Green World Group

Pioneers in HSE Consultancy and Training

Green World Group

STUDENT/LEARNER HANDBOOK - PRE COURSE GUIDANCE

DOC. NO: GWG-MP-003

Prepared by: Sujith Menon	**Checked by: Sanker Srikumar**	**Approved by: Manikandan Gobinath**
Signature: 	**Signature:** 	**Signature** 
Designation: Executive Director	**Designation: CEO**	**Designation: Chairman**
Date: 16th March 2022	**Date: 20th March 2022**	**Date: 22nd March 2022**

REV	Status Description	Date
00	First Issued	18th May 2019
01	First Revision	22nd March 2022

THIS IS A CONTROLLED DOCUMENT. THE SIGNED ORIGNIAL OF THIS DOCUMENT IS IN THE CUSTODY OF THE CHIEF OPERATING OFFICER

Green World Group

Pioneers in HSE Consultancy and Training

Learner Handbook



CONTENT PAGE

Welcome.....Page 2

Nebosh Courses.....Page 3 - 14

Support Team.....Page 15

Equal Opportunities Policy.....Page 16 – 17

GWG Student Grievance Policy.....Page 18 - 22

GWG - Data Protection Policy Page.....Page 23 - 28

Frequently Asked Questions (FAQs).....Page 29 - 31

Welcome to Green World Group

Green World Group is a thriving and distinguished certified body offering globally recognized quality courses on International Health and Safety. Our organization has a huge portfolio of customized learning models and health and safety courses that cater to specific training and consulting needs.

Green World Group has achieved phenomenal success in delivering quality health and safety training and Environmental Management Consultancy programs to make the world a safer and sustainable place to live. We deliver excellence by providing:

- **International Quality Standards**
- **High Grade training Methodology**
- **Exceptional pass rates**

Our health and safety services are cost effective with a perfect combination of health, safety, and environmental trainers/consultants and a committed customer service team. Our motive is to provide health and safety courses that enable our clients to maximize productivity levels and reduce accident and insurance costs through the effective application of Health and Safety Management System.

Green World Group as a brand promoting International Health and Safety:

Team of Expert Trainers – We have an experienced team of technical trainers second to none in delivering extensive, at the same time fast-paced, training courses.

International Standards – We strive to provide efficient health and safety services that are of international standards, which make GWG stand out from other organizations.

Don't forget if you do have any questions or want to speak to someone, your Course Advisor is there to help you. You will find all the contact details you need in here.

We hope that your experience with us will be satisfying and rewarding.

Good luck!

Course Advisor

info@greenwgroup.com / info.india@greenworldsafety.com
+971 4 2698807 (UAE) / +91 44 48561333 (INDIA)

List of NEBOSH Courses

1) NEBOSH Health and Safety at Work Award
2) NEBOSH International General Certificate
3) NEBOSH HSE Introduction to Incident Investigation
4) NEBOSH HSE Certificate In Process Safety Management
5) NEBOSH International Diploma in Occupational Health and Safety Management Professionals
6) NEBOSH Award in Environmental Awareness at Work
7) NEBOSH HSE Award in Managing Risks and Risk Assessment at Work
8) NEBOSH HSE Certificate in Manual Handling Risk Assessment



NEBOSH Health and Safety at Work Qualification

A perfect introduction to health and safety!
This introductory qualification will help improve the safety culture in your organization by equipping your workforce to identify and deal with hazards at work, which in turn helps reduce accidents and save cost for the business.

The qualification is designed to fulfil the needs of international audience. This qualification is an ideal first step toward other higher level NEBOSH qualifications, including NEBOSH's International General Certificate and National General Certificate.

The NEBOSH Award in Health and Safety at Work provides a good basic understanding of health and safety and is ideal for individuals who need a solid introduction to the subject as well as for organisations that want to improve their safety culture. The award is based on international standards and is aimed at anyone who needs to understand the principles of health and safety as part of their job.

People who are likely to benefit from this qualification:

- **Team leaders and supervisors**
- **HR professionals.**
- **Facilities managers.**
- **Individuals working with young people in a training environment**

What Does the Course Cover?

This 3-day course covers the basic health and safety principles and practices essential in the workplace. These include:

- Understanding risk assessments and control strategies
- Applying these control strategies to a number of common workplace hazards, including fire, electrical, transport and manual handling.

Unit HSA1:

- Why and how you manage health and safety
- Dealing with common workplace hazards
- Stopping incidents and ill-health before they happen
- Learning from incidents

Units HSA1 of the NEBOSH Health and Safety at Work Award is assessed by a three-hour workplace health and safety review, which should be carried out in the learner's own workplace.

NEBOSH International General Certificate in Occupational Health and Safety

NEBOSH IGC the Popular Health & safety qualification globally, and is requisite for those who wants successful career in Health & Safety. **NEBOSH IGC Certification** is recognized by professional bodies such as IOSH, IIRSM & IEMA, hence the candidate holder can become eligible to apply for Tech IOSH, MIIRSM and later After the Progression studies to NEBOSH International Diploma can apply for Grad IOSH and Chartered status CMIOSH

NEBOSH IGC

Our NEBOSH IGC Coaching aims on practical approach on Health & safety management which can be effectively applied at the work place, alovng with rigorous training for examination. We have good Passing rate which means the chance of passing at first attempt is more.

Our NEBOSH Training Mode

Select Your Study Mode

- At our Training Centres
- Distance Education via Virtual Online Class
- In your Work Place (In-House / In-Company Training)

Why Green World Group for NEBOSH training?

- Leading training providers completed 900+ NEBOSH batches
- Quality training from expert tutors
- Interactive learning with latest teaching methods
- Exceptional pass rate

What's in it for me?

