course Materials and Resources:</u>
1. **Where can I find course materials or textbooks online?**

You can find the course material including Study Book, Workbooks, Course Notes, Case Studies, Videos and pre-recorded sessions on the online learning platform.

2.   How can I request a specific textbook or course material from my tutor?

You can send an email to your instructor, directly message on the chat box available on LMS portal or talk to them in person during office hours to request a specific textbook or course material.

3.   Is there a library in the learning center where I can borrow course materials or textbooks?

We have a library available in the Institute premises as well as an Online Library where learners can borrow textbooks and course materials.

4.   Are there any online forums or communities where we can share course materials or study guides?

Yes, there are online forums in our LMS where you can share course materials and study guides.

5.   Can I request an electronic version of a textbook for accessibility reasons?

Yes, you can often request electronic versions of textbooks for accessibility reasons. Contact course advisors for such assistance.

6.   What's the best way to create my own study guide for a course?

Creating a study guide involves summarizing key concepts, notes, and important information from your course materials. It's best to start early, be organized, and use effective study techniques.

7.   Where can I find sample answers to tasks assigned to me?

Sample answers to the tasks assigned to you would be provided by your Tutor.

e)   Technical Issues:

1. I'm experiencing technical issues with the online learning platform. What should I do?

If you encounter technical issues, please follow these steps:

- Clear your browser's cache and cookies.

- Ensure you are using a compatible and up-to-date web browser.

- Check your internet connection for stability.

- Verify that you are using the correct login credentials.

- Contact our technical support team at [Support Email/Phone] for assistance.

2. Why is the online platform running slowly or not loading properly?

Slow loading or performance issues can be due to various factors, including high internet traffic, server issues, or browser compatibility problems. Try the following:

- Refresh the page.

- Close unnecessary browser tabs and applications.

- Switch to a different web browser.

- Clear your browser's cache and cookies.

3. I can't access my online course materials. What should I do?

If you can't access course materials, try the following:

- Check your course schedule and ensure you are accessing the correct materials.

- Log out and log back in to the online platform.

- Contact your instructor or the technical support team for assistance.

4. My video conferencing tool is not working during online classes. How can I fix this?

If you're having issues with video conferencing, consider these steps:

- Ensure your device's camera and microphone are enabled and functioning.

- Check your internet connection for stability.

- Close any background applications that may be using bandwidth.

- Contact the technical support team for guidance.

5. I'm having trouble submitting assignments online. What should I do?

If you're experiencing difficulties with assignment submissions:

- Double-check the assignment submission deadline.

- Ensure you are using the correct file format.

- Try using a different web browser or device.

- Contact your instructor for guidance or an alternative submission method.

6. Can I get technical support outside of regular business hours?

Our technical support team typically has designated hours of operation, but you can submit support requests at any time. We will respond during our regular support hours or as soon as possible.

7. How can I troubleshoot audio and video issues during online classes?

To troubleshoot audio and video issues:

- Check your device's audio and video settings.

- Ensure your microphone and camera are not muted.

- Test your audio and video in advance.

- Contact the technical support team if issues persist.

8. Why am I experiencing login issues with my online account?

Login issues can be due to various reasons, such as incorrect credentials or account lockouts. Try the following:

- Double-check your username and password.

- Reset your password if necessary.

- Contact the technical support team for account-related issues.

9. Are there resources or tutorials available to help me troubleshoot common technical problems?

Yes, we provide resources, guides, and tutorials on our online platform to assist you in troubleshooting common technical issues. Explore these materials for self-help.

10. How quickly can technical issues be resolved by the support team?

The resolution time for technical issues can vary depending on the complexity of the problem. Our support team strives to address and resolve issues as quickly as possible. You will receive updates on the status of your reported issue.

11. When and where are my in-person classes held?

Your in-person class schedule, including days, times, and locations, can typically be found on your institution's website or in your student portal. Make sure to check your course schedule for precise information.

12. How do I find the specific classroom for my in-person class?

Your course schedule should indicate the building and room numbers for each in-person class. You can also refer to the campus map available on our website or at the information desk to locate the classroom.

13. What should I do if I can't find my in-person class location?

If you're unable to locate your class, don't hesitate to ask learning Partner staff or fellow learners for directions. Our staff members are readily available to assist you in finding your way.

