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# NEBOSH

International General Certificate (IGC)  
Learner Guidance Handbook

Version 1

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### At a glance

We asked thousands of leading experts and organisations what workplaces needed in health and safety professionals to ensure the NEBOSH International General Certificate covers the skills they need.

That's why it:

- Focuses on key skills that are essential for the workplace
- Follows the international framework of agreed best practice and ISO standards
- Is flexible to the style of any learner; it can be studied by eLearning, face to face, block or day release
- Study hours, making it possible for fast track learners to complete it in 10 days
- It is offered by Learning Partners around the world

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### NEBOSH

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[www.nebosh.org.uk](https://www.nebosh.org.uk)

NEBOSH, the National Examination Board in Occupational Safety and Health, is a world leading provider of Health, Safety and Environmental qualifications.

Registered in England and Wales | Company number: 2698100 | Registered charity number: 1010444

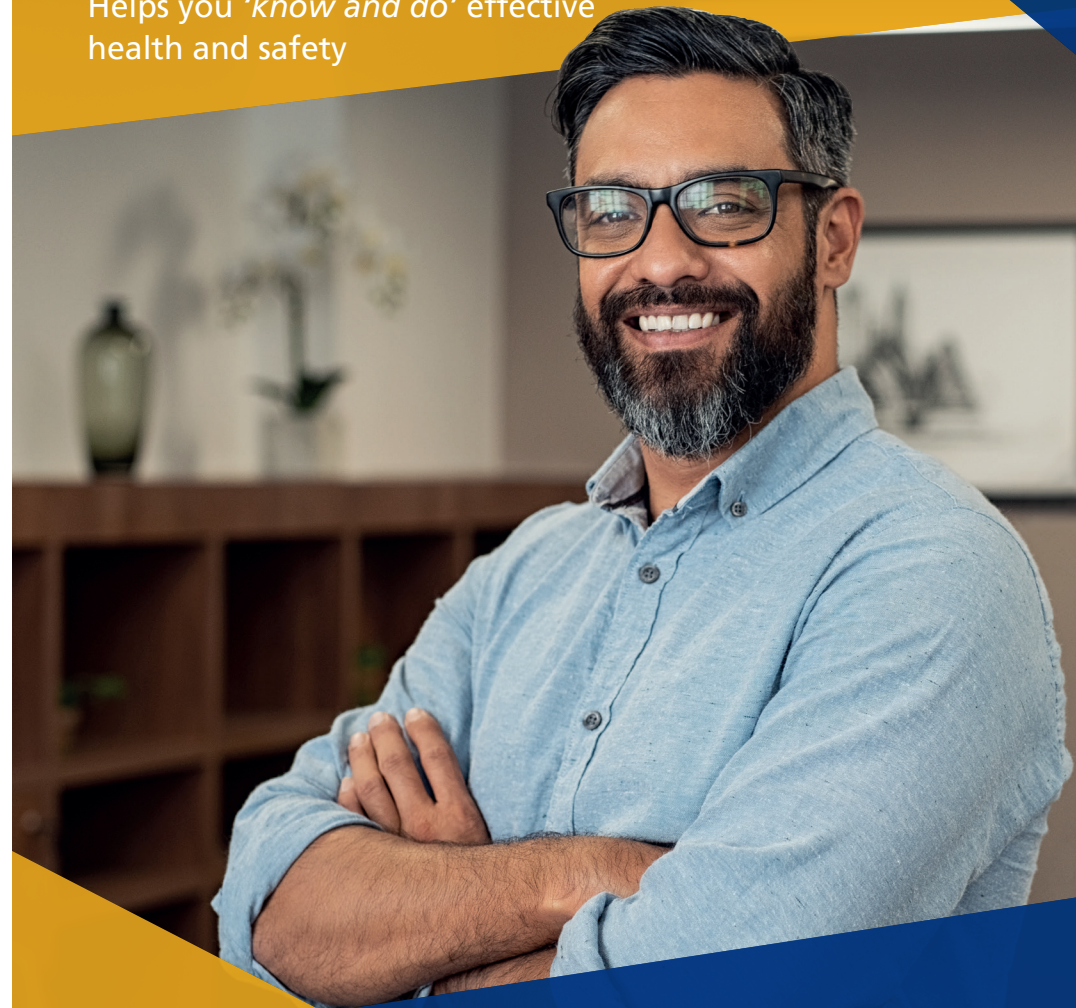
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This qualification has been accredited and credit rated by the Scottish Qualifications Authority (SQA) and sits in the Scottish Credit and Qualifications Framework (SCQF).



# NEBOSH International General Certificate in Occupational Health and Safety

Helps you *'know and do'* effective health and safety



Globally recognised health, safety  
and environmental qualifications



# There's never been a better time to join nearly 90,000 people who have the NEBOSH International General Certificate in Occupational Health and Safety.

Thousands of leading experts and organisations have helped us update the most widely respected health and safety qualification of its kind in the world. This means that it's designed to reflect the needs of today's employer giving learners everything they need to **know and do** to make their workplace safer.

## Who's it for?

Relevant to every workplace, the NEBOSH International General Certificate is ideal for managers, supervisors and anybody with health and safety management responsibilities. It's also perfect for those who want to develop their health and safety career and gives you a stepping stone to success.

## What will I know?

With in-depth focus on the things that matter, the NEBOSH International General Certificate covers the core skills you need, wherever in the world you work. You will learn:

- How to effectively manage health and safety
- How to identify and control common workplace hazards
- How to measure if you've been successful
- Relevant key international standards.

## What will I be able to do?

Risk assessment is central to the qualification. Through study and workplace application, successful learners will be able to:

- Confidently carry out risk assessments
- Develop and implement a detailed action plan
- Manage and minimise workplace risks
- Support and develop your company's health and safety culture

## Transform your career: how will it help me?

The International General Certificate will give you invaluable knowledge and skills AND a globally respected qualification that supports your current role and your long-term career.

## Transform your workplace: advantages for employers

According to ILO and EU-OSHA research, work-related injury and illness result in the loss of 3.9 % of GDP worldwide, at an annual cost of roughly €2,680 billion; ensure your employees go home safely to their families at the end of every day.

The NEBOSH International General Certificate is trusted by many prestigious organisations such as Maersk, Shell, BP, Skanska, Nestle and the Dubai World Trade Centre. It can help to:

- Minimise workplace injuries and illness
- Boost employee wellbeing
- Demonstrate your commitment to health and safety, which can help win business
- Strengthen your health and safety culture
- Ensure your organisation has valuable in-house health and safety expertise

## How is it assessed?

This modern qualification combines activities, learning and interactive materials to provide you with an interesting and engaging experience. It focuses on key skills that means you can instantly apply the knowledge you gain and add value to your organisation.

The two-step assessment process, which checks what you **know** and **can do**, consists of:

- An open book examination
- A practical risk assessment

For further details visit

[www.nebosh.org.uk/igc](http://www.nebosh.org.uk/igc)



"After gaining a NEBOSH International General Certificate I was able to suggest and implement new ideas that reduced Lost Time Injuries by 75%. My achievements helped me to secure my current role as a manager. I also wrote a research paper around my experiences and was privileged to be named 'National Volunteer OSH Research Ambassador' as part of Kenyan President Uhuru Kenyatta's 'Big Four Agenda'."

