

Learner Handbook

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1. Introduction

Welcome to Tasneef Training Center, where our commitment to excellence in training and education in the field of health, safety, and environmental management is unwavering. As a NEBOSH-approved and Authorized Training Partner striving for Gold Learning Partner status, we are dedicated to providing you with an educational experience that not only meets but exceeds global standards.

At Tasneef, we believe in the power of knowledge to transform lives and workplaces. Our courses are designed to equip you with the skills necessary to make a significant impact in your professional fields, ensuring that safety and efficiency are paramount. Whether you are starting a new career journey or enhancing your existing skills, our expert instructors and comprehensive resources are here to support your learning and growth.

We understand that starting a new course can be both exciting and challenging. That's why we are committed to supporting you every step of the way—from the moment you join us until you achieve your qualifications and beyond. Our learner support team is always available to assist you with any questions or concerns you may have, ensuring a smooth and rewarding learning experience.

Thank you for choosing Tasneef Training Center. We are thrilled to have you with us and look forward to seeing you excel in your studies and future endeavours. Let's embark on this journey together, with confidence and enthusiasm, towards a safer and more competent world.

Our Vision, Mission, and values:

Our Vision: Leadership in training and education.

Mission: Tasneef Training Center strives to provide a world-class educational and training environment in the fields of safety and quality in the maritime sector, business assurance, and asset safety, by using the best global standards, practices, and the latest technical tools.

Values: Quality, Integrity, and Professionalism.

Contact information for key staff and support services:

1. Tasneef Training Center:

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Our website:

<https://tasneeftraining.ae/home/>

LinkedIn Page:

<https://www.linkedin.com/company/tasneef-training-center/>

Facebook Page:

<https://www.facebook.com/TasneefTC>

2. NEBOSH:

Website:

www.nebosh.org.uk

Contact email.

info@nebosh.org.uk

Contact number:

+44-0116 263 4700

2. Course Overview

1. NEBOSH International General Certificate:

Description of the Course: The NEBOSH International General Certificate in Occupational Health and Safety is a globally recognized qualification designed to provide a broad understanding of health and safety issues to enhance the safety culture in organizations. It is aimed at managers, supervisors, and personnel responsible for managing risks and resources. This certificate helps organizations meet their health and safety responsibilities in any country and across all sectors.

Learning Objectives and Outcomes:

- Understand the key legal frameworks and moral and economic requirements for health and safety management in the workplace.
- Identify workplace hazards and methods of risk assessment and control across a range of operations.
- Develop, promote, and communicate an effective health and safety culture in an organization.
- Manage health and safety issues systematically to improve the health and safety performance of organizations.

Course Structure and Timeline:

The NEBOSH International General Certificate course is structured into two units, covered over a period of 10 days or 65 training hours:

- **Unit IG1: Management of Health and Safety** – Covering the foundations in health and safety management, policy, organizing health and safety, promoting a positive organizational culture, risk assessment, monitoring, review, and audit.
- **Unit IG2: Risk Assessment** – Practical unit where learners complete a risk assessment and report to management.

Description of Teaching Methods and Learning Platforms Used:

- **Classroom Training:** Conducted physically at Tasneef Training Center, utilizing a mix of lectures, group discussions, and practical activities. The environment fosters interaction among students and between students and instructors, enhancing the learning experience through peer discussion and real-time feedback.
- **Online Training:** Offered via interactive online sessions using Microsoft Teams or Zoom to accommodate remote learners. The online training is designed to mimic the classroom environment with live lectures, interactive discussions, and practical exercises facilitated through breakout rooms and shared resources. This format ensures participants can engage fully from any location while accessing the same high-quality content as in-person learners.

Teaching Materials and Resources:

- Comprehensive course notes and materials developed in line with NEBOSH standards.

- Access to digital resources enabling learners to access course materials and supplementary information both during and outside of scheduled training sessions.
- Continuous support from certified trainers through both the classroom and online platforms, ensuring learners can clarify doubts and gain additional insights on demand.

2. NEBOSH Health and Safety at Work.

Description of the Course: The NEBOSH Health and Safety at Work is a foundational course designed to introduce the basics of occupational health and safety. It is ideal for individuals at all levels within the organization, particularly those needing a grounding in the essentials of health and safety. The course aims to improve the safety culture within an organization by providing understanding and practical actions to handle health and safety responsibilities.

Learning Objectives and Outcomes:

- Recognize and control hazards at work.
- Reduce accidents in the workplace by managing health and safety risks effectively.
- Understand the responsibilities of employers and employees under health and safety legislation.
- Develop a basic health and safety program and contribute to its effectiveness.
- Promote a positive health and safety culture within the workplace.