14. Are there campus facilities for studying and research?

Yes, we offer a range of facilities to support your academic needs, including a library with research materials, study spaces, computer labs, and group study rooms. These facilities are available to enhance your learning experience.

15. Can I access the library's resources and services?

Absolutely! Our library provides access to a wealth of resources, including books, journals, research materials, and knowledgeable librarians who can assist you with your studies and research projects.

16. What dining options are available on campus?

Our campus typically has a cafeteria or dining area where you can enjoy a variety of dining options for breakfast, lunch, and dinner. It's a convenient place to grab a meal between classes.

17. Are there recreational facilities or opportunities for sports on campus?

Depending on our campus, we may offer athletic facilities, such as a gymnasium or fitness center, for sports and fitness enthusiasts. We encourage you to explore the athletic options available to you.

18. Is there a student center or hub for social activities and clubs?

Yes, our student center is a hub for social activities, club meetings, and student engagement. It's a great place to connect with peers and get involved in campus life.

19. Are there quiet study areas or spaces for group study sessions?

In addition to the library, we provide dedicated study areas and group study rooms for your convenience. These spaces are designed to support your academic pursuits.

20. How can I get involved in campus activities and clubs?

You can get involved in campus activities and clubs by attending club meetings, participating in campus events, and connecting with club leaders and members. Information about clubs and activities is often available through the student center or our website.

21. I'm having trouble with the course-related technology (e.g., learning management system or software). How can I get help?

If you encounter issues with course-related technology, please follow these steps:

- Check for error messages or details about the issue.

- Try refreshing the page or restarting the software.

- Consult the user guides or help sections within the technology.

- Contact our technical support team at [itsupport@nviron.in/Phone] for assistance.

22. What should I do if I can't log in to the learning management system (LMS)?

If you're unable to log in to the LMS:

- Double-check your username and password.

- Ensure that caps lock and num lock are correctly set on your keyboard.

- Reset your password if necessary through the "Forgot Password" option.

- Contact our technical support team for further assistance.

23. How can I access course materials if I'm having trouble with the online platform?

If you're experiencing difficulties accessing course materials:

- Verify that you are using the correct link or navigating to the right course.

- Clear your browser's cache and cookies.

- Try a different web browser or device.

- Contact the technical support team for guidance.

24. I need help with specific software required for my course. Where can I find assistance?

To get assistance with course-specific software:

- Check if there are tutorials or resources within the software itself.

- Visit our IT support website for guides and troubleshooting tips.

- Reach out to your instructor for guidance on using the software effectively.

25. How quickly can I expect a response to my request for technical assistance?

Our technical support team aims to respond to requests promptly within 24 HRS. Response times may vary depending on the volume of requests and the complexity of the issue. We will strive to assist you as quickly as possible.

26. Are there specific hours when I can request technical assistance?

You can submit requests for technical assistance at any time. Our support team typically has designated hours of operation for responding to requests, but you can submit your request 24/7. We will address it during our regular support hours.

27. What information should I include when I submit a request for technical assistance?

When submitting a request, please provide the following information:

- A detailed description of the issue or error message.

- Your username and course information.

- The specific technology or software involved.

- Any troubleshooting steps you've already taken.

- Contact information for a prompt response.

28. Can I get help with course-related technology even if I'm not on campus?

Yes, we provide remote assistance for course-related technology issues. You can seek help from anywhere with an internet connection. Our support team is here to assist you regardless of your location.

29. Are there resources or guides available to help me troubleshoot common course-related technology problems on my own?

Yes, we offer resources, guides, and tutorials on our website to help you troubleshoot common course-related technology issues independently. Explore these materials for self-help.

30. How can I ensure a smooth experience with course-related technology in the future?

To ensure a smooth experience:

- Keep your software and browsers up to date.

- Regularly check your email for important updates or announcements.

- Attend any training sessions or webinars offered by our IT department.

- Contact the technical support team for assistance with any issues you encounter.

f)   Assessments and Examination:
1.   When are NEBOSH exams typically scheduled?

NEBOSH exams are scheduled throughout the year, with specific dates and times determined by NEBOSH-accredited learning partners. You can check with your learning partner or visit the NEBOSH website for the most up-to-date exam schedules.