David Ongesa  
Occupational Safety, Health and Environment Manager,  
ARM Cement Plc





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# **NEBOSH Certificate Digital Assessments: Technical Learner Guide**

# NEBOSH Certificate Digital Assessments: Technical Learner Guide

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# NEBOSH Certificate Digital Assessments:

## Technical Learner Guide

### Introduction

We have created two guidance documents to help learners prepare for Certificate Digital Assessment:

- NEBOSH Certificate Digital Assessments: Learner Guide
- NEBOSH Certificate Digital Assessments: Technical Learner Guide

This document – the Technical Learner Guide – focuses on accessing, completing and submitting your Certificate Digital Assessment using NEBOSH's online assessment platform.

We recommend that you download and read all relevant documents as part of your Certificate Digital Assessment preparations.

**Please note:** The NEBOSH online assessment platform should only be used for submitting your answers to a digital assessment. If you are registered to complete other unit(s) please contact your Learning Partner for further details.

### Read

The **NEBOSH Certificate Digital Assessments: Learner Guide** explains the structure of the Certificate Digital Assessment and associated closing interview and gives hints and tips to help you succeed.

### What is a Learning Partner?

A Learning Partner is the organisation that provides your training course and registers you for your assessment.



# NEBOSH Certificate Digital Assessments: Technical Learner Guide

## Your assessment journey



### Registration

Learning Partners administer learner registration. It is important that you provide your Learning Partner with an accurate email address.



### Confirmation of registration

You will receive an email confirming that you have been registered to a NEBOSH Certificate digital assessment.



### Revise and prepare for your assessment

A range of **resources** is provided on the NEBOSH website.



### Explore the NEBOSH online assessment platform

Eight days before your assessment, a unique username (your username is also your NEBOSH learner number) and temporary password will be sent to the email address you provided. Log in, create a new password and familiarise yourself with the platform. If you have previously taken an assessment using the NEBOSH online assessment platform your login details will remain the same and you will not receive this email.



### Assessment day

The NEBOSH Certificate digital assessment will be available at the assessment start time (UK local time), which is documented in the email confirming your registration to the assessment. Complete and submit the assessment in the timeframe provided.



### Closing interviews

Attend a closing interview with your Learning Partner.



### Results

Results will be emailed to you up to 50 days after the assessment submission closing period. Your expected results notification date is provided in the email confirming your registration to the assessment, your Assessment Registration Confirmation (ARC).

**Further details on our [marking and results process](#) is available on our website.**

# NEBOSH Certificate Digital Assessments:

## Technical Learner Guide

### Before the assessment

#### Technology requirements

The Certificate Digital Assessment is an assessment that needs to be downloaded, completed and submitted on the NEBOSH online assessment platform within a specified time period. You can complete your assessment at home so long as you have:

[Access to a device capable of downloading and viewing a PDF document](#)

This can be a computer, smartphone or tablet. If you plan to use a smartphone or tablet, the online assessment platform is fully optimised and responsive for mobile use.

#### Internet connection

The NEBOSH online assessment platform is compatible with the following browsers:

Desktop	Mobile
Chrome Firefox Safari Edge Internet Explorer	Mobile Safari Google Chrome

For the best experience and optimum security, we recommend that you keep your browser up-to-date.

# NEBOSH Certificate Digital Assessments:

## Technical Learner Guide

### Registering for your Certificate Digital Assessment

To sit an Certificate Digital Assessment, you must register with your Learning Partner for a specific sitting.

At the time of your registration you must confirm your personal email address. Please make sure you use a personal email address and not a work/company email, as company firewalls can block messages which will result in you not receiving important information. NEBOSH uses the email address registered to your learner record for all communications including to send you your login and registration details.

### Reasonable adjustments and access arrangements

The NEBOSH [Access Arrangements and Reasonable Adjustments Policy](#).

If you need to apply for a reasonable adjustment or access arrangement for the Certificate Digital Assessment, please request this through your Learning Partner.

**Please note:** If you have been granted a revised question paper, for example, a different coloured background, you will receive a modified PDF within the NEBOSH online assessment platform.

### Email one: Assessment Registration Confirmation

Prior to assessment day you will receive an email confirming your registration.

### Email two: login details

After you have registered with your Learning Partner, you will receive a login email no later than eight days before the assessment date – this will provide you with the login details you need to access the online assessment platform. Please check your email inbox for this email. The email will contain your username (also your learner number) and a temporary password.

When you first log in you will be prompted to change the temporary password. Please keep your username and password details safe ready for your assessment day.

**Please note:** if you have previously taken a NEBOSH Digital Assessment then you will use your existing login details and will not receive this email. If you have forgotten your details, please see 'Resetting your password' on the next page.

You will be able to access the NEBOSH online assessment platform, familiarise yourself with the layout and undertake the user tour.

If you have not received this initial login email 7 days before your assessment date, please [contact us](#)

**Please note:** You will only be able to access your question paper during the time period specified for your Certificate Digital Assessment.

### Tip

We recommend that you log in, change your password and familiarise yourself with the platform before the day of the assessment. This will give you more time to focus on your assessment.

### Access problems

If you have difficulty accessing the NEBOSH online assessment platform, please perform the following checks before contacting our Customer Enquiry team:

- Check your Internet connection
- Check you are using the correct login (this is case sensitive)
- Try using another browser from the list of compatible browsers in the table supplied on the previous page.

### Still need help?

If you are unable to access your question paper or are having issues with your assessment, please contact our team using the details below and we will be happy to help you.

- [Contact us](#) by email
- 'Live chat' via our website [www.nebosh.org.uk](http://www.nebosh.org.uk)
- Telephone +44 (0)116 2634700



# NEBOSH Certificate Digital Assessments:

## Technical Learner Guide

### Using the online assessment platform

Once you have completed the registration process and received your login details, you will be able to access the NEBOSH online assessment platform.

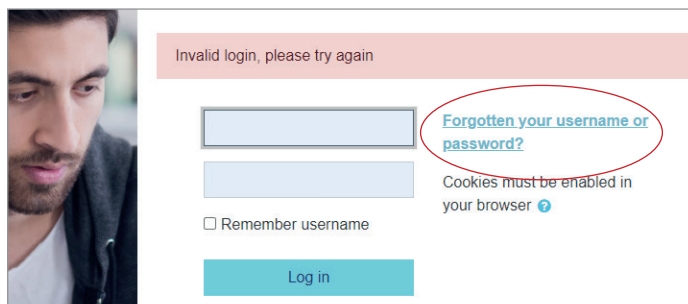
### How to log in

Use your username or registered email and the new password you created to log into the NEBOSH online assessment platform at <https://learning.nebosh.org.uk>.

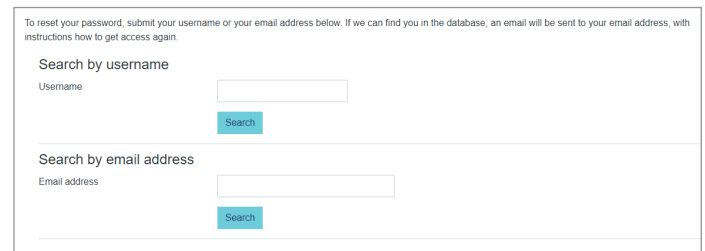


### Resetting your password

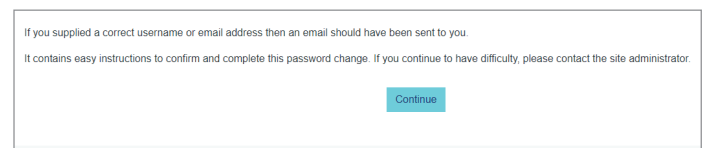
If you are unable to log in or are having issues with your password, click on the *Forgotten your username or password?* link.