NEBOSH IGC a demanded qualification by employers in Health & Safety, Hence It is widely considered as a Career oriented qualification. After Successfully completion of this Certification one become eligible to apply for Technical membership of IOSH (TechIOSH), Associate member of IIRSM (AIIRSM)

NEBOSH International General Certificate in Occupational Health and Safety - New Syllabus

(Specification – October 2018)

IG 1

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

IG 2

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

Exam

- IG1 - The invigilated paper-based exam has been permanently replaced with a digital assessment. Learners will have 24 hours to access, complete and submit their paper
- IG2 - Practical assessment – Online Submission



How can I study?

We Offer NEBOSH IGC Course in various study mode, you can opt. which one suits the best.

You can study by class room session at our 18 training centre in INDIA, UAE, Saudi Arabia, Angola, Nigeria & Nepal Or Can Complete the NEBOSH by a Distance learning (via virtual class) or we can conduct the NEBOSH training at your workplace.

NEBOSH IGC Virtual Online Course

Distance Education via Virtual Online Class

When you are at work, can't find regular time to study i.e you have busy schedule, then you can prefer our Distance Education (via virtual class)

Our Nebosh Coaching via Distance Learning is provided in such a way that student gets perfect learning experience which is delivered in the blend of Distance and Online Format, So that Students can attain the required skills and Knowledge for Nebosh qualification similar to the Class room training.

Students will be provided with course materials, with NEBOSH IGC e-learning access where students can download study material, Interactive learning videos, tutor support etc.

Students can write exams at the arrangement made by British Council in the regions where we have branches & scheduled dates by us.

Alternately we can arrange at British Council office in the nearest region where you stay or prefer. For more clarification on this you can talk to our representative.

In Your Workplace

We provide training from our expert tutor for the company employees at their place & dates of their choice. This can be very effective on training group of employees & their industry specific knowledge can be met accordingly; This type of learning saves time, and as well allow students to be in touch with work.

We will arrange written exams at the nearest British Council from the Workplace.

At a NEBOSH Training Centre

We have sophisticated training venues with state of art learning ambience keep you rid of any distraction, and make you concentrate on studies

Classroom Training will be provided from our expert tutors who are well experienced enabling you to understand the concept at a simple manner.

Regular mock exams will be taken at the training session.

NEBOSH HSE Certificate In Process Safety Management

NEBOSH has joined forces with the UK's Health and Safety Regulator, The Health and Safety Executive (HSE) to develop a new process safety management qualification specifically for process industry.

Process Safety Management is a blend of engineering and management skills. It focuses on the prevention of catastrophic accidents and near misses associated with loss of containment of energy or dangerous substances such as chemicals and hydrocarbons.

This NEBOSH HSE Certificate In Process Safety Management aims to provide holders with the knowledge and understanding of process safety management to ensure that they can contribute to the effective management of process safety risks.

The course will be delivered by our highly experienced NEBOSH Accredited Tutor using NEBOSH issued Original Handbook.

Who can Attend?

Even though this is a technical qualification there is no specific entry requirements, but the candidate does require certain knowledge in Health and Safety. It would be highly recommended if the candidates complete the NEBOSH International General Certificate before doing this course.

The NEBOSH HSE Certificate in Process Safety Management is suitable for supervisors, newly appointed managers, junior managers, safety representatives and newly qualified health and safety advisors within the process industries world-wide.

Course Overview

Unit PSM1: Process Safety Management

- Process Safety Leadership
- Management of Process Risk
- Process Safety Hazard Control
- Fire Protection and Emergency Response



Examination

The NEBOSH HSE Certificate in Process Safety Management is assessed by a 90 minute exam consisting of 40 multiple-choice questions completed online.

NEBOSH HSE Introduction to Incident Investigation

NEBOSH in collaboration with the British Health and Safety Regulator, The Health and Safety Executive (HSE) has developed a new course called NEBOSH HSE Introduction to Incident Investigation.

This qualification is aimed at Managers, Supervisors, Health and Safety Champions and also Health and Safety Practitioners. If minor incidents and near misses are investigated well, organizations could potentially prevent more serious or catastrophic incidents from happening again. Proper investigation of accidents and near misses will help to understand the real root cause and helps to take appropriate control measures to prevent it from happening again.

On completion of NEBOSH HSE Introduction to Incident Investigation course with Green World Group, participants will be equipped with necessary skills to carry out an unaided incident investigation of a noncomplex incident.



Course Duration - 1 Day

Course Overview

There are mainly two modules covered in this course

- Understand why incident investigations are carried out and how human and organizational factors contribute to incidents
- Understand how to investigate incidents and confidently carry out an investigation.

Assessment

The assessment is done through a practical assessment which is of 60 minutes duration.

NEBOSH International Diploma for Occupational Health and Safety Management Professionals

NEBOSH International Diploma is a qualification specifically designed for aspiring health and safety professionals. It builds on the knowledge provided by the NEBOSH International General Certificate. It provides students with the expertise and knowledge – no matter to which part of the world they belong or the location at which they are working – required to pursue a career as a safety and health practitioner. It is also a platform for progressing to an MSc or more specialist study, such as the NEBOSH Diploma in Environmental Management.

Green World Group will help students to progress toward the final exam in a much easier and professional way. Green World Group also provides students with useful resources to help them complete their workplace-based assignment. The E-Learning platform enables students' to access a wide range of study resources.



NEBOSH IDip has been designed as a web-centric–based interactive curriculum that would help prospective HSE professionals to further enhance their knowledge and technical skills with their own pace of learning and comfort. The course has been split into four unit wise elements as defined by NEBOSH, UK.

"Green World has bring the Unit-Wise Virtual Contact Classes (70 Hrs. Per Unit) for NEBOSH International Diploma for Occupational Health and Safety Management Professionals on its sophisticated Learning Management System."