Course Structure and Timeline: The NEBOSH Health and Safety at Work course is delivered over 5 days and involves a total of approximately 35 training hours. The course is divided into two units:

- **HSAW1: Workplace Safety Foundations** – This unit covers the principles of health and safety, the identification and management of associated risks, and the practical application of this knowledge.
- **HSAW2: Risk Assessment Activity** – This practical unit involves carrying out a risk assessment and preparing a short report detailing the findings.

Description of Teaching Methods and Learning Platforms Used:

- **Classroom Training:** Held at Tasneef Training Center, this method leverages traditional face-to-face teaching techniques including lectures, case studies, group discussions, and practical activities. This format facilitates direct interaction, allowing participants to learn from real-life scenarios and immediate expert feedback.
- **Online Training:** Conducted through interactive sessions on Microsoft Teams or Zoom to provide flexibility for remote learners. The online training incorporates live-streamed lectures, real-time discussions, and interactive activities designed to engage learners and replicate the dynamics of a physical classroom. Participants will use features such as polls, chats, and breakout rooms to facilitate participation and learning.

Teaching Materials and Resources:

- **Comprehensive Course Materials:** Detailed notes and guides prepared in line with NEBOSH standards, accessible both in print for classroom participants and digitally for online learners.
- **Interactive Tools:** Utilization of multimedia and interactive tools to enhance understanding and engagement, such as videos, quizzes, and real-life scenarios.
- **Support Systems:** Continuous access to instructors for personalized guidance and support throughout the course duration, ensuring learners can resolve queries and deepen their understanding as needed.

3. Enrolment and Admission

Understanding the Qualification

- Candidates are required to demonstrate a clear understanding of the qualification they are enrolling in. This includes being familiar with the course objectives, structure, and outcomes as detailed in the course brochure and candidate handbook.

Submission of Personal Identification

- Candidates must submit a copy of an official personal identification document. This can be a personal ID or passport, which must include a photo and be in English. These documents are used to verify the identity and eligibility of the candidate.

Provision of Contact Details

- Accurate contact details, including a mobile number and email address, must be provided. These details are essential for maintaining communication throughout the course duration and for sending important notifications regarding the training schedule, updates, and examination details.

Language Proficiency Assessment

- Candidates whose mother tongue is not English and who wish to attend the course in English must prove their ability to communicate effectively in English. This assessment may be conducted through direct meetings, phone calls, or observations during training sessions.

Registration Documents

- Candidates are required to sign and submit registration documents which include an acknowledgment that they have read and understood the candidate handbook. This step ensures that all participants are aware of the course requirements, policies, and procedures.

Completion of Registration

- Upon successful verification of the submitted documents and assessment outcomes, candidates will receive a confirmation of their registration. This confirmation will include details on the starting date, venue (if applicable), and access credentials for online learning platforms.

Entry Requirements and Prerequisites

- **Educational Background:** Candidates should have a basic educational background relevant to the course they are applying for. Specific qualifications may be required for advanced courses.
- **Professional Experience:** Some courses may require candidates to have professional experience in a related field. Candidates should check specific course requirements for details.
- **Language Skills:** As courses are delivered in English, non-native speakers must demonstrate sufficient English language proficiency as assessed by direct interaction with Tasneef Training Centre's staff.

Initial Learning Needs Assessment:

- During the registration process, candidates may be asked to complete a pre-course questionnaire to assess their initial learning needs. This helps tailor the learning experience to their specific educational and professional backgrounds.

4. Course Fees and Payment

Course Fees Structure:

- **Training Fees:** Covers the cost of the instructor, classroom rental, and administrative support.
- **Course Materials and Handouts:** Includes all necessary study materials such as textbooks, handouts, and access to online resources.
- **Registration Fees:** A fixed fee that covers the processing of your application and enrolment in the course.

SL No	Description	Amount (AED)
1	Training Fee + Refreshment + Admin Fee	
2	Examination Booking Fee	
3	Examination registration Fee	
	Total	

TTC TERMS & CONDITIONS:

- Participant may confirm registration only by sending duly signed registration form along with the full payment of the course fee or Initial down payment + guarantee cheque.
- Final confirmation will be sent by email to the registered participants indicating the timing, venue & breaks 3 days before the course start date.
- TTC reserves the right to postpone the course dates if the number of confirmed participants not sufficient to run the course, the participant shall be notified in writing of postponement one-week prior to starting date for any changes on the dates or timings.
- The price for accredited courses includes Training, Examination, and Certification fees, Refreshment and/or lunch only.
- Participants applying for IGC Practical exams should submit the reports within a strict deadline of 10 days from the exam date.
- The participants can drop an email to info@tasneeftraining.ae to clarify any doubts related to the course content that might hinder their preparation for the examination. One of the TTC trainers will respond to the email with a detailed explanation of the doubts within 48 hours.

Information on Payment Methods and Schedules

Payment Methods:

- **Cash Payments:** Learners can make payments in cash at Tasneef Training Centre's office.
- **Bank Transfer:** Payments can be made directly to Tasneef Training Centre's bank account. Bank account details will be provided upon registration.
 - Learners must send a copy of the payment receipt to Tasneef Training Center after completing the payment to confirm the transaction.