2.   What is the format of NEBOSH exams?

NEBOSH exams often consist of a combination of written assessments and practical examinations. Written exams may include multiple-choice questions, short-answer questions, and longer essay-style questions, depending on the qualification level.

3. What is the pass mark for NEBOSH exams?

The pass mark for NEBOSH OBE – IG1 is 45 percent, whereas IG2 is not graded, but you will be shown 'PASS' if you passed the exam and 'REFER' if you failed it.

4. How are NEBOSH exams administered?

NEBOSH's Digital Assessments are assessed using an open book format. This type of examination assesses the same learning outcomes and assessment criteria as an invigilated paper-based examination.

5. Can I bring any materials or reference documents into the exam?

Unlike an invigilated paper-based examination, learners can have access to textbooks and the internet and are expected to reference any external sources used. The questions asked will test the learner's ability to analyze, evaluate and apply their learning. The assessments are accessed and submitted online.

6. What should I do if I miss a NEBOSH exam due to unforeseen circumstances?

If you are unable to attend a scheduled NEBOSH exam due to unforeseen circumstances, you should contact your NEBOSH-accredited learning partner as soon as possible. They can guide you on the appropriate steps to take, which may include requesting a deferral or making alternative arrangements.

7. How can I access my exam results?

Once the NEBOSH IGC result is published, NEBOSH will send the result to your course provider and to your e-mail id, if you had provided at the time of registration; so keep the e-mail id active in order to know the results. You will NOT be able to check the result via online.

8. How is the grading criteria determined for NEBOSH exams?

The grading criteria for NEBOSH exams are determined by NEBOSH examiners and are based on predefined guidelines and learning outcomes. Examiners assess responses against these criteria to determine the grade awarded. For more details regarding grading criteria determined please find the link mentioned below.

https://www.nebosh.org.uk/documents/ig-syllabus-guide/igc-learner-guide-v3.2-en.pdf

9. Can I request clarification on the grading criteria for a specific exam question or assignment?

Yes, you can request clarification on the grading criteria for specific questions or assignments. If you have doubts or need further information, it's advisable to reach out to your NEBOSH-accredited learning partner or course tutor for guidance.

10. What happens if I don't understand the grading criteria for an exam or assignment?

If you don't understand the grading criteria for a particular assessment, it's essential to seek clarification promptly. Contact your course tutor or learning partner to discuss your concerns and gain a better understanding of the criteria.

11. How can I improve my understanding of the grading criteria and perform better in NEBOSH exams?

To improve your understanding of the grading criteria and perform better in NEBOSH exams, consider the following:

● Review the syllabus and course materials thoroughly.

- Seek feedback on your practice assessments.

- Attend revision sessions or workshops offered by your learning partner.

- Communicate with your course tutor or learning partner for guidance on areas of improvement.

12.   What should I do if I believe there was an error in the grading of my NEBOSH assessment?

Enquiry Type 2: This is a re-mark of the script by a different examiner, who is a higher level than the original examiner. This type of enquiry does not include a clerical check. All EAR requests should be made directly to NEBOSH within one month of the results issue date.

13.   Can I appeal the grading decision for a NEBOSH assessment?

Yes, you can appeal the grading decision for a NEBOSH assessment if you have valid grounds for appeal. The appeal process is typically outlined by your NEBOSH-accredited learning partner or institution, and it's important to follow their procedures for filing an appeal.

14.   How can I request accommodations for special needs or circumstances when taking NEBOSH exams?

To request accommodations, you should contact your NEBOSH-accredited learning partner or exam center. They will guide you through the accommodation request process.

15.   What types of accommodations are available for NEBOSH exams?

NEBOSH offers a range of accommodations based on individual needs. These accommodations may include extended time for exams, alternative formats for exam papers (e.g., large print), separate testing rooms, assistive technologies, and more. For more details please find the link related accommodations.

https://www.nebosh.org.uk/documents/administering-nebosh-qualifications/

16.   Is my request for accommodations kept confidential?

Yes, NEBOSH and its accredited learning partners typically treat all accommodation requests and related documentation with strict confidentiality to protect your privacy.

17.   Who is responsible for implementing accommodations during NEBOSH exams?

The responsibility for implementing accommodations typically lies with your NEBOSH-accredited learning partner or exam center. They will coordinate with NEBOSH to ensure that your approved accommodations are properly arranged.