The students can access the course content with the unique user IDs and passwords provided to them.
The features of the course are:

- Dashboard access to keep track of fellow users enrolled in the course.
- A separate course progress check-sheet that would help to review and confirm on the various topics covered in the syllabus.
- Dedicated tutor from an expert panel of tutors who would assist in resolving the queries of the student and provide technical feedback.
- A student forum where users could post questions and fellow users can form a community of "online expert advice"

...and many more...

The main benefits of joining in Green World Group :

- **Flexibility** – The course material is all accessible through the internet, which means you can study at any time and place that is convenient to you.
- **Exam locations internationally** With the help of British Council and other partners, Green World Group will do the best to find an examination center in your preferred location. But remember that this is not guaranteed by any means.
- **Progress and practice** – Multiple-choice/essay type practice exam questions with answer key (written by the tutor) to help you prepare for the exam.
- **Excellent Tutor Support** – Access to Green World Group's expert panel of tutors.

Course Content

The NEBOSH International Diploma course is divided into four units of study, each of which is assessed separately.

ID1 – Know – workplace health and safety principle

ID2 – Do – controlling workplace health issues

ID3 – Do – controlling workplace safety issues

You must complete all units within 5 years to obtain the complete NEBOSH International Diploma qualification. Green World Group recommends to complete the course within a span of 2 years.

Entry Requirements

Previous health and safety qualifications, such as a NEBOSH Certificate, are strongly recommended before beginning the NEBOSH Diploma course.

Assessment

Each assessment is a substantial undertaking. We anticipate that it will take you around 60 hours to complete the ID1 assignment and 40 hours each for the ID2 and ID3 case studies. The time-period given for you to complete each assessment reflects this:

- Unit ID1: 6 weeks (30 working days)
- Unit ID2: 4 weeks (20 working days)
- Unit ID3: 4 weeks (20 working days)

NEBOSH Environmental Awareness at Work Qualification

The NEBOSH Environmental Awareness at Work Qualification provides a useful introduction to environmental issues at work. It highlights workers' role in improving organisational environmental performance and will aid in the understanding of environmental impacts and risk control. It meets the training requirement for organisations implementing ISO 14001.

This qualification is for anyone who needs to gain a basic understanding of environmental impacts and risk control. It provides an introduction to implementing ISO 14001.

It is an environmental qualification for learners with no prior knowledge of the subject required.

Who can attend?

The qualification has global relevance and covers the principles of environmental management, not UK-specific law. It may be particularly relevant for:

- Team leaders and supervisors
- Facilities managers
- Anyone wishing to ensure they work positively with regard to the environment.

The qualification is an ideal first step towards progressing to the NEBOSH Certificate in Environmental Management, which provides a more extensive and practical understanding of environmental management in the workplace.

Entry requirements

There are no specific barriers, in terms of academic qualifications, skills or experience to Entry to the NEBOSH Award in Environmental Awareness at Work programme.

Course Overview

Unit EAW1: Environmental Awareness

- Foundations of environmental awareness
- Pollution, impact assessments and emergencies

Examination

EAW1 - multiple-choice question assessment completed online.



NEBOSH HSE Award in Managing Risks and Risk Assessment at Work

The NEBOSH HSE Award in Managing Risks and Risk Assessment at Work is a one-day, introductory level qualification developed in collaboration with the health and safety regulator for Great Britain, the Health and Safety Executive.

The NEBOSH HSE Award in Managing Risks and Risk Assessment at Work is ideal for anyone involved in managing workplace health and safety risks including those who undertake risk assessments. The content will be particularly useful to employers, managers, supervisors, union representatives, SHE champions and health and safety representatives.

This qualification will help you to:

- Identify hazards and be aware of some of the resources that can help
- Assess risks in low to medium-risk premises using simple HSE tools
- Evaluate risks in a proportionate and sensible manner
- Identify suitable control measures



Course Overview:

Unit RAW1: Managing risks in the workplace

1) Why manage health and safety risks
2) Managing risk:
   - Identifying and understanding the risks

   Managing risk
   - Controlling the risks
3) Managing risk: Sources of information and the application of HSE risk assessment tools

Assessment

A practical assessment is completed at the end of this one-day qualification. You will be asked to watch a video of a real workplace and complete a risk assessment to identify how you would manage and prioritise the risks present.

NEBOSH HSE Certificate in Manual Handling Risk Assessment

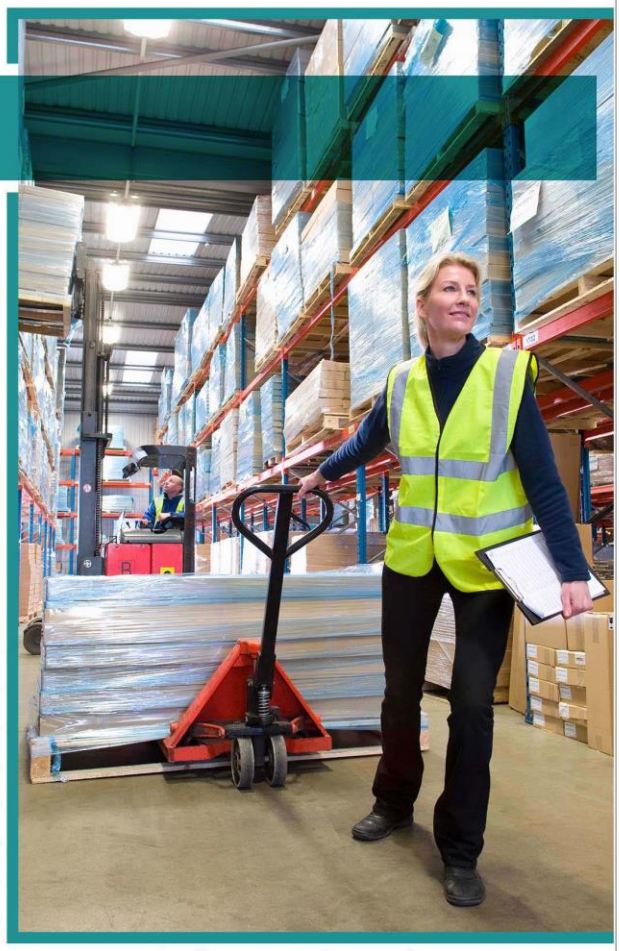
NEBOSH and Great Britain's health and safety regulator, the Health and Safety Executive (HSE), have collaborated to develop a new qualification aimed at preventing one of the main causes of musculoskeletal disorders; manual handling.