Payment Schedules:

- All course fees must be paid in advance and are due before the commencement of the course unless approved by Tasneef Training Center. Early registration is encouraged to secure a place in the course and to complete all administrative procedures in a timely manner.

Policies on Refunds, Withdrawals, and Deferments

Withdrawal and Cancellation Policy:

- **Withdrawal Before Course Start:** Learners who decide to withdraw before the course begins are eligible for a full refund, provided they notify Tasneef Training Center in writing at least 10 days before the course starts.
- **Cancellation After Course Start:** If a learner withdraws after the course has started, no refund will be issued. However, in exceptional circumstances, the case may be reviewed on a basis-to-basis scenario.

Examination Registration Refund Policy:

- **100% Refund:** Learners are entitled to a full refund of the examination registration fee if they cancel their registration prior to the examination closing date.
- **70% Refund for Absence:** Learners who are absent from an examination due to the following reasons may qualify for a 70% refund of the examination registration fee:
 - **Illness or Medical Grounds:** A learner must provide supporting medical evidence, such as a hospital admission note or a medical report.
 - **Bereavement:** In the event of the death of a family member, with funeral documentation as proof.
 - **Jury Service:** Official documentation proving the learner's requirement to serve on a jury must be submitted.
 - **Other Circumstances:** Each case will be considered individually, and supporting evidence may be required.
 - **Filing for Refunds:** Requests for refunds must be made within 20 days of the examination date, and proof of the reason for absence must be provided.

Deferments:

- Learners may request to defer their participation to the next available session under certain conditions, such as severe personal or professional circumstances. Requests for deferments must be submitted in writing and approved by Tasneef Training Center.

5. Terms and Conditions

General Terms:

- **Enrolment and Participation:** By enrolling in a course at Tasneef Training Center, learners agree to participate actively and complete the course as scheduled.
- **Payment of Fees:** All course fees must be paid in full before the commencement of the course, as outlined in the payment schedule. Failure to comply may result in denial of entry into the classroom or online learning platform.

Policies on Learner Conduct:

- **Professional Behaviour:** All learners are expected to conduct themselves professionally during their training. Disruptive behaviour, such as harassment or use of offensive language, is strictly prohibited and may lead to expulsion from the course without a refund.
- **Attendance:** Learners must attend all scheduled sessions. Absences must be justified with valid reasons and, where possible, notified in advance. Absence shall not exceed 2 days of the total course duration or the registration will be cancelled.

Academic Integrity:

- **Plagiarism and Cheating:** Tasneef Training Center upholds strict policies against plagiarism and cheating. Any form of academic dishonesty will result in immediate failure of the assessment and may lead to disciplinary action.
- **Submission of Work:** All work submitted for formative assessment must be the learner's own. Collaboration is encouraged during group activities but must be appropriately acknowledged in individual assignments.

Data Protection:

- **Personal Information:** Tasneef Training Center is committed to protecting the privacy of its learners. Personal information collected during the enrolment and training process will be used solely for the purpose of course administration, delivery, and certification.
- **Data Usage:** Information such as contact details and identification documents will be handled securely and only shared with accreditation bodies as required for the registration and certification processes.
- **Data Retention:** All personal data will be retained in compliance with local and international data protection laws and will be disposed of securely when no longer needed.

6. Learner Support and Resources

Academic Support:

- **Tutoring and Mentoring Programs:** Tasneef Training Center offers both tutoring and mentoring to support learners throughout their course duration. Tutoring services are available to help learners understand course material, prepare for exams, and complete assignments. Mentoring is provided to assist learners in their professional development and career planning, offering guidance from experienced professionals in the field.
- **Office Hours and Contact Information:** Tutors and mentors have scheduled office hours during which learners can seek help without prior appointment. Contact details and office hours are provided at the beginning of the course and are available online.

Accessing Course Materials and Technical Support:

- **Course Materials:** All registered learners will receive access to necessary course materials through email, online learning groups or as hard copies. This includes textbooks, handouts, slides, and supplementary resources.
- **Technical Support:** Should learners encounter any technical issues with the online platform, our dedicated technical support team can be reached via email or phone. Contact details for technical support are provided upon course registration and are also available on the LMS.

Health and Wellness Resources:

- **Mental and Physical Health Resources:** Tasneef Training Center recognizes the importance of mental and physical well-being in academic success. We provide learners with information on local health services, including counselling and medical facilities.

7. Assessment and Examinations

Overview of Assessment Methods:

- **Formative Assessments:** Throughout the course, learners will engage in various formative assessments such as quizzes, in-class activities, and group projects. These are designed to monitor progress and ensure that learners are on track with their learning objectives.