18.   Is there a non-discrimination policy in place for NEBOSH accommodations?

Yes, NEBOSH typically upholds a non-discrimination policy, ensuring that no qualified individual is excluded from exams due to a disability or special circumstance.

19.   What is a NEBOSH closing interview?

The NEBOSH closing interview is a part of the practical assessment for the NEBOSH National or International Diploma qualifications. It is a discussion between the candidate and the NEBOSH-appointed assessor, typically held at the end of the practical assessment.

20.   How long does a typical closing interview last?

The duration of the closing interview can vary but usually lasts around 15 to 30 minutes, depending on the complexity of the assessment.

21.   What is the purpose of the NEBOSH Closing Interviews?

The purpose of the closing interview is to verify your identity and check that you have completed the exam on your own without any external help. To do so, the interviewer will assess your understanding of the exam questions, scenario and your own answers.

22.   Who conducts the NEBOSH closing interview?

The closing interview is conducted by a NEBOSH-appointed assessor who is qualified and experienced in assessing candidates for the specific NEBOSH qualification.

23.   What happens if I cannot attend the closing interview in person?

If you cannot attend the closing interview in person, you should inform NEBOSH as soon as possible to discuss alternative arrangements, such as a remote interview.

24.   What happens if I submit plagiarized content during the open book exam?

Plagiarism is typically considered academic misconduct and can result in penalties, including failing the exam or even disqualification from the NEBOSH qualification. Always ensure that your responses are original and properly cited.

g)   Administrative Policies:

1. What are the administrative procedures for registering for a NEBOSH qualification?

The administrative procedures for registering for a NEBOSH qualification may vary depending on your chosen learning partner or exam center. Generally, you'll need to complete an application, provide necessary documentation, and pay the relevant fees. Specific instructions will be provided by your learning partner or exam center.

2. What is the NEBOSH refund policy in case I need to withdraw from a qualification or examination?

NEBOSH's refund policy may vary depending on your learning partner and the timing of your withdrawal. It's essential to refer to the specific refund policy outlined by your learning partner or exam center. NEBOSH itself may also have its refund policies, so check with both sources for clarity. For more details related to refund policies please find the below link. https://nviron.in/refund-cancellation-policy/

3. How can I appeal a decision or outcome related to my NEBOSH qualification or examination?

To appeal a decision or outcome related to your NEBOSH qualification or examination, you should follow the appeals process outlined by your learning partner or exam center. They will guide you through the appropriate steps for filing an appeal.

4. What is the policy for rescheduling a NEBOSH examination if I am unable to attend the originally scheduled date?

If you are unable to attend the scheduled date, you should notify the course coordinators as soon as possible. They will advise you on the rescheduling process and any fees that may apply.

5. Are there any policies regarding the use of reference materials during NEBOSH examinations?

NEBOSH exams are typically open-book exams in which the learner can refer to the course material of the learning partners provided, as well as the learner partner book. Your learning partner or exam centre will, however, provide specific instructions for each exam.

6. How are NEBOSH exams invigilated and monitored to ensure fairness and integrity?

NEBOSH exams are invigilated and monitored by trained personnel to ensure the integrity of the assessment process. Candidates are typically required to adhere to strict examination rules and procedures to maintain fairness.

7. What is NEBOSH's policy on privacy and confidentiality of candidate information?

NEBOSH and its accredited learning partners generally have policies in place to protect the privacy and confidentiality of candidate information, including personal details and examination results. These policies ensure that candidate data is handled securely and in compliance with relevant data protection laws. . For more details related to policy on privacy and confidentiality please find the below link.

https://nvironlearning.com/policy/privacy_policy.pdf

8. Is there a policy against cheating or plagiarism in NEBOSH assessments and examinations?

NEBOSH is dedicated to fair assessment, promoting access and equality of opportunity for all learners, and protecting the integrity of its qualifications. As a result, NEBOSH takes any allegations of malpractice by learners and/or Learning Partners extremely seriously. For more details related to against cheating or plagiarism in NEBOSH assessments and examinations please find the below link.

https://www.nebosh.org.uk/policies-and-procedures/malpractice-policy-and-procedures/

9. What is the attendance policy for NEBOSH training courses?

Typically, attendance is required for the duration of the course to ensure that learners receive comprehensive instruction. Learners should attend classes on a regular basis and with 100% attendance.