The NEBOSH HSE Certificate in Manual Handling Risk Assessment is a one-day qualification, based on HSE's best practice guidance and tools. The content will help you to identify and assess manual handling risk, and more importantly, prioritise controls to protect workers.

Who can attend?

The NEBOSH HSE Certificate in Manual Handling Risk Assessment is for anyone who gets involved with assessing and addressing manual handling risks. It is common for the following roles to have these responsibilities:

- Health and safety professionals
- Workplace champions
- Employee representatives
- Occupational health practitioners.



Entry requirements

There are no entry requirements for this qualification.

It is important that learners have a suitable standard of English language to understand and articulate the concepts contained in the syllabus.

Course Overview

Unit MHR1: Assessing Manual Handling Risk

1) Principles of manual handling
2) Managing manual handling risk: Identification of manual handling risk
3) Managing manual handling risk: Control of risk

Assessment

This one-day qualification requires a minimum of six hours study with a recommendation of one hour for the assessment. This means it can be completed in just one day.

A practical assessment is completed at the end of the course. After watching a video of a manual handling activity in a workplace, you will be asked to assess it using HSE tools and templates.

Course Advisors

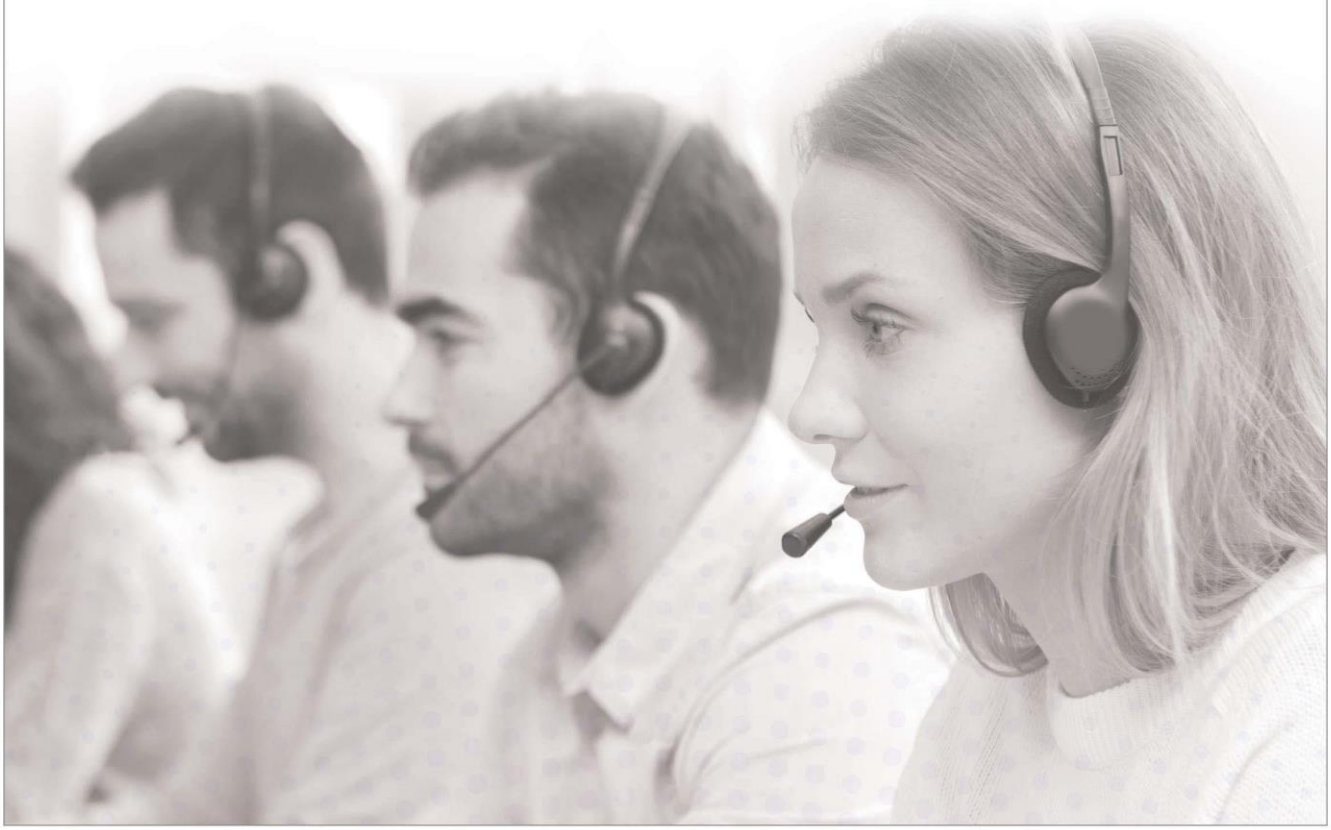
The Course Advisors are here to provide you with advice and guidance about a number of general areas relating to your course. They will advise about every stage of your application, including detailed progress reports on how your application is progressing. Once on program you're dedicated trainer will call you on a regular basis to check your progress and to make sure that your studies are going to plan.

How to contact the team. There are two ways of contacting the team, either

Course Advisor

info@greenwgroup.com / info.india@greenworldsafety.com
+971 4 2698807 (UAE) / +91 44 48561333 (INDIA)

If you are experiencing technical problems, send as much detail as possible enabling us to locate the issue and get it resolved as quickly as possible through your Academic Counsellor.