Schedules for Formative Assessment:

- **Formative Assessment Schedule:** Regular formative assessments are scheduled at the end of each topic covered. This schedule will be provided at the beginning of the course and included in the course Syllabus.

Examination Regulations and Preparation Tips:

- **Examination Regulations:** Learners are required to adhere to strict examination protocols which include strict adhering to timing, using only approved materials during exams, and maintaining academic integrity. Full details of the examination rules will be explained by Tutors and learning advisors as part of course orientation.

- **Preparation Tips:**

- Review course materials thoroughly.
- Participate in review sessions offered by tutors.
- Utilize Mock exams and quizzes provided as part of course handouts.
- Manage time effectively during preparation and actual exams.

Feedback Mechanisms and How to Interpret Feedback:

- **Feedback Mechanisms:** After each Formative assessment, learners will receive detailed feedback which may include grades, comments on performance, and suggestions for improvement. Feedback for formative assessments is usually provided during the scheduled session or within a week.
- **Interpreting Feedback:**
 - **Grades** reflect your performance against the stated learning objectives.
 - **Comments** provide specific insights into areas of strength and those needing improvement.
 - **Suggestions** are actionable recommendations on how to enhance learning and performance in future assessments.
- **Follow-Up:** Learners are encouraged to discuss their feedback with instructors during Training hours or scheduled meetings to gain further clarity and guidance on improvement strategies.

8. Progress Monitoring

Procedures for Tracking and Communicating Academic Progress:

- **Continuous Assessment:** Academic progress at Tasneef Training Center is monitored through continuous assessments which include quizzes, assignments, and exams. These assessments provide ongoing insights into each learner's understanding and mastery of the course content.
- **Regular Updates:** Instructors provide regular updates to learners during and after class sessions or online sessions. These updates may address general progress in the course, upcoming assessments, and any necessary adjustments to study plans or strategies.

Information on Setting Personal Learning Goals:

- **Goal-Setting Workshops:** At the beginning of each course, Tasneef Training Center offers workshops to help learners set personal learning goals. These workshops guide learners on how to define achievable and relevant objectives tailored to their personal and professional aspirations.
- **SMART Goals:** Instructors assist learners in setting Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) goals. This framework helps ensure that the goals are structured effectively and provide a clear pathway for academic and professional development.
- **Review and Adjust:** Goals are reviewed regularly in consultation with instructors to ensure they remain aligned with the learner's progress and any changes in their aspirations or course demands.

Mechanisms for Learners to Provide Feedback on Their Learning Experience:

- **Feedback Surveys:** Regular feedback surveys are distributed to gather learners' opinions on various aspects of the course, including instructional methods, course content, and learning resources. These surveys are crucial for continuously improving the learning experience.
- **Open Door Policy:** Instructors maintain an open-door policy, encouraging learners to discuss their learning experience and any issues they face directly and informally.

9. Complaints and Appeals

Steps to Raise and Resolve Complaints:

- **Step 1: Initial Documentation and Validation**
 - Complaints and appeals can be initiated by any client or Learners through various means and are first recorded in the Complaint and Appeal Register.
 - A detailed report is prepared including the complaint/appeal serial number, mode of receipt, received by, name of the complainant, description, and reference to the relevant service or incident.
 - The Management Representative or Head of Training validates the complaint after reviewing necessary records or interviewing relevant staff.
- **Step 2: Objective and Impartial Handling**
 - To ensure objectivity and impartiality, anyone involved in the execution related to the complaint is excluded from the complaint handling process.
- **Step 3: Classification and Response**
 - Complaints and appeals are classified according to their cause (e.g., suspected results, service issues, communication problems) to track trends and implement improvements.
 - The responsible function decides on the response and corrective measures, which might include re-examination, holding a meeting, etc. The complainant is informed of the decision.
- **Step 4: Review and Corrective Action**
 - Each complaint is reviewed by the Management Representative or Head of Training to determine the root cause and take corrective action.
 - The necessary actions are taken to resolve the issue at the complainant's end if required.
- **Step 5: Closing of Complaint and Appeal**
 - Complaints and appeals are closed within 7 working days after receipt, with a formal follow-up by the Management Representative or Head of Training.
 - Records related to the complaint and the corrective or preventive actions taken are maintained systematically.

Outline of the Appeal Policy and procedures.

Stage 1 Appeal

1. Application for Appeal:

- Appeals must be filed within 10 working days of the decision notification.
- The appeal should be submitted with the relevant fee and necessary documentation.

2. Procedure:

- The appeal is acknowledged within 5 working days of payment receipt.
- Review of the appeal.

3. Review Focus:

- Consistency of NEBOSH's applied procedures.
- Fair application of procedures.
- Identification of any disadvantage to the learner due to procedural failure.
- Determination if further work related to the appeal is warranted.

4. Outcome:

- Communicated within 15 working days of receipt of payment and evidence.
- If the appeal is upheld, fees may be refunded, and other corrective actions taken (e.g., re-issue of certification, removal of penalties).