You can either search by your username or email address registered. **Remember:** your username can be found in the login details email that was sent to you and is the same as your learner number.



This will then send a password reset link to your registered email address.



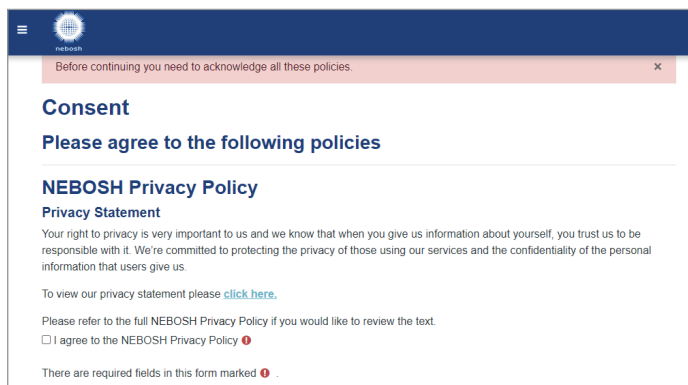
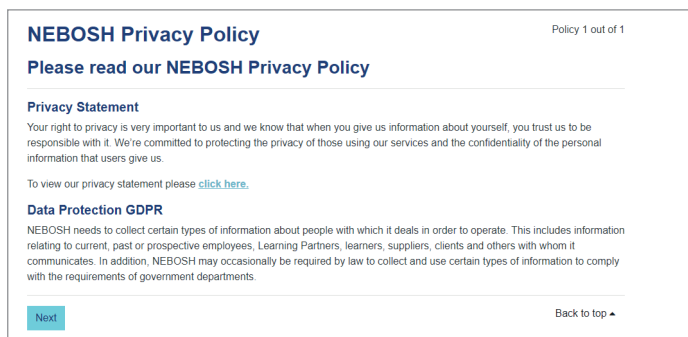
If you have not received your reset password email, please check your junk folder and allow at least ten minutes for the email to come through. If you still have not received it please **contact NEBOSH**.

If you have previously taken a NEBOSH Certificate Digital Assessment your login details will remain the same. If you have forgotten your password select 'Forgotten your username or password?'. Your username is your learner number.

# NEBOSH Certificate Digital Assessments: Technical Learner Guide

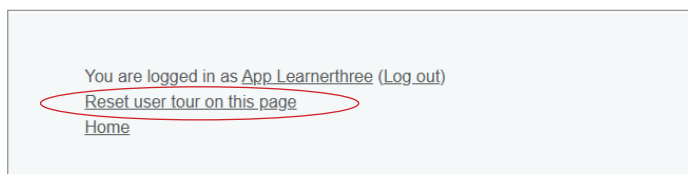
## Privacy Statement

The first time you log into the NEBOSH online assessment platform an automated privacy statement will appear on the screen. Please read this carefully. By ticking the boxes and clicking 'next' you are agreeing to the terms.



## Accessing the tour guide

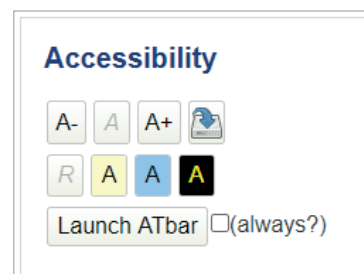
When you access the platform for the first time, a tour is available to highlight its key features. To revisit this tour at any time, scroll down to the bottom of any of the pages and select the *Reset user tour* on this page link.



## How to change the font and background colour

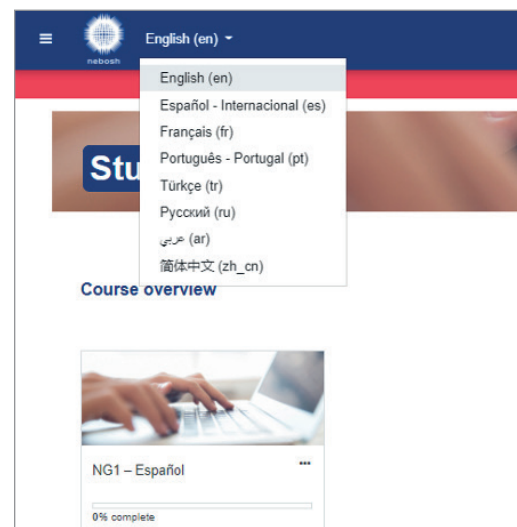
It is possible to change the font size and background colour you see in the NEBOSH online assessment platform.

Click on the Accessibility box on the right-hand side of the homepage to select from the available options.



## How to use the online assessment platform in another language

Click on the button and arrow next to the NEBOSH logo in the top left hand corner of your screen. You will be presented with a list of language options - select your chosen language.



# NEBOSH Certificate Digital Assessments:

## Technical Learner Guide

### On the day of the assessment

The NEBOSH Certificate Digital Assessments: Learner Guide provides you with useful pointers to help you prepare for and complete your Certificate Digital Assessment, including guidance on:

- How to revise and prepare your notes
- Creating a workspace conducive to success
- The assessment format and how to answer questions well
- Word counts
- How to reference materials used during your Certificate Digital Assessment
- NEBOSH's policy on malpractice, plagiarism and collusion

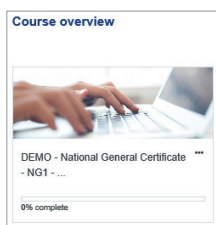
**Read**  
**NEBOSH Certificate Digital Assessments: Learner Guide**

Please remember the deadline will be UK local time so if you are completing the assessment outside of the UK you will need to make sure you consider any time zone differences. Please refer to a [world clock](#).

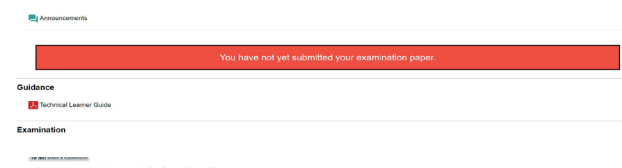
### Downloading your digital assessment question paper and materials

#### Downloading your assessment and answer template

When you login on the day of your assessment you will see the unit assessments you have been registered for.



During the assessment time, once you click onto the required unit, you will see an assessment file available for you to download.



Within this assessment file, you will find the question paper, an answer template and any applicable supporting material for your assessment. Once you have downloaded these documents, you have everything you need to sit your assessment.

#### Answer template

It is not compulsory to use the answer template provided for all assessments, however it is recommended.

If it is compulsory to use the answer template provided, it will be clearly displayed on your assessment paperwork, for example, the question paper.

The first section of the answer template will need to be completed with your:

- Name
- NEBOSH learner number (your username)
- Learning Partner details

**Please note:** if you use the answer template, it is important that this is downloaded and used to complete your work offline. If you remain logged into the platform while completing the assessment, you will be timed out and may lose your work. Save the answer template to your computer and remember to keep saving the document.