Equal Opportunities Policy

Introduction



Green World Group recognizes that it is essential to provide equal opportunities to all persons without discrimination. This policy sets out the organization's position on equal opportunity in all aspects of employment, including recruitment and promotion, giving guidance and encouragement to employees and customers at all levels to act fairly and prevent discrimination on the grounds of sex, race, marital status, part-time and fixed term contract status, age, sexual orientation or religion.

Statement of policy

(a) It is the policy of Green World Group to ensure that no job applicant or employee or customer receives less favorable treatment on the grounds of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion, or is disadvantaged by conditions or requirements that cannot be shown to be justifiable. The organization is committed not only to its legal obligations but also to the positive promotion of equality of opportunity in all aspects of employment.

(b) The organization recognizes that adhering to the Equal Opportunities Policy, combined with relevant employment policies and practices, maximizes the effective use of individuals in both the organization's and employees´ best interests. Green World Group recognizes the great benefits in having a diverse workforce with different backgrounds, solely employed on ability.

(c) The application of recruitment, training, and promotion policies to all individuals will be on the basis of job requirements and the individual's ability and merits.

(d) All employees of the organization will be made aware of the provisions of this policy.

Recruitment and promotion

(a) Advertisements for posts will give sufficiently clear and accurate information to enable potential applicants to assess their own suitability for the post. Information about vacant posts will be provided in such a manner that does not restrict its audience in terms of sex, race,

(b) Recruitment literature will not imply a preference for one group of applicants unless there is a genuine occupational qualification which limits the post to this particular group, in which case this must be clearly stated.

(c) All vacancies will be circulated internally.

(d) All descriptions and specifications for posts will include only requirements that are necessary and justifiable for the effective performance of the job.

(e) All selection will be thorough, conducted against defined criteria and will deal only with the applicant's suitability for the job. Where it is necessary to ask questions relating to personal circumstances, these will be related purely to job requirements and asked to all candidates.

Employment

(a) Green World Group will not discriminate on the basis of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion in the allocation of duties between employees employed at any level with comparable job descriptions.

(b) Green World Group will put in place any reasonable measures and/or adjustments within the workplace for those employees who become disabled during employment or for disabled appointees.

(c) All employees will be considered solely on their merits for career development and promotion with equal opportunities for all.

Training

(a) Employees will be provided with appropriate training regardless of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion.

(b) All employees will be encouraged to discuss their career prospects and training needs with their Line Manager or the HR Department.

(c) The customer also would be ensured to receive uncompromised quality based training delivery by the employees and after support.

Grievances and Victimization

(a) Green World Group emphasizes that discrimination is unacceptable conduct which may lead to disciplinary action under the organization's Disciplinary Procedure.

(b) Any complaints of discrimination will be pursued through the organisation's Grievance Procedure.

GWG Student Grievance



1. Policy

It is the policy at Green World Group to protect the rights and freedoms of students. The following procedures have been established to provide for an orderly, fair, and prompt resolution of student grievances concerning academic issues. These procedures are established to insure the due process, equitable treatment, and protection of all parties involved in the process. No adverse action shall be taken in response to an individual who registers an academic grievance.

Academic grievance, as used here, shall mean a complaint by a student of Green World Group against a representative of the Institute when s/he perceives that s/he has suffered adverse academic consequences from an alleged violation, misinterpretation, inequitable application, misrepresentation, or inappropriate implementation of the academic regulations and procedures of the Institute.

In keeping with the intent and spirit of these procedures, it is incumbent upon all parties to show respect, restraint, and responsibility in their efforts to resolve the grievance. It is incumbent on students proceeding with a grievance to provide evidence of a violation. It is incumbent upon representatives of the Institute to arrange meetings and conferences concerning the matter in good faith and promptly to communicate decisions to the student promptly.

This procedure is in no way intended to supplant or duplicate other grievance procedures available either to the student or the Institute representative(s) named in the grievance, or to prevent such individuals from pursuing other remedies as are provided by law.

2. Academic Grievance Procedures

When a student believes s/he can demonstrate s/he has been harmed by a violation, misinterpretation, inequitable application, misrepresentation, or inappropriate implementation of the academic regulations and procedures of the Institute, the following grievance procedure shall be followed. The failure of any Institute personnel at any level to communicate a decision to the aggrieved student within the stated time limits shall permit the student to proceed to the next step of the process (unless, for reasonable cause, the time limit has been extended by the Manager of Faculty). The failure of the student to appeal the grievance to the next step within the stated time limits shall constitute a withdrawal of the grievance and shall bar further action (unless, for reasonable cause, the time limit has been extended by the Manager of Faculty).

3. Initial Informal Procedures

The student shall initiate the informal procedures within ten Institute working days after the student first perceives the alleged violation on which the complaint is based. (For reasonable cause, the Manager of Faculty may extend this time requirement.) The informal procedures outlined below will be initiated prior to a formal grievance being filed.

1. Whenever possible, the student shall meet with the Institute representative whose actions are the object of the complaint to discuss the issue and attempt to resolve it satisfactorily.

2. If the complaint has not been resolved in conference with the Institute representative, or if the student cannot meet with the Institute representative, the student will discuss the complaint with the Institute representative's immediate supervisor, who will attempt to help the student resolve the complaint. In the interest of resolving the complaint, when the student discusses the complaint with the immediate supervisor, the immediate supervisor shall confer with the Institute representative.

3. If the student does not feel the problem has been resolved within ten Institute working days after the conference with the Institute representative's supervisor, the student may initiate the formal academic complaint procedure.

4. Formal Procedures

Within **thirty Institute working** days after the student first perceives the alleged violation on which the complaint is based, the student will file an Academic Grievance Form in the Office of Director of Operations. (For reasonable cause, the Manager of Faculty may extend this time requirement.) Thereafter, the complaint shall be referred to as a grievance. The form will be completed and returned to the Office of Director of Operations.