Stage 2 Appeal

1. Eligibility:

- Only after completing Stage 1; must be initiated within 10 working days following the outcome of Stage 1.

2. Procedure:

- Submission of an appeal form and fee.
- Panel review including independent reviewers.

3. Panel Review:

- Examines the appellant's information and findings from Stage 1.
- May request additional evidence or oral representations.

4. Decision Making:

- Panel considers all evidence and decides based on the appeal's merit.
- Panel's decision is final within NEBOSH, with recommendations possible for process improvements.

5. Outcome:

- Communicated within 15 working days of the panel hearing.

- Corrective actions are implemented if the appeal is upheld.

Additional Notes:

- **Costs and Fees:** Specific fees for the appeals are listed on NEBOSH's website.
- **Documentation and Data Protection:** Appeals involve careful handling of documentation and personal data, adhering to the Data Protection Act.

Reference:

NEBOSH Appeals policy and procedures Version 4a (July 2023)- Published on NEBOSH Website.

<https://www.nebosh.org.uk/policies-and-procedures/appeals-policy/>

10. Policies on Equality and Diversity

Vision Statement for Equality and Diversity:

Tasneef Training Center is committed to fostering an inclusive environment that promotes and values equality, diversity, and inclusion. We strive to eliminate discrimination and ensure fairness and respect in treatment for all job applicants, staff, clients, learners, and members of the community we serve. Our vision encompasses a commitment to treat everyone fairly, openly, and honestly, with dignity and respect, valuing differences irrespective of:

- Sex (including marital status, gender, pregnancy, maternity, and paternity)
- Race or racial group (including colour, nationality, ethnic or national origins)
- Religion or belief
- Age
- Caring responsibilities
- Disability

General Statement of Policy:

Our equality and diversity policies are designed to maximize the effective use of human resources, benefiting both the organization and individuals involved. We are committed to ensuring equal opportunity in all aspects of employment and training, such as access to roles and the benefits typically available. Our practices are not only aligned with the letter of the law but are proactive in promoting equality of opportunity.

Definition of Discrimination & Legislation:

Discrimination, as defined by our policy, refers to any instance where a person is treated less favorably on grounds of disability, sex, marital status, etc. The management representative is tasked with monitoring the effectiveness of this policy, ensuring its rigorous implementation and oversight by the Heads of Departments (HODs).

Recruitment and Promotion:

We provide clear and accurate information on opportunities available through various mediums, ensuring that they are accessible to a diverse applicant pool. All recruitment literature and activities are designed to attract a wide range of

qualified individuals, without implying a preference for any particular group. Our recruitment and promotion processes are strictly merit-based, focusing solely on the individual's ability and suitability for the role.

Staff Training and Development:

Training and development opportunities are accessible to all staff, with provisions made for those returning from breaks for domestic reasons. We avoid unnecessarily restrictive age limits or other criteria that could exclude certain groups from professional development opportunities.

Clients and Learners:

Tasneef Training Center operates as an Equal Opportunities Employer and Training Provider. We are committed to ensuring that all our clients and learners are treated equitably and that our services are accessible to all, including those with disabilities or those who face language barriers.

Pre-conceptions and Indirect Discrimination:

Management is vigilant against making assumptions based on sex, race, disability, religion, or marital status that could lead to indirect discrimination. Any policies or practices found to disproportionately affect certain groups will be rigorously evaluated and amended or removed if they are found to be unjustifiable.

Community Partnerships:

We actively seek to develop partnerships within the communities we serve, aiming to reach and engage a broad audience and reflect the diversity of our community.

Disciplinary Procedures and Grievances:

Failure to adhere to our equality and diversity policy may lead to disciplinary action. We take all complaints of discrimination and harassment seriously, ensuring they are thoroughly investigated and addressed promptly.

Monitoring and Reviews:

Our policy's effectiveness is continuously monitored and reviewed to ensure compliance and to identify and remove any barriers to equality and diversity. Regular reviews help us to adapt and improve our policies, ensuring they meet the evolving needs of our community and reflect best practices in equality and diversity.

Reference:

Tasneef Equality and Diversity policy

Equality And Diversity Policy (Document No: LMS-ED-PI, Issue:01, Rev02)

<https://tasneeftraining.ae/home/accreditations/>

11. Pre-Course Guidance Documents

1. Course Preparation

Checklist of What to Do Before the Course Begins:

- **Registration Confirmation:** Ensure that your registration has been completed and you have received a confirmation email with your course details.
- **Schedule Review:** Check the course schedule provided in the confirmation email and mark the dates and times on your calendar.

Required Readings or Preparatory Materials:

- **Course Materials:** Download any pre-course reading materials or resources provided by Tasneef Training Center. This might include textbooks, articles, or case studies.
- **Overview Documents:** Review the course syllabus and any outlines provided in advance to get a sense of the course structure and content.
- **Pre-Course Assessments:** Complete any assessments or surveys that are required before the course starts. These might be used to tailor the course content to your learning needs.