If you decide not to use the answer template, you will need to include the same information on your submission, including:

- Unit code (e.g. NG1)
- Assessment date
- Your name
- Your NEBOSH learner number (your username)
- Learning Partner name
- Page numbering and question numbers next to each of your responses. You do not need to copy out the questions
- Word count (this does not include the references)
- A list of references you have used

#### What is a Learning Partner?

A Learning Partner is the organisation that provides your training course and registers you for your assessment.

**Top tip:** Remember to save your work regularly while completing your answers.



# NEBOSH Certificate Digital Assessments:

## Technical Learner Guide

### Submitting your digital assessment answer paper

#### Accepted formats

Your answers should be prepared electronically. You can submit them via the NEBOSH online assessment platform in PDF format. No other file formats are permitted.

You may not submit handwritten answers.

**Please note:** the file size limit is **100MB in total**. The system cannot accept anything that exceeds this. As per the guidance, you should only upload one file per digital assessment.

#### Naming your document

It is important that you name your answer paper document(s) correctly to allow NEBOSH to identify your documents. Please name your submission using the following information:

- Surname
- First name
- NEBOSH learner number – your learner number can be found on the initial log in details email and is also your username
- Learning Partner name

For example:

Smith John 00123456 NEBOSH Learning Partner

#### Important

**Do not** delete the file extension when renaming your documents. You must keep .pdf, after the name of your document(s).

It is strongly recommended that you do not leave it until the deadline to upload your answer paper as delays may be experienced due to the high volume of learners accessing the platform.

- Click on the 'Add submission' button at the bottom of your assessment page.

**Submission status**

Submission status	No attempt
Grading status	Not marked
Due date	Saturday, 4 July 2020, 12:00 PM
Time remaining	23 hours 38 mins
Last modified	-
Submission comments	<a href="#">Comments (0)</a>

[Add submission](#)

- You will be asked to agree to the Turnitin End-Users License Agreement, by clicking the link the agreement will be launched.

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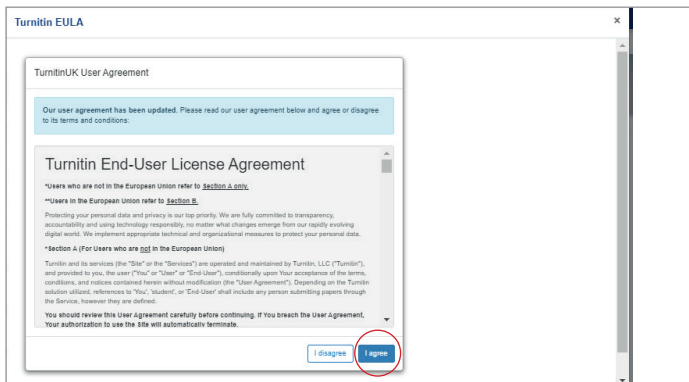
يحتوي على معلومات القطاع العام المرخص لها بموجب ترخيص الحكومة المفتوحة v3.0

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# NEBOSH Certificate Digital Assessments: Technical Learner Guide

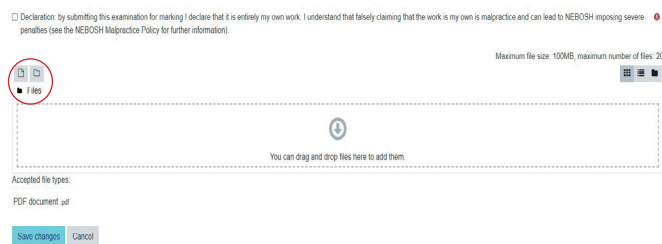
- You will need to agree to the this before submitting your work by clicking 'I agree'



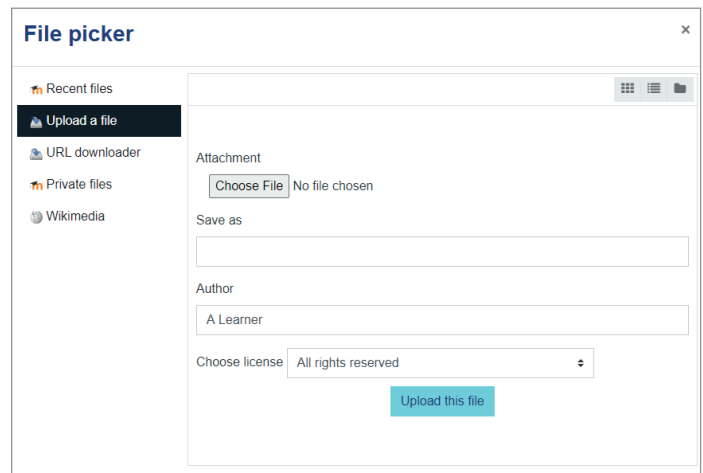
## Anti-plagiarism software

Assessments must be the learner's original work. Assessments will be submitted by NEBOSH to the Turnitin UK text-matching service and added to the Turnitin database. Cases of plagiarism or collusion will be dealt with severely and are liable to result in the submission being disqualified and the learner being banned from future registrations. Any learner who provides an opportunity for another learner to use his/her assessment inappropriately shall be liable to the same sanction.

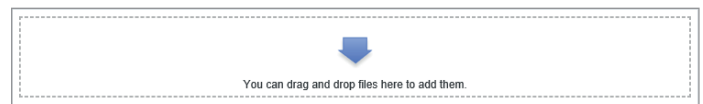
- Once this has been selected, you can then choose the file to upload by clicking the below "file" icon.



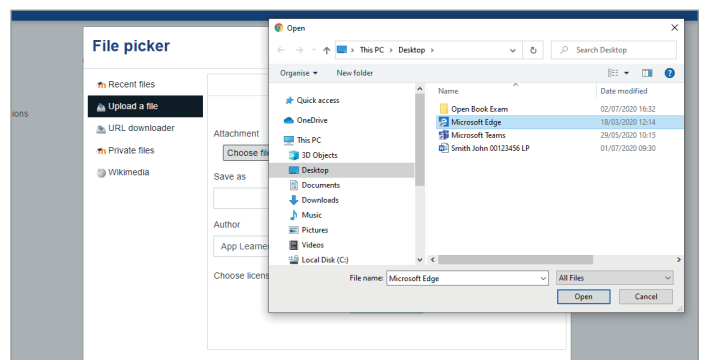
- Once you have clicked on the file icon the below box will appear for you to browse your computer and select your file.



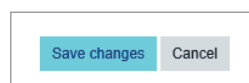
- Alternatively, you can use the drag and drop option into the blue arrow section below.



- Once you have selected your file you can upload it.



- Finally, click the 'save changes' button at the bottom of the page, to confirm upload.



# NEBOSH Certificate Digital Assessments:

## Technical Learner Guide

### Statement of own work

When you submit your answer paper, you will be asked to confirm that the work is your own. Further information can be found in the [NEBOSH Malpractice Policy](#).

**Please note:** You cannot submit your assessment answer paper unless you have ticked this box.

☒ Declaration: by submitting this examination for marking I declare that it is entirely my own work. I understand that falsely claiming that the work is my own is malpractice and can lead to NEBOSH imposing severe penalties (see the NEBOSH Malpractice Policy for further information).

### Confirmation your submission has been received

Once you have submitted your assessment answer paper, the NEBOSH online assessment platform screen will display a confirmation in green, as shown in the screenshot below.