10. What happens if I miss a session or class during my NEBOSH course due to unforeseen circumstances?

If you miss a session or class during your NEBOSH course due to unforeseen circumstances, it's important to contact your learning partner or training provider promptly. They can provide guidance on how to make up for missed content or if any alternative arrangements can be made.

11. Is attendance monitored during NEBOSH examinations?

Attendance during NEBOSH examinations is typically monitored to ensure the integrity of the assessment process. Candidates are required to adhere to examination rules and procedures, including arriving on time for the examination.

12. What should I do if I anticipate that I will be unable to attend a NEBOSH examination due to exceptional circumstances?

If you anticipate that you will be unable to attend a NEBOSH examination due to exceptional circumstances, you should contact your learning partner or exam center as soon as possible. They can provide guidance on the appropriate steps to take, which may include requesting a deferral or making alternative arrangements.

13. Is there a policy for withdrawing from a NEBOSH course if I am unable to continue due to personal reasons?

NEBOSH course withdrawal policies may vary among learning partners and training providers. If you need to withdraw from a course due to personal reasons, you should contact your learning partner or training provider to understand the withdrawal process and any applicable refund policies. For more details related to withdrawing from a NEBOSH course please find the below link.

https://nvironlearning.com/policy-single?pid=10#

14. How can I request a transcript or academic record for my NEBOSH qualification?

To request a transcript or academic record for your NEBOSH qualification, you typically need to contact your NEBOSH-accredited learning partner or exam center. They will guide you through the request process and provide the necessary forms or instructions.

h)   General Information:

1. How can I obtain contact information for a specific department or staff member at this NEBOSH learning partner?

To obtain contact information for a specific department or staff member at your NEBOSH learning partner or institution, you can typically visit their website and navigate to the "Contact Us" or "Staff Directory" section. There, you will often find contact details for various departments and personnel.

2. Can I request contact information for a specific department or staff member through email or phone?

Yes, you can usually request contact information for a specific department or staff member through email or phone. Learning partners often provide contact details on their website, and you can use the provided information to reach out to them directly.

3. Are there specific email addresses or phone numbers for different departments, such as admissions, academic affairs, or student services, at this NEBOSH learning partner?

Yes we provide specific email addresses and phone numbers for different departments, including admissions, academic affairs, and student services. These contact details are often available on their website for your convenience. For more details please click on the given link- https://nvironlearning.com/

4. What is the typical response time for inquiries sent to this NEBOSH learning partner through email or phone?

We will respond to inquiries sent to your NEBOSH learning partner via email or phone within 24 hours.

i)   Feedback and Complaints

1. How can I provide feedback about my learning experience with a particular partner?

Yes, we will send you the feedback form after each class. You can provide daily feedback on this. Many things related to classes, tutor feedback, and so on can be found on the feedback.

2. What should I include in my feedback to make it effective?

Effective feedback should be specific, constructive, and detailed. Mention both positive aspects and areas that need improvement. Be clear and objective in your comments.

3. What should I do if I believe my feedback or complaint is not being addressed adequately?

If you feel your feedback or complaint is not being handled appropriately, you can inquire about escalation procedures within the learning partner's organization.

4. How can I provide feedback on the course content, instructors, or services?

Typically, you can provide feedback through online feedback forms, surveys, email, or direct communication with the learning partner's designated feedback channels.

5. Can I provide both positive and negative feedback?

Absolutely! Constructive feedback includes both positive aspects and areas for improvement. Balanced feedback provides a more comprehensive view of the situation.

6. **How can I report issues or concerns about my learning experience?**

You can typically report issues or concerns through designated channels provided by the learning partner, such as contacting the support team, instructors, or using online reporting forms.

7. **What types of issues or concerns should I report?**

You should report any issues or concerns that impact your learning experience, including issues related to course content, instructors, discrimination, harassment, or technical problems.

8. **Who will handle my request for assistance, and how long does it take to get a response?**

Learning partners typically have designated individuals or teams responsible for handling such requests. Response times can vary, so inquire about expected timelines.

9. **Will I face any consequences for requesting assistance in resolving a problem or conflict?**

Learning partners typically encourage students to seek help when needed and provide protections against retaliation for requesting assistance

20. **Acknowledgments, Disclaimers and Copyright information:**

Acknowledgments: We would like to express our sincere gratitude to all the individuals who contributed to the creation of this guide. Their expertise, insights, and dedication played a crucial role in making this resource possible. We extend our thanks to [List of Names or Organizations] for their valuable contributions.