Within **two Institute working days** of receipt of the grievance by the Director of Operations a written notification to the student would be initiated to acknowledging receipt of the formal grievance. At the same time, the Manager of Faculty will also send written notification to the Institute representative named in the grievance indicating that a formal grievance process has been initiated. A copy of the formal grievance will be attached. (To protect the rights and privacy of other individuals who may be identified by the student complainant, but who may or may not choose to participate in the grievance process, the Manager of Faculty will retain the right to expunge the names of such other individuals from the complaint.)

Within five Institute working days of receipt the Director of Operations will form a Chair composed of Vice President HR, Vice President Finance, and CEO. Decision to include Chairman will be based on the severity of the grievance and will be confirmed in the first meeting of the Chari. (For reasonable cause, the Director of Operations may extend this time requirement.) A copy of the grievance or redacted grievance, as the case may be, shall be provided to the Chair.

Committee meeting will be completed within twenty Institute working days of receipt of the written grievance. (For reasonable cause, this time requirement may be extended by the Director of Operations.)

During the meeting(s), the Committee may interview the student, the individual against whom the grievance is directed, and/or request additional material they feel is necessary for a fair and complete consideration of the issue.





At all stages and at their own expense, the student and the individual to whom the grievance is directed may have one person with them during the process. Nevertheless, the student and the Institute representative named in the grievance shall serve as their own spokespersons. The role of their accompanying representatives, if any, shall be to advise the student or the Institute representative, and they will not be permitted to speak or to participate directly in any other way unless invited to do so by the Chair of the Committee.

Both the student and the Institute representative named in the grievance may request that the testimony of witnesses be heard. Requests for such witnesses must be made in writing in advance of any hearing scheduled by the Committee and must be submitted to the Office of Director of Operations no later than five Institute working days following the date of written notification by the Manager of Faculty to the student and the Institute representative against whom the grievance is directed acknowledging the initiation of a formal grievance procedure. (For reasonable cause, the Manager of Faculty may extend this time requirement.) Requests for witnesses must include the complete name of all witnesses, a description of the relationship of the witness to the individual making the request, and a summary of the expected testimony each witness will provide. The Committee will retain the right to limit the number of witnesses.

In the event that either a witness or the Institute representative, who is the subject of the grievance, does not appear at the meeting(s) called by the Committee, or will not provide information or documents as requested, the recommendation of the Committee will be made on the basis of the information available to them.

When voting on an Academic Grievance, only committee members may be present. All members of the Committee will participate in the vote.

The Committee may decide to:

Accept the arguments of the grievance, in which case they will recommend in writing to the Manager of Faculty an appropriate action to be taken concerning the grievance. Such recommended actions may include, but will not be limited to, reinstatement after dismissal from the Institute, change of grade, approval of a waiver, retaking a test.

Not accept the arguments of the grievance, which they will so recommend in writing to the Manager of Faculty.

As noted above, the Committee will have completed its meetings within twenty **Institute working days** of receipt of the written grievance. (For reasonable cause, the Manager of Faculty may extend this time requirement for as many as ten additional Institute working days.) The Chairperson of the Committee will submit to the Manager of Faculty a written recommendation concerning the appropriate disposition of the grievance, as well as all supporting materials.

Within ten Institute working days of receipt of the recommendation from the Committee, the Manager of Faculty will review the materials submitted, file a final decision, and provide written notification to both the student and the individual against whom the grievance is directed as to the disposition of the grievance. Normally, the Manager of Faculty will accept the findings and recommendations of the Committee and (s)he will take the action appropriate to redress any demonstrated harm to the student. However, the Manager of Faculty will retain the right to undertake a further review of the grievance, to also interview the student, the individual named in the grievance, and/or request additional material (s)he feels is necessary to a complete consideration of the issue. If the decision of the Manager of Faculty differs from the findings and recommendations of the Academic Grievance Committee, (s)he will meet with the Committee in order to provide an explanation of the decision. The decision of the Manager of Faculty is final.

If the Manager of Faculty is directly involved in any way in the informal stage of the grievance, the Director of Operations or the Director of Operator's designee will assume the responsibilities assigned to the Manager at every stage in the formal process.

The Office of Director of Operations will be responsible for recording and filing the decision. All materials connected with the grievance will be held in confidence in the Office of Director of Operations, and shall not be utilized in proceedings concerning discipline, promotion, tenure, or appointments, unless otherwise provided by law.

Should the student still feel that the outcome of the grievance is still not satisfactory, the same could be escalated to NEBOSH/SQA UK at the discretion of the student. However, any outcome from this investigation if otherwise would not have subsequent impact or change in decisions as the course provider is bound to local judiciary court bindings.

Data Protection Policy

Introduction

Green World Group needs to gather and use certain information about individuals.

These can include customers, suppliers, business contacts, employees and other people the organisation has a relationship with or may need to contact.

This policy describes how this personal data must be collected, handled and stored to meet the company's data - and to comply with the law.

Why this policy exists

This data protection policy ensures Green World Group:

- Complies with data protection law and follow good practice
- Protects the rights of staff, customers and partners
- Is open about how it stores and processes individuals' data
- Protects itself from the risks of a data breach

Data protection law

The Data Protection Act 1998 describes how organisations — including Green World Group— must collect, handle and store personal information.

These rules apply regardless of whether data is stored electronically, on paper or on other materials.