**Assignment submission**  
Opened: Friday, 14 April 2023, 12:00 PM  
Due: Saturday, 1 July 2023, 12:00 PM  
[Download Marking Instructions](#)

**Submission status**

Submission status	You have successfully submitted your examination paper.
Grading status	Not marked
Time remaining	9 days 21 hours
Last modified	Wednesday, 21 June 2023, 2:20 PM
File submissions	File: Date Submission-Learner Number-Learner Name.pdf 21 June 2023, 2:20 PM

### Editing/deleting submission

You can edit or delete and replace a submission at any time during the assessment period.

- Click on your uploaded assessment file.

Files

Assignment

Accepted file types:  
PDF document .pdf

Save changes Cancel

- An option box will appear, you can either select 'delete' at the top or 'update' in blue.

**Edit Surname Forename**  
00123456 NEBOSH Learning Partner....

Download Delete

Name Surname Forename 001234

Author A Learner

Choose license All rights reserved

Path /

Update Cancel

Last modified: 6 October 2020, 3:58 PM  
Created: 6 October 2020, 3:58 PM  
Size: 26.7KB

- If removing your submission to add an updated version, a confirmation box will appear to confirm you wish to delete the document.

Are you sure you want to delete this file?

OK Cancel

- Once this has been removed, follow the steps above to submit your updated answer paper.

**Please note:** If you delete a file after submitting, the green confirmation of submission message will remain displayed on the screen. Please make sure you are submitting your answers rather than the question paper or other associated documents.

### Difficulties uploading your submission?

If you experience any difficulties uploading your answer paper please contact your Learning Partner in the first instance.

If you are unable to speak to your Learning Partner, the NEBOSH Customer Enquiry team are here to help.

- [Contact us](#)
- 'Live chat' via our website [www.nebosh.org.uk](http://www.nebosh.org.uk)
- Telephone +44 (0)116 2634700

**Please note:** Failure to report any issues to NEBOSH could result in your submission not being accepted.



# NEBOSH Certificate Digital Assessments:

## Technical Learner Guide

### After the assessment

#### Special considerations

If you think that your performance in your assessment has been negatively affected by temporary illness, bereavement, injury, or adverse circumstances that arose at or near the time of assessment you can apply for special consideration.

Please refer to the [NEBOSH Special Considerations Policy](#).

Please contact your Learning Partner if you think special consideration should be applied. They will complete an application on your behalf where appropriate.

#### Closing interview

Once you have submitted your answer paper you must attend a closing interview with your Learning Partner.

The purpose of the closing interview is to confirm that the work you have submitted is your own and that you did not have assistance in completing your assessment. The Interviewer will ask you questions about your assessment submission.

Though the closing interview is not an assessment, it must take place before your results can be declared.

#### Results

Results will be issued up to 50 working days from the assessment date and sent to the email address registered to your learner record.

It is recommended that you keep a copy of your original submission until your results are declared should there be any technical difficulties in the download of your answer paper.

#### Read

Further information to help you prepare for your closing interview is available in the [NEBOSH Certificate Digital Assessments: Learner Guide](#).

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 [www.facebook.com/neboshofficial](https://www.facebook.com/neboshofficial)

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 [www.youtube.com/neboshofficial](https://www.youtube.com/neboshofficial)

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**Contact us**

[www.nebosh.org.uk](https://www.nebosh.org.uk)

NEBOSH, the National Examination Board in Occupational Safety and Health,  
is a world leading provider of health, safety, environmental and wellbeing qualifications.

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# Making the World a **Safer** Place

COMPANY BROCHURE V2





Workplace Safety Doesn't  
Happen by **Accident**

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# WHO ARE WE

*In an increasingly complex and connected world, we are a leading provider of Testing, Inspection, Certification (TIC) and Training solutions to Africa, the Middle East and China, focused on food safety and workplace safety.*

Our origin stems from the 2018 acquisition of the NOSA group by the Carlyle sub-Saharan Africa fund. At that time, the business was primarily focused on providing workplace safety solutions to its customers. Today, the group offers a comprehensive suite of innovative TIC and Training solutions with a particular focus on food safety and workplace safety.

## Industries We Serve

- Mining
- Oil and Gas
- Transport and Logistics
- Food and Agriculture
- Financial Services
- Government and Municipalities
- Hospitality
- Construction
- Power
- Retail

## Our Purpose

To make the world a safer place

## Our Principles

### Care

We care intensely about providing excellent service to our customers, about making the world a safer place, and about working well together.

### Courage

To say what you think even if it's uncomfortable, to try new things, to push boundaries to make the decision, to question, to take a smart risk, to fail and fail fast.

### Passion

We bring energy to all we do – always giving our best – being the best at what we do, not settling for average, and going the extra mile.

### Innovation

We thrive on change and are not limited by how things have always been done. We create solutions which solve hard problems, reduce complexity, provide new insights and improve safety.

### Accountability

We get the job done and take ownership for solving problems that arise on our watch.





# OUR SERVICES

*We provide innovative solutions that make businesses safer, smarter and more human-centred.*

## Assurecloud

Testing

Inspection

Certification

## Safetycloud

Training

Auditing

Consulting

Hygiene  
Services

NQA  
Certification

**NOSA**  
COLLEGE  
Part of Safetycloud

**SAMTRAC**  
Product of Safetycloud

**NOSA**  
★★★★★

**nqa.**





# Assurecloud



## Testing

AssureCloud has a large footprint across South Africa and representation in Zambia. This allows us to carry out testing close to source with minimal impact on transport and storage of samples, enabling us to deliver quick and accurate results.



## Inspection

AssureCloud, with its widespread network of facilities across South Africa, is your trusted partner in the journey toward achieving excellent food safety standards. Our expertise lies in assisting you with the development and implementation of a robust Food Safety Management System (FSMS).



## Certification

Aspirata Auditing, Testing and Certification, operating as a trusted certification body, is dedicated to evaluating and endorsing organisations' management systems. Our certification process ensures that companies have established and implemented comprehensive management systems that adhere to specific national and international requirements. With our independent assessment, we offer a reliable validation of the relevant system's effectiveness and validity, serving as a testament to the company's commitment to professionalism, quality, safety, and good governance.



# TESTING

*Our microbiological laboratories offer a broad range of services for testing of swabs, water samples for all the major pathogenic, indicator and spoilage micro-organisms.*

Our chemistry laboratories are equipped with state-of-the-art chromatographic and mass spectrometric instruments in support of our endeavours to consistently provide the best analytical and testing services. Our services include the determination of the physical and chemical characteristics of test samples and the identification and determination of target components in a variety of matrices, including food, feed, water, environmental and products.

Our diagnostic and veterinary laboratories have the ability to isolate and identify viruses and bacteria from sick animals using traditional microbiological methods as well as molecular techniques, thus aiding veterinarians in a diagnosis and treatment plan in support of the poultry sector. The growth of this sector supports food security in the country to a large degree.