Technical Requirements and Setup for Online Learning Platforms (MS Teams or Zoom):

- **Software Installation:** Ensure that Microsoft Teams or Zoom is installed on your device. If not, download and install it from the official website.
- **Camera and Microphone:** Check that your camera and microphone are working properly. The camera should be on at all times during the course to facilitate interaction and engagement.
- **Internet Connectivity:** Secure a stable internet connection to support video streaming and online interaction without interruptions.
- **Log-in Credentials:** Set up your account on the platform (if a new user) and ensure you have the correct login credentials. Test logging in before the course begins to troubleshoot any access issues.
- **Familiarization with Platform Features:** Familiarize yourself with the basic features of Microsoft Teams or Zoom, such as how to mute/unmute, turn on/off the camera, use chat, and participate in breakout rooms.
- **Environment Setup:** As required, be alone in the room to ensure privacy and minimize distractions. The room should be quiet, have adequate lighting, and be free from personal interruptions during the course hours.

Introduction to the Course Content

A. NEBOSH International General Certificate

Brief Overview of Each Module or Section:

1. Management of Health and Safety (IG1)

- This foundational module covers the principles of health and safety management, including the responsibilities of employers and employees. It focuses on understanding health and safety regulations, policy development, and organizational responsibilities.

2. Risk Assessment (IG2)

- This practical module is centred on conducting and reporting risk assessments. Learners will gain hands-on experience in identifying hazards, evaluating risks, and recommending appropriate control measures.

Key Concepts and Topics to be Covered:

- **Health and Safety Foundations:** Concepts of health, safety, welfare, and the environment; roles and responsibilities for health and safety; health and safety culture.
- **Policy:** How to develop and implement a health and safety policy.
- **Organizing for Health and Safety:** Understanding the health and safety management system; information, instruction, and supervision; health and safety monitoring and measuring.
- **Risk Assessment:** Identifying hazards in the workplace, assessing risks, and determining control measures.
- **Accident and Incident Investigation:** Processes and procedures for responding to workplace incidents and accidents.
- **Monitoring, Review, and Audit:** Techniques for ensuring that health and safety performances are appropriately monitored, reviewed, and improved.

Learning Expectations and Outcomes for Each Section:

1. Management of Health and Safety (IG1)

- **Expectations:** Learners will understand the key aspects of managing health and safety in the workplace, develop competencies in creating health and safety policies, and learn the strategic approaches to implementing health and safety management systems.
- **Outcomes:** By the end of this module, learners will be able to frame a health and safety policy, outline the organizational structure for health and safety, and explain processes for health and safety monitoring and compliance.

2. Risk Assessment (IG2)

- **Expectations:** Learners will actively engage in identifying hazards, assess risks associated with the workplace, and develop skills in proposing realistic control measures.

- **Outcomes:** Learners will complete a risk assessment of a workplace, documenting their findings and suggesting improvements. This practical application helps cement the theoretical knowledge gained in IG1 and prepares learners for real-world health and safety challenges.

B. NEBOSH Health and Safety at Work

Brief Overview of Each Module or Section:

1. Workplace Safety Foundations (HSW1)

- This module provides a broad introduction to workplace safety fundamentals, covering a wide range of health and safety responsibilities and best practices aimed at maintaining a safe working environment.

2. Risk Assessment Activity (HSW2)

- This practical assessment requires learners to apply the knowledge gained from HSW1 to conduct a real workplace risk assessment. This culminates in preparing a report that suggests effective control measures to mitigate identified risks.

Key Concepts and Topics to be Covered:

- **Introduction to Health and Safety:** Understanding the reasons for practicing health and safety, including moral, legal, and financial implications.
- **Health and Safety Law:** Basics of health and safety law, roles and responsibilities of employers and employees.
- **Risk Assessment Techniques:** The process of identifying hazards, evaluating risks, and the principles of controlling risks to health and safety.
- **Accident Prevention and Control:** Strategies for reducing the likelihood of accidents, the importance of reporting and investigating accidents to prevent future occurrences.
- **Health and Safety Management:** Introduction to health and safety management systems, the importance of monitoring, review, and audit.
- **Workplace Hazards and Risk Control:** Identifying and controlling common workplace hazards such as fire, electricity, work at height, manual handling, and hazardous substances.
- **Welfare and Work Environment:** Ensuring adequate welfare facilities, managing work environment issues like lighting, temperature, and ergonomics.

Learning Expectations and Outcomes for Each Section:

1. Workplace Safety Foundations (HSW1)

- **Expectations:** Learners will gain foundational knowledge in health and safety principles, including legal frameworks and risk management strategies.
- **Outcomes:** By the end of this module, learners will be equipped with the necessary skills to identify common workplace hazards, understand the function of risk assessments, and apply basic principles of health and safety management.