Disclaimers:

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21. Our Policies:

In order to maintain a fair, transparent, and respectful learning environment, it is essential that all students adhere to the following policies and guidelines throughout the duration of the NEBOSH course.

21.1. Environment Health and Safety Policy:

● At Nviron Consulting Private Limited, we are committed to provide a safe, healthy, and environmentally responsible learning and working environment for our learners.

● We highly prioritize the safety and well-being of our learners and employ best possible measures to maintain the Health and Safety of the Learners.

For further details kindly click on the following link:
https://nvironlearning.com/admin/policy_pdf/202310020904Nviron%20Environment%20Health%20and%20Safety%20Policy.pdf

21.2. Attendance Policy:

● Attendance at all scheduled sessions is mandatory. Learners are expected to attend all classes, including lectures, practical sessions, and examinations.

● In the event of an absence due to illness or other legitimate reasons, students must notify the course coordinator and provide appropriate documentation.

● Excessive absences may result in academic penalties or the learner being barred from appearing in the qualification assessment of the course being pursued.

For further details kindly click on the following link:
https://nvironlearning.com/admin/policy_pdf/202310020905Attendance%20Policy.pdf

21.3. Equality and Diversity Policy:

● Equality and Diversity Policy aims at providing equal opportunities to all the Learners whether be it a normal learner or a learner with learning needs, styles and disabilities.

● Learners need to treat their colleagues with equal respect and dignity whether they are junior to them, senior to them or are of equal level.

● Learners also need to ensure that they treat learners with learning needs and disabilities with equal respect and dignity at all times.

● Learners need to report if they find any type of violence noticed under this policy to Nviron directly by raising a complaint on complaint@nviron.in

For further details kindly click on the following link:
https://nvironlearning.com/admin/policy_pdf/202310020908Equality%20and%20Diversity%20Policy.pdf

21.4. Intellectual Property Rights(IPR) and Data Protection Policy:

● All copyright and other intellectual property rights in Course material purchased from Nviron Consulting shall remain vested in Nviron Consulting and such materials may not be reproduced/copied/distributed in any way without the prior written consent of Nviron Consulting or as required by law.

● If You access Nviron Consulting website, You must do so only subject to Nviron Consulting terms of use on its website. You are responsible for keeping secure your password and student personal identification number and You agree not to disclose it to any third party

For further details kindly click on the following link:
https://nvironlearning.com/admin/policy_pdf/202310020911Intellectual%20Property%20Rights%20(IPR)%20and%20Data%20Protection%20Policy.pdf

21.5. Learner Terms and Conditions:

The Learner Terms and Conditions create a binding contract between Nviron Consulting Pvt. Ltd. and the Learner enrolling for a course. They contain the basic terms and conditions that a learner needs to provide agreement to while enrolling for a course with Nviron Consulting Pvt. Ltd.

For further details kindly click on the following link:
https://nvironlearning.com/admin/policy_pdf/202310020911Learner%20Terms%20and%20Conditions.pdf

21.6. Malpractice and Maladministration Policy:

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates. Malpractice may include a range of issues ranging from the failure to maintain appropriate records or systems, to the deliberate falsification of records in order to claim certificates. For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain learners or groups.

Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration.

For further details kindly click on the following link:

https://nvironlearning.com/admin/policy_pdf/202310060510Malpractice%20&%20Maladministration.pdf

21.7. Payment Policy:

It lays down the terms through which a Learner can make payment of course fees and other deliverables, modes of payment available and break up of the course fees to be paid by the learner.

For further details kindly click on the following link:
https://nvironlearning.com/admin/policy_pdf/202310020912Payment%20Policy.pdf

21.8. Refund Policy:

This policy outlines the situations and conditions in which a learner can request for the refund of the course fees or the examination fees from Nviron Consulting Pvt. Ltd.

For further details kindly click on the following link:
https://nvironlearning.com/admin/policy_pdf/202310020916Refund%20Policy.pdf

21.9. Complaint Management Policy:

Objective: As a dedicated learning partner, we are committed to fostering a positive learning environment for our students. In the event that a learner has a concern or complaint, we have established a comprehensive policy and procedure to address both informal and formal complaints promptly and fairly.