To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

The Data Protection Act is underpinned by eight important principles. These say that personal data must:

1. Be processed fairly and lawfully
2. Be obtained only for specific, lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and kept up to date
5. Not be held for any longer than necessary
6. Processed in accordance with the rights of data subjects
7. Be protected in appropriate ways
8. Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection



People, Risks and Responsibilities

Policy Scope

This policy applies to:

- The head office of Green World Group
- All branches of Green World Group
- All staff and volunteers of Green World Group
- All contractors, suppliers and other people working on behalf of Green World Group

It applies to all data that the company holds relating to identifiable individuals & customers, even if that information technically falls outside of the Data Protection Act 1998. This can include:

- Names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- ...plus any other information relating to individuals

Data Protection Risks

This policy helps to protect Green World Group from some very real data security risks, including:

- Breaches of confidentiality. For instance, information being given out inappropriately.
- Failing to offer choice. For instance, all individuals should be free to choose how the company uses data relating to them.
- Reputational damage. For instance, the company could suffer if hackers successfully gained access to sensitive data.

Responsibilities

Everyone who works for or with Green World Group has some responsibility for ensuring data (both personal and customer) is collected, stored and handled appropriately.

Each team that handles personal data must ensure that it is handled and processed in line with this policy and data protection principles.

However, these people have key areas of responsibility:

- The board of directors is ultimately responsible for ensuring that Green World Group meets its legal obligations.

- **The [data protection officer], [Mr. Sujith Menon], is responsible for:**
  - Keeping the board updated about data protection responsibilities, risks and issues.
  - Reviewing all data protection procedures and related policies, in line with an agreed schedule.
  - Arranging data protection training and advice for the people covered by this policy.
  - Handling data protection questions from staff and anyone else covered by this policy.
  - Dealing with requests from individuals to see the data [company name] holds about them (also called 'subject access requests').
  - Checking and approving any contracts or agreements with third parties that may handle the company's sensitive data.
- **The [IT Supervisor], [Mr. Edwin King], is responsible for:**
  - Ensuring all systems, services and equipment used for storing data meet acceptable security standards.
  - Performing regular checks and scans to ensure security hardware and software is functioning properly.
  - Evaluating any third-party services the company is considering using to store or process data. For instance, cloud computing services.
- **The [Business Development Manager], [Mr. Kalyan Pathakota], is responsible for:**
  - Approving any data protection statements attached to communications such as emails and letters.
  - Addressing any data protection queries from journalists or media outlets like newspapers.
  - Where necessary, working with other staff to ensure marketing initiatives abide by data protection principles.

General Staff Guidelines

- The only people able to access data covered by this policy should be those who need it for their work.
- Data should not be shared informally. When access to confidential information is required, employees can request it from their line managers.
- [Green World Group] will provide training to all employees to help them understand their re sponsibilities when handling data related to the customer.
- Employees should keep all data secure, by taking sensible precautions and following the guide lines below.
- In particular, strong passwords must be used and they should never be shared.
- Personal data should not be disclosed to unauthorised people, either within the company or externally.

- Data should be **regularly reviewed and updated** if it is found to be out of date. If no longer required, it should be deleted and disposed of.
- Employees **should request help** from their line manager or the data protection officer if they are unsure about any aspect of data protection.
- Employees need to ensure that customer data in their possession is handled in strictest confidence and utmost priority is maintained in ensuring the integrity of this data

Data Storage

These rules describe how and where data should be safely stored. Questions about storing data safely can be directed to the IT manager or data controller.

When data is **stored on paper**, it should be kept in a secure place where unauthorised people cannot see it.

These guidelines also apply to data that is usually stored electronically but has been printed out for some reason:

- When not required, the paper or files should be kept **in a locked drawer or filing cabinet.**
- Employees should make sure paper and printouts are **not left where unauthorised people could see them,** like on a printer.
- **Data printouts should be shredded** and disposed of securely when no longer required.

When data is stored electronically, it must be protected from unauthorised access, accidental deletion and malicious hacking attempts:

- Data should be **protected by strong passwords** that are changed regularly and never shared between employees.
- If data is **stored on removable media** (like a CD or DVD), these should be kept locked away securely when not being used.
- Data should only be stored on **designated drives and servers,** and should only be uploaded to an **approved cloud computing services.**
- Servers containing personal data should be **sited in a secure location,** away from general office space.
- Data should be **backed up frequently.** Those backups should be tested regularly, in line with the company's standard backup procedures.
- Data should **never be saved directly** to laptops or other mobile devices like tablets or smart phones.
- All servers and computers containing data should be protected by **approved security software and a firewall.**

Data Use

Personal data is of no value to Green World Group unless the business can make use of it. However, it is when personal data is accessed and used that it can be at the greatest risk of loss, corruption or theft:

- When working with personal data, employees should ensure t**he screens of their computers are always locked** when left unattended.
- Personal data **should not be shared informally.** In particular, it should never be sent by email, as this form of communication is not secure.
- Data must be **encrypted before being transferred electronically.** The IT manager can ex plain how to send data to authorised external contacts.
- Personal data should **never be transferred outside of the European Economic Area.**
- Employees **should not save copies of personal data to their own computers.** Always access and update the central copy of any data.

Data Accuracy

The law requires Green World Group to take reasonable steps to ensure data is kept accurate and up to date.

The more important it is that the personal data is accurate, the greater the effort Green World Group should put into ensuring its accuracy.

It is the responsibility of all employees who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible.

- Data will be held in **as few places as necessary.** Staff should not create any unnecessary additional data sets.
- Staff should t**ake every opportunity to ensure data is updated.** For instance, by confirming a customer's details when they call.
- Green World Group will make it **easy for data subjects to update the information** Green World Group holds about them. For instance, via the company website.
- Data should be **updated as inaccuracies are discovered.** For instance, if a customer can no longer be reached on their stored telephone number, it should be removed from the database.
- It is the marketing manager's responsibility to ensure **marketing databases are checked against industry suppression files** every six months.

Subject Access Requests

All individuals who are the subject of personal data held by Green World Group are entitled to:

- Ask **what information** the company holds about them and why.
- Ask **how to gain access** to it.
- Be informed **how to keep it up to date.**
- Be informed how the company is **meeting its data protection obligations.**

If an individual contacts the company requesting this information, this is called a subject access request.