**Our testing facilities are leaders in the following areas:**



## Diagnostic Testing

- Pathogenic bacterial isolations and ID
- Antimicrobial sensitivity tests
- Parasitology tests – Coccia, Worm Eggs and Trichinella counts
- Rapid diagnosis of disease using polymerase chain reaction
- Campylobacter, Avian Influenza, Newcastle disease
- Infectious Bronchitis, Mycoplasmas
- Poultry and other bird serology tests (AI, NCV, IBV, IBD, REO, IBD, MS, MG, Salmonella)
- Virus isolations of poultry pathogens



## Raw Milk Testing

- % Fat using Rose-Gottlieb method
- % Protein using Kjeldahl Method (ISO8968)
- % Moisture / Solids using Gravimetric Method (ISO6731)
- % Salt / Chloride – Potentiometric Titration (ISO1738)
- pH e.g. Butter serum (ISO 7238)
- Freezing Point – Thermistor Cryoscope (ISO 5764)
- Milk Micro – TPC; Coli; Ecoli; Listeria – plate methods



## Microbiological Testing

- Food Product Analysis (Pathogens and Bacteria)
- Legionella Analysis
- Hygiene Analysis (Surface and Hand Swabs)
- Airplate Analysis
- Salmonella Serotyping
- Listeria Detection



## Water and Waste Water Chemistry Testing

- Full SANS241 Analysis
- Heavy Metals
- Chemical Oxygen Demand
- Phenol Analysis
- Inorganics



## CO<sub>2</sub> Analysis and Testing

- Determination of total sulphurs in carbon dioxide (CO<sub>2</sub>)
- Determination of permanent gases in carbon dioxide (CO<sub>2</sub>)
- Determination of BTEX and hydrocarbons except 1-Butene in carbon dioxide (CO<sub>2</sub>)
- Determination of purity of carbon dioxide (CO<sub>2</sub>) by the Caustic Absorption Method



## Food Chemistry Testing

- Full Nutritional Label Claim Analysis (R146. Regulation)
- Heavy Metal Analysis
- Allergen Testing (All legal required Allergens)
- Mycotoxin Testing
- Fish Meal Analysis
- Biotoxins Testing
- Sodium Analysis



## Nutritional Testing

- Vacuum moisture
- Determination of nitrogen and protein by Dumas Method
- Crude fibre
- Sodium by ICP
- Salt as sodium chloride
- Determination of ash and moisture
- Total sugars (Fructose, Glucose, Sucrose, Maltose and Lactose)
- Total fat (Saturated, Monounsaturated, Polyunsaturated, Trans ) and Cholesterol by FID
- Density
- Glycaemic carbohydrate
- Total dietary
- Calculation of energy and carbohydrates
- Calculation of salt from sodium analysis results



## Histamine and Heavy Metal Testing

- Histamine
- Heavy metals cadmium (Cd) , Lead (Pb ) by GFAAS
- Mercury by direct mercury analyzer



## Biotoxin Testing

- Preservatives (Sorbate and Benzoate) and Caffeine
- Amnesic Shellfish Poisoning Toxins (ASP)
- Lipophilic Marine Toxins: Diarrhetic Shellfish Poisoning (DSP)
- Paralytic Shellfish Poisoning Toxins (PSP)

# INSPECTION

## Discover the Path to Food Safety Inspections with AssureCloud

### Your Trusted Partner in Ensuring Safe and Hygienic Food Products

Are you in the food industry and committed to providing safe and hygienic products? The well-being of consumers is important, and strict compliance with regulations and food standards is essential. We take pride in being your trusted partner on the journey to excellence in food safety. With AssureCloud, you gain access to top-notch expertise, cutting-edge technology, and a commitment to upholding the highest standards in the industry.

### Why AssureCloud Inspections?

At AssureCloud, we understand the importance of food safety in your business. With our widespread network of facilities across South Africa, we offer expert assistance in developing and implementing a robust Food Safety Management System (FSMS). Our goal is to help you navigate the complexities of food safety and ensure your processes adhere to the highest standards of safety and hygiene.

### Comprehensive Food Safety Solutions

Our comprehensive food safety solutions are designed to safeguard your reputation and protect the health of your valued customers. We integrate a meticulous monitoring program that enables the identification, avoidance, and effective management of potential risks. By partnering with AssureCloud, you can rest assured that your food safety processes are in safe hands.

### Micro Testing: An Essential Pillar in Consumer Protection

To provide you with an even more comprehensive service, we offer microbiological testing in addition to our hygiene inspection services. Micro-testing plays a crucial role in safeguarding the health of consumers, and it is an essential pillar in building a safer food industry.

Retailers, quick-service restaurants, restaurants, the hospitality industry, catering companies, and food preparation facilities can effectively mitigate foodborne risks by ensuring strict adherence to microbiological standards.

Micro-testing is a powerful ally in detecting potential hazards that might otherwise go unnoticed. Our skilled Inspections Team takes samples or swabs from different surfaces, equipment, food items, or even hand swabs. These samples are carefully analysed for the presence of pathogens, bacteria, and other microorganisms that can pose health risks to consumers.

### We pride ourselves in providing:





# CERTIFICATION

*Aspirata Auditing, Testing and Certification, operating as a trusted certification body, is dedicated to evaluating and endorsing organisations' management systems. Our certification process ensures that companies have established and implemented comprehensive management systems that adhere to specific national and international requirements.*

With our independent assessment, we offer a reliable validation of the relevant system's effectiveness and validity, serving as a testament to the company's commitment to professionalism, quality, safety, and good governance.

We specialise in assessing clients within the food-related industries, examining their compliance with selected management systems for the purpose of certification in accordance with ISO/IEC 17021:1-2015.

## Our range of certifications encompasses various critical standards, including:

- ISO 22000:2018 Food Safety Management System
- FSSC 22000 V5.1 Food Safety Management System
- FSSC 24000 Social Compliance Management System
- SANS 10330:2020 HACCP
- ISO 9001:2015 Quality Management System
- ISO 14001:2015 Environmental Management System
- GLOBALG.A.P. IFA V5.2 Product Certification

Choose Aspirata Auditing Testing and Certification as your certification partner, and rest assured that our meticulous evaluation process will enhance your organisation's credibility and demonstrate your commitment to excellence in the industry.



## The certification process at Aspirata Auditing, Testing and Certification is designed to help businesses enhance their performance while adhering to the following principles:

- **Impartiality:** We maintain a neutral and unbiased approach throughout the certification process, ensuring fairness and objectivity in our assessments.
- **Competence:** Our team consists of highly skilled and knowledgeable professionals who possess the expertise required to evaluate your business's compliance with relevant standards.
- **Responsibility:** We take our role seriously and understand the responsibility entrusted to us. We prioritise the accuracy and reliability of our certification services to instill confidence in our clients and stakeholders.
- **Openness:** We maintain transparent and open communication with our clients, providing them with the necessary information and guidance throughout the certification process.
- **Confidentiality:** We strictly adhere to confidentiality requirements, safeguarding sensitive information shared by our clients during the certification process.
- **Responsiveness to complaints:** We have a dedicated mechanism in place to address any complaints or concerns raised by our clients promptly. We value feedback and continuously strive to improve our services based on client experiences.

Through our comprehensive certification process, we assist businesses in achieving compliance with relevant standards, improving their performance, and gaining recognition for their commitment to excellence.



# Safetycloud

**NOSA | SAMTRAC**



## Training

100+ health and safety-related training courses and skills programmes, delivered on-site, online, or at any NOSA College nationwide.



## Auditing

The NOSA Five Star System provides an independent audit outcome to clients in the quest to uphold the best principles of occupational risk management in everyday business operations.