Scope: This policy applies to all learners enrolled in our programs and courses, including but not limited to students, trainees, and participants involved in any form of learning within the learning partnership.

Complaint Redressal Hierarchy

1 • Complaint Received

2 • Course Advisor

3 • Program Officer

4 • Head of Learning Partner

5 • Awarding Body

Process to Resolve Complaint

Complaint Received → Record and Acknowledge → Investigate → Resolve → Close

21.9.1. Informal Complaint Procedure:

Step 1: Initial Contact: Learners are encouraged to address concerns informally by contacting their tutor, course coordinator, or any relevant staff member. This can be done through email, scheduled meetings, or designated communication channels.

Step 2: Discussion and Resolution: The designated staff member will engage in a discussion with the learner to understand the nature of the concern. Together, they will work towards finding a resolution that satisfies the learner and addresses the issue in a timely manner.

Step 3: Documentation: If the complaint is resolved informally, a record of the issue, the steps taken, and the resolution reached will be documented for future reference. This documentation helps in identifying recurring issues and implementing preventive measures.

Step 4: Follow-up: The staff member involved will follow up with the learner to ensure that the resolution has been effective and to address any additional concerns that may have arisen.

21.9.2. Formal Complaint Procedure:

Step 1: Submission of Formal Complaint: If the learner is dissatisfied with the informal resolution or if the nature of the complaint requires a formal investigation, they may submit a written complaint. This should be submitted to the designated complaint handling authority through a specified complaint form or email.

Complaint Handling Authority:

Name: Anirudh Mohanty
Designation: Programme Officer
Contact Number: +91 8093008501
Email : complaint@nviron.in

Complaint Form Link: https://forms.gle/tVkxLNu9o88UdSH9A

Step 2: Acknowledgment of Formal Complaint: Upon receipt of a formal complaint, an auto acknowledgment will be sent to the learner . This acknowledgment will include details of the investigating officer and the expected timeline for resolution.

Step 3: Investigation: A formal and impartial investigation will be conducted by Anirudh Mohanty, Programme Officer. This may involve gathering additional information, interviewing relevant parties, and reviewing any documentation provided.

Step 4: Resolution and Communication: Once the investigation is complete, a formal response will be provided to the learner within 7 working days. This response will outline the findings, any corrective actions taken, and steps to prevent a recurrence of the issue.

Step 5: Escalation to Relevant Authorities: If the learner remains dissatisfied with the resolution, Once the investigation is complete, a formal response will be provided to the complainant within 7 working days. This response will outline the findings, any corrective actions taken, and steps to prevent a recurrence of the issue.

Step 6: Escalation to the Director(Head of Learning Partner): If the complainant remains dissatisfied, you can escalate your complaint to our Director on **anupam@nviron.in** stating your concern.

Upon escalation, Our Director would be ensuring that you are provided with a satisfactory resolution within 7 working days of the complaint being escalated to him.

Step 7: Appeal: In case if you are not satisfied with our Director's response or not receiving any response from our Director then you can escalate your complaint to NEBOSH directly by going through this link:- **https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure/**

Or

By writing to:
Customer Service Manager
NEBOSH
Dominus Way , Meridian Business Park,Leicester, LE19 1QW

Step 8: Continuous Improvement: All formal complaints and their resolutions will be analyzed and reviewed quarterly(every 3 months) for trends and patterns, contributing to continuous improvement in our learning environment and services.

22. **Appeals Policy:**

This Policy defines the situations and circumstances in which a learner can appeal against a resolution, feedback, service or support provided to the learner by the Learning Partner to NEBOSH.

For further details kindly click on the following link:

https://nvironlearning.com/admin/policy_pdf/202310020905Appeal%20Policy.pdf

23. **Response Timelines:**

Sl. No.	Enquiry Type	Estimated Response time
1	Admission	24 Hrs
2	Course Material	24 Hrs
3	Technical Support	24 Hrs
4	Complaint	7 Working Days
5	Payment	24 Hrs
6	Refund	24 Hrs
7	Deferment	24 Hrs
8	Tutor Support	24 Hrs
9	Assessment Feedback	48 Hrs
10	Mock Test Feedback	72 Hrs
11	Assessment Registration	24 Hrs