Subject access requests from individuals should be made by email, addressed to the data controller at sujith.menon@greenwgroup.com . The data controller can supply a standard request form, although individuals do not have to use this.

The data controller will always verify the identity of anyone making a subject access request before handing over any information.

Disclosing Data For Other Reasons

In certain circumstances, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject.

Under these circumstances, Green World Group will disclose requested data. However, the data controller will ensure the request is legitimate, seeking assistance from the board and from the company's legal advisers where necessary.

Providing Information

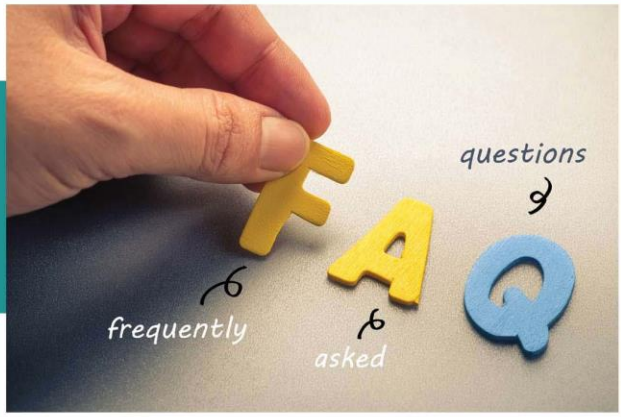
Green World Group aims to ensure that individuals are aware that their data is being processed, and that they understand:

- How the data is being used
- How to exercise their rights



Frequently Asked Questions (FAQs)

Whilst this handbook contains much of the information that you will need to know about your course, we have included here some other FAQs that may help you.



1. **Question:** How can I book a course?

Answer: There are a number of options for booking a course

By phone – We have provided contact numbers for all our headquarters based in different parts of the globe. Give us a call to get in touch with our advisers who will guide you through the process.

By Mail – An application form is available on our website. Download it, fill it and send it to us through the email addresses provided for every location.

By Post – You can also send us the online application form along with the payment by post at the addresses given on the website.

By Online Chat- Our Customer support staff is available online. Click the chat tab on the web site to get in touch with them for booking.

2. **Question:** How can I pay for the course?

Answer: Customers must submit the full fee prior to processing of orders. The modes of payment available to you are:

Cheque or bankers' draft (payable at Chennai). It must be payable to Green World Management Consultants & Training Institute

Bank Transfer. All the details concerning bank transfer method are available on our website. Customer must pay all the additional bank charges, including any payable by the receiving bank.

3. **Question:** What are the course timings?

Answer: The standard timing of our classes is from 9.00am to 5.00pm. However, the timings are subject to changes in case of certain courses. All the timings are mentioned on the 'Receipt of Booking' email. We also conduct evening class for working people at our GWG education centre.

4. Question: Does GWG provide accommodation and lunch?

Answer: Although we do not book accommodations for our customers, we do have an association with some hotels where you can get special rates. All the details and the hotel contact information are included in the 'Receipt of Booking' email. At the time of booking at a hotel, make sure to inform them that you are there to attend a GWG course, in order to enjoy the special rate.

We provide Lunch and Morning/Afternoon Break refreshments to students. In the event you have specific dietary requirements, you can let us know

5. Question: Can I cancel my booking even after completing all the enrolment formalities?

Answer: You can cancel your booking in the event you are not satisfied with the GWG course: You can send us a hard copy or a scanned copy of cancellation letter duly signed by you.

No refund would be provided for the cancellations done after the final date of registration.

50% of the total fee shall be refunded for cancellations made 1 week prior to the final date of registration.

10% of the total fee will be charged as administration cost for cancellations made 2 weeks prior to the final date or earlier.

6. Question: Are the GWG courses accredited/ recognized?

Answer: All our NEBOSH courses are accredited and recognized by NEBOSH (The National Examination Board in Occupational Safety and Health)

7. Question: Which is the best course for me that can benefit me the most in the long run?

Answer: GWG provides a variety of courses to a wide spectrum of audience. However, if you are not sure which is the most suitable course that fits your requirements, you are always welcome to contact the GWG Learning Course Adviser, which will help you choose a course that falls in-sync with your learning capabilities. To contact Course Advisor, call +971 4 2698807 (UAE) / +91 44 48561333 (INDIA) or email us at info@greenwgroup.com / info.india@greenworldsafety.com

8. Question: What are my options in case I fall behind in my studies?

Answer: GWG gives you a freedom of restructuring your course itinerary in the event you are bound by some commitments at home or work. We provide a provision for you to postpone your preferred examination to the next available examination date. You will not be charged if it's your first deferral. Please make sure that in case of deferral, you do inform us at least 3 months prior to your examination.

09. Question: How can GWG help me prepare for my exams?

Answer: Our course curriculum consists of revision tools that are tailored keeping in mind various kinds of learning styles. GWG is an innovation-driven enterprise, something which exudes in the solutions we provide, like face-to-face revision workshops, online interactive activities and webinars. Check out more information about our training solutions from our course information provided at the web site. You can also call us at +971 4 2698807 (UAE) / +91 44 48561333 (INDIA) or email us at info@greenwgroup.com / info.india@greenworldsafety.com to contact our customer support.

10. **Question:** When will I receive my certificate?

Answer: NEBOSH

We issue the Unit Certificates and Qualification Parchments within 8 weeks of the result announcement date mentioned on the Result Notification letter.

You are also provided a one month window during which you can make Enquiries About Results (EARs). This window lets candidates to notify us in case they wish to give a re-test if they are not satisfied with their results.

Certificates are usually issued before the end of the EAR process (30 days to apply in addition to 40 working days of processing). If there is a need of reissuing of a Unit Certificate and/or Parchment, based on the EAR result, it is done with no additional charges. Students have to return all the originals, and failing to do so, no replacements will be issued by NEBOSH.