## Consulting

Our team comprises highly qualified experts in environmental control, occupational health and hygiene, risk management and safety disciplines.



## Hygiene Services

Our Occupational Hygiene Services are grouped under Aspirata Auditing Testing and Certification (Pty) Ltd and is a Department of Employment and Labour Approved Inspection Authority (AIA) for occupational hygiene & SANAS accredited Occupational Hygiene Inspection Body (OH246-CI 069).



## NQA Certification

NQA is a global certification body providing accredited certification, training and support services to help you improve processes, performance and products and services.

# TRAINING

*More than 20 000 delegates register to study at NOSA College every year, qualifying them with industry qualifications and certificates.*

Our training courses are designed to meet the health, safety, environmental and risk management needs of all places of work. Managers, supervisors and anyone responsible for meeting both broad and specific safety legislative requirements within their organisations can now learn the optimal means of mitigating workplace risk, aligned to industry and global best practices.

**Our broad range of training courses are suited for various roles from all industries, including:**

- Health and safety advisors, officers, auditors, co-ordinators, executives
- Supervisors
- Managers, senior managers and executive committees
- Ambitious health and safety professionals looking to further their career.

Our state-of-the-art webinar and e-learning capabilities allow us to reach more learners in more locations. We continue to offer tailored on-site training and classroom-based teaching at 15 NOSA Colleges throughout South Africa.



Classroom

Webinar

E-Learning

On-Site



**SAMTRAC** – Africa’s leading and most in-demand workplace risk management qualification, exclusively available at any NOSA College nationwide or through interactive online learning.

**SAMTRAC** provides the learner with the technical knowledge of concepts, issues, procedures and techniques relating to Health, Safety and Environmental (HSE) matters. This technical knowledge enables the learner to apply the core concepts of risk management and inform policy decision and strategic decision-making processes about the importance of risk management in any sector.

**SAMTRAC is an NQF Level 5 qualification, supported and endorsed by:**

- **merSETA** – Manufacturing, Engineering and Related Services Sector Education and Training Authority
- **Saioh** – South African Institute of Occupational Safety and Health



**NEBOSH** is the “National Examination Board in Occupational Safety & Health”, an international organisation which offers leading health and safety qualifications.

**As an approved NEBOSH learning partner, we offer three popular qualifications available at selected NOSA Colleges or through interactive online learning:**

1. NEBOSH International General Certificate
2. NEBOSH International Construction Certificate
3. NEBOSH Certificate in Environmental Management



*Our training courses help companies comply with occupational health and safety legislation. By ensuring that employees are trained and knowledgeable about the relevant regulations, companies can avoid penalties and legal consequences. This aspect is crucial for companies aiming to meet their legal obligations and maintain a safe working environment.*

Our training courses aim to provide companies with the tools and knowledge to create a better health and safety environment for their employees. By investing in training, companies demonstrate their commitment to prioritising the well-being of their workforce. This can lead to increased employee satisfaction, productivity, and retention.

With our comprehensive range of courses from compliance, emergency safety, logistics to food safety, covering industries such as general industry, mining sector, construction, warehousing, and logistics, we allow companies to access all the necessary training in one place, saving time and effort in finding multiple training providers.

By equipping learners with the knowledge and key skills to identify safety risks and mitigate them effectively our training empowers employees to actively contribute to maintaining a safe working environment, preventing accidents, and reducing potential injuries or incidents. By investing in our training, companies can foster a safety-conscious culture within their organisation.



# AUDITING



*The NOSA Five Star System provides an independent audit outcome to clients in the quest to uphold the best principles of occupational risk management in everyday business operations.*

The NOSA 10-step audit process is based on a risk-driven approach. Measurement and evaluation of standards/requirements should be in accordance with process/site-specific risks rather than fixed or invariable criteria. The audit identifies a company's strengths, weaknesses and opportunities for improvement in the day-to-day management of their HSE risks.

The grading of a company's system forms the basis of our internationally acclaimed NOSA Integrated Five Star System. Clients are awarded up to five stars and a NOSCAR as a symbol of occupational risk management excellence. General disclosures as per GRI (Global Reporting Initiative) requirements, related to sustainability and, ESG are now also part of our NOSA integrated HSE audits. Not considered for star grading purposes, but reported on in the executive summary.

The NOSA Five Star System identifies non-conformances, and areas of excellence and offers solutions through consultancy and training products, where required. We are the proud host of NOSHCON which is the well-recognised global HSE conference.

## Industry/sector types where it can be implemented:

Manufacturing 	Education 	Chemical 	Construction 	Farming 
Utilities 	Personal Hygiene 	Office Administration 	Healthcare 	Mining 



We offer a holistic range of auditing services, from basic legal compliance audits to integrated health, safety and environmental (HSE) management system audits.

We provide auditing services on any of the following systems/standards:

- 01 Baseline / GAP audits
- 02 NOSA Five Star System Standard (health and safety) and NOSA Integrated Five Star System (health, safety and environment)  
NOSA integrated and aligned five-star system standard (including corporate governance and social responsibility)
- 03 NOSA contractor compliance audits (basic health and safety system)
- 04 NOSA legal compliance opinions (in terms of Occupational Health and Safety and Mine Health and Safety Act requirements)
- 05 Client specific – corporate standards / assurance audits
- 06 NOSA legal compliance opinions (in terms of Occupational Health and Safety and Mine Health and Safety Act requirements)

A baseline/GAP audit is used as a basis for identifying deviations between a client's management system and NOSA's Health, Safety and Environmental (HSE) Management Systems (the ideal state). The baseline audit serves as a consultative exercise, and while the client will receive a detailed site report, no star grading will be allocated.

The audit focuses largely on Occupational Health and Safety (OHS)/HSE risks and identifies any shortcomings of the OHS/HSE system on the client's site.

A NOSA Five Star grading audit is conducted to determine the status of a client's risk management system and compliance with the applicable NOSA protocol. The audit is typically conducted annually but can be done more frequently if requested by the client. The outcome of the audit can then be displayed as proof of a NOSA Five Star Grading.

# CONSULTING

NOSA's consulting services comprise a team of highly qualified experts in environmental control, occupational health and hygiene, risk management and safety disciplines.

To assist with hazard/aspect identification (HIRA), hierarchal control development, to effectively eliminate occupational hazards, NOSA's expert team helps negotiate and manage the challenges of modern business.

Strategic alliances have been formed with global environmental consultancies to facilitate service delivery excellence to all industries across the African continent, as well as the Middle East.

Client-specific needs are our focus and the NOSA consulting services team takes a bespoke approach for effective solutions to suit your operations. We also strive to deliver OHS/HSE processes that are sustainable and easily managed by the client's on-site teams.