2. Risk Assessment Activity (HSW2)

- **Expectations:** Learners are expected to practically apply their theoretical knowledge by conducting a comprehensive risk assessment in a workplace setting.
- **Outcomes:** Successful completion of this assessment will demonstrate the learner's ability to effectively identify risks, propose appropriate control measures, and communicate their findings through a structured report. This will prepare them for active participation in workplace health and safety activities.
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3. Study Tips and Strategies

Advice on Managing Study Time Effectively:

- **Create a Study Schedule:** Establish a regular study routine that fits with your daily commitments. Allocate specific times for studying and stick to these times as consistently as possible.
- **Set Clear Objectives:** Before each study session, set clear goals about what you want to achieve. This helps to stay focused and make efficient use of your time.
- **Use a Planner:** Keep track of your study sessions, assignment deadlines, and exam dates using a planner or digital calendar. This will help you prioritize your tasks and manage your time more effectively.
- **Breaks are Important:** Schedule short breaks during long study sessions to maintain concentration. A five to ten-minute break after every hour of study can enhance productivity.

Techniques for Effective Notetaking and Information Retention:

- **Organize Your Notes:** Use headings, subheadings, and bullet points to structure your notes. This makes it easier to review and revise them later.
- **Employ Different Note-Taking Techniques:** Try methods like the Cornell Note-Taking System, mind mapping, or the outlining method to find what works best for you.
- **Review Regularly:** Regular review of notes is crucial for long-term retention. Spend a few minutes each day going over what you studied to reinforce the material.
- **Use Visual Aids:** Incorporate charts, graphs, and diagrams in your notes to visualize information, which can help in better understanding and remembering the concepts.

Strategies for Online Learning:

- **Dedicated Study Area:** Set up a dedicated, quiet study area that is free of distractions. A consistent study space can enhance your focus and productivity.
- **Leverage Technology:** Utilize digital tools and apps for time management, note-taking, and online collaboration. Tools such as digital flashcards can be particularly useful for review.

- **Stay Engaged:** Participate actively in online forums, discussions, and virtual study groups. Engagement with peers and instructors can enhance learning and motivation.
- **Set Weekly Targets:** To keep your studies on track, set achievable weekly targets and assess your progress at the end of each week. Adjust your study plan based on your progress and feedback received.

11. Overview of Examination and Assignment

A. NEBOSH International General Certificate

1. Open Book Examination (OBE)

- **Description:** The Open Book Examination allows you to complete the examination over an extended period, typically 24 hours, using resources and notes. This format tests your ability to apply knowledge to real-world scenarios rather than recall facts under timed conditions.
- **Process:** You will receive the examination paper online and will submit your answers within a specified time frame. The questions will require you to make decisions and recommendations based on workplace health and safety scenarios.
- **Preparation Tips:** It is crucial to organize your study resources well in advance, ensuring you can quickly access information. Practice answering questions that require comprehensive responses and not just factual recall.

2. Risk Assessment Project

- **Description:** This project involves conducting a detailed risk assessment of a workplace scenario, identifying hazards, assessing risks, and recommending control measures.
- **Submission:** You will complete this as a practical application of what you have learned throughout the course. The report will be assessed on your ability to identify hazards correctly, evaluate the level of risk, and propose appropriate controls.
- **Preparation Tips:** Gain hands-on experience with risk assessment during your study period. Utilize case studies and templates provided during the course to familiarize yourself with the format and expectations.

B. NEBOSH Health and Safety at Work

1. Examination

- **Description:** The examination for the NEBOSH Health and Safety at Work qualification is a more traditional test where you answer a series of questions within a set duration, typically a few hours, under supervised conditions.
- **Format:** Questions may range from multiple-choice to short written responses, designed to assess your knowledge across the entire syllabus.
- **Preparation Tips:** Regular revision and practicing past exam papers can be immensely helpful. Focus on understanding key concepts and how to apply them practically in a workplace setting.

2. Risk Assessment Project

- **Description:** Similar to the International General Certificate, this project requires you to perform a risk assessment, but it is usually more focused on specific learning outcomes of the Health and Safety at Work syllabus.

- **Submission:** The project will ask you to evaluate a given workplace scenario to identify potential hazards, assess associated risks, and suggest suitable control measures.
- **Preparation Tips:** Engage in active learning sessions where you can discuss risk assessment techniques and apply these in hypothetical scenarios. This will prepare you for the practical application required in the project.

12. Closing Interview

Overview: The closing interview is a critical component of the NEBOSH International General Certificate (IG1) assessment process. It is designed to verify the authenticity of your exam participation and ensure that no unauthorized aids were used during the open book examination. Please adhere to the following guidelines to ensure the interview is conducted smoothly.

Duration:

- The interview will last approximately 15-20 minutes.

Pre-Interview Preparation:

- **Room Setup:** Ensure that you are alone in the room during the interview. No other individuals should be present to maintain the integrity of the interview.
- **Internet and Webcam:** Verify that your internet connection is stable and that your webcam is functioning correctly. This will be used to confirm your identity and to facilitate the face-to-face discussion.
- **Identification:** Have your Emirates ID card ready for verification. You will be asked to present this at the beginning of the interview to verify your identity against the details registered (name, learner number, and date of birth).
- **Noise-Free Environment:** Make sure your interview environment is free from any disturbances or noises that could interrupt the session.
- **Prohibited Items:** Do not have any books, notes, or other aids that might suggest assistance in answering the interview questions. You are allowed to review your exam answer sheet before the interview but cannot use it or any other aids during the interview.

Interview Process:

- **Identity Verification:** At the start of the interview, you will be asked to present your Emirates ID and verify personal details for security purposes.
- **Recording:** The interview will be recorded to maintain a record of the interaction. This recording will be submitted to NEBOSH as per their regulations.
- **Non-Recording Option:** If you do not consent to the recording of the interview, you must notify NEBOSH beforehand. Please be aware that opting out of the recording may lead to withholding of your exam results by NEBOSH.
- **Purpose:** The main objective of the interview is to ensure that no illegitimate methods were used during the IG1 examination. The interview is not intended to assess the correctness of your answers to the IG1 examination questions but to confirm the integrity of your examination process.

Post-Interview:

- **Follow-Up:** After the interview, you may be contacted for further clarification if needed. Any concerns or discrepancies identified during the interview may require additional verification or follow-up actions.
- **Result Processing:** The completion of the closing interview and the subsequent verifications are part of the final steps in the assessment process. Your results will be processed and issued following the successful conclusion of these procedures.

13. Health and Safety

Health and Safety Guidelines Specific to Course Requirements:

- **General Safety Practices:** Adhere to all general safety guidelines provided at the start of the course, which include maintaining a clean and safe study environment, especially if you are handling any physical materials or equipment as part of your learning.
- **Ergonomic Practices:** Ensure that your study setup is ergonomically sound to prevent strain or injury. This includes using chairs with proper back support, keeping the computer screen at eye level, and ensuring proper lighting.
- **Online Safety:** Be cautious of online security risks. Use secure and reliable internet connections, especially when accessing course materials and during assessments. Ensure that personal information is shared securely.

Emergency Contacts and Procedures:

- **Emergency Contact Numbers:** Always have a list of emergency contact numbers at your study area in the case of Virtual Training. This should include local emergency services (police, fire department, and medical services) Tasneef Training Center HSE policy will be available in classroom training and a brief HSE induction on Emergency procedures will be provided by the Tutor.
- **Medical Emergencies:** First Tools will be available to handle common medical emergencies such as cuts, burns, or fainting. Information on first aid will be provided as part of your course materials.
- **Reporting Hazards and Incidents:** All Hazards, accidents or incidents that occur during course-related activities must be reported immediately to your course instructor.
- **Evacuation Procedures:** If you are participating in any in-person sessions at Tasneef Training Center or another designated location, familiarize yourself with the evacuation procedures and emergency exits upon arrival. These procedures are usually reviewed at the start of any on-site course session.
- **Virtual Emergencies:** In the event of an emergency during an online session, such as a security breach or significant technical issue, follow the protocol outlined in your course materials which will include shutting down the session and contacting Tasneef Training Centre's technical support immediately.

14. NEBOSH Policies:

NEBOSH GENERAL TERMS & CONDITIONS:

NEBOSH General Terms & conditions as published in the NEBOSH website.

<https://www.nebosh.org.uk/policies-and-procedures/learner-terms-and-conditions/>

NEBOSH COMPLAINT PROCEDURE:

If TTC has failed to provide a satisfactory solution to the raised within the said time, the learner can raise the complaint to NEBOSH. Check the link below to understand NEBOSH complaint procedure.

<https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure/>

NEBOSH MALPRACTICE POLICY:

NEBOSH Malpractice policy as published in the NEBOSH Website.

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

15. Summary

Tasneef Training Center is steadfast in its commitment to delivering exceptional educational experiences, firmly aligning with NEBOSH standards to ensure comprehensive learner satisfaction and regulatory compliance. By integrating rigorous assessments such as the Open Book Examination, Risk Assessment Projects, and a meticulously conducted closing interview process, the centre not only adheres to but exceeds the expected benchmarks of quality and integrity in health and safety training. Each course is designed to foster a deep understanding of safety principles, ensuring that learners are well-prepared to apply their knowledge in real-world scenarios. The centre's dedication to maintaining a high-quality service is reflected in its thorough preparation guidelines, robust support systems, and a clear emphasis on ethical conduct during examinations—guaranteeing that both the learner's and NEBOSH's expectations are consistently met and often surpassed.