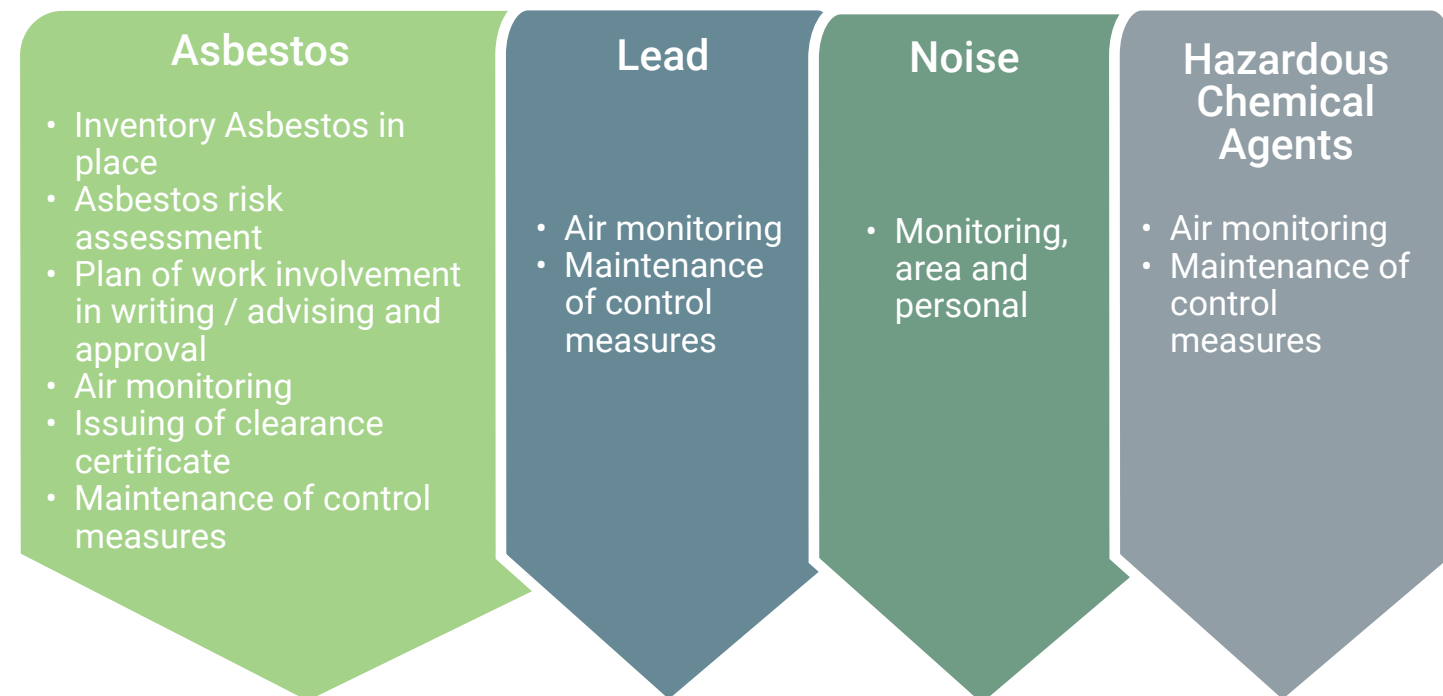




# HYGIENE SERVICES

*Our Occupational Hygiene Services are grouped under Aspirata Auditing Testing and Certification (Pty) Ltd and is a Department of Employment and Labour Approved Inspection Authority (AIA) for occupational hygiene & SANAS accredited Occupational Hygiene Inspection Body (OH246-CI 069).*

## Our scope of accreditation covers:



## Non-accredited services include but are not limited to:

- Illumination
- General ventilation / indoor air quality
- Vibration (whole body and hand-arm)
- Full Occupational health risk assessments
- Ergonomics risk assessments
- Hazardous chemical agent risk assessments
- Hazardous biological agent risk assessments
- Hygiene and facilities surveys
- Radiation assessment for sources of human exposure
- Thermal stress (heat and cold) surveys

# NQA CERTIFICATION



***SafetyCloud is proud to partner with NQA, an international UKAS accredited certification body, for all your ISO management systems certification needs, to assist companies in improving their performance and customer satisfaction.***

NQA is a global certification body providing accredited certification, training and support services to help you improve processes, performance and products and services.

We have issued over 43,000 certificates to clients in over 90 countries. The NQA South African office is a leading certification body providing services throughout the African Continent.

We help organisations of all sizes perform better in quality, environment, energy, health and safety and automotive management systems. Moreover, we make sure that these improvements continue year in, year out

Often, we will work in close partnership with consultants who can play a crucial role in helping to implement these management systems.





We specialise in management systems certification for:



Every business can do better, consistently, continually and sustainably. That's what we believe at NQA and it's what we're here to help achieve. Our certification and training services enable businesses to implement change, improve management systems and build for future success.

We are passionate about helping our clients to improve their products, processes and people so they can deliver excellent customer satisfaction.



Please visit our website for further information: [www.nqa.com](http://www.nqa.com)

# Making the World a **Safer Place**

Companies that put their trust in us



We've helped over 20,000 businesses to build their safety cultures and create healthy, happy work environments.





Making the World  
a **Safer** Place

# WHERE WE ARE



## AssureCloud Laboratories

With a footprint across South Africa and into Zambia, Assurecloud is the biggest laboratory group in the region

- Cape Town
- Durban
- Gqeberha
- Midrand
- Oudtshoorn
- Zambia



## NOSA College has 15 operational branches across South Africa

- Boksburg
- Bloemfontein
- Centurion
- East London
- Gqeberha
- Kathu
- Mbombela
- Polokwane
- Richards Bay
- Rustenburg
- Secunda
- Tyger Valley
- Vanderbijlpark
- Westville
- Witbank



Assurecloud

Safetycloud



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South Africa

**Safetycloud**

# Public and Webinar Training Schedule

## 2024 Centurion

Course name	Days	Incl. VAT	January	February	March	April	May	June
<b>SAMTRAC</b>								
Introduction to SAMTRAC	5	R9 407,00	15-19 22-26 29-2	5-9 12-16 19-23 26-1	4-8 11-15	8-12 15-19 22-26	6-10 13-17 20-24 27-31	3-7 10-14 24-28
SAMTRAC	10	R21 039,25	22-2 29-9	12-23 26-8	4-15 11-22	15-26 29-10	13-24 27-7	10-21 24/6-5/7
<b>NEBOSH</b>								
NEBOSH Certificate in Environmental Management (EMC)	6	R14 801,65		26-1				
NEBOSH International Certificate in Construction (ICC) Health and Safety	11	R33 223,50						3-14
NEBOSH International General Certificate (IGC) in Occupational Health and Safety	11	R30 216,25				4-19		
<b>Compliance Training</b>								
Applying SHE Principles and Procedures (ASHEPP)	2	R3 582,25	22-23			4-5		
Hazard Identification and Risk Management (HIRA)	2	R2 104,50	11-12 29-30	8-9 28-29	7-8 27-28	10-11 29-30	9-10 28-29	6-7 27-28
Incident Investigation Level 3	3	R3 300,50	10-12	7-9	4-6	2-4	14-16	18-20
Root Cause Analysis (RCA) Training	2	R4 692,00		28-29				3-4
SHE Representative	1	R1 017,75	12 26	6 14 21 26	4 18 27	4 12 19 26	2 10 17 24	5 12 19 26
SHE Representative Functions	3	R3 369,50		5-7	6-8		13-15	
Safety for Supervisors	2	R3 484,50	23-24		25-26			6-7
<b>Emergency Training</b>								
Basic Fire Fighting	1	R1 092,50	10 24	9 19	8 22	8 26	13 27	10 24
Emergency Evacuation Procedures	2	R1 886,00		15-16 26-27		16-17		19-20
Fire Marshall	2	R1 886,00			25-26		21-22	
First Aid Level 1	2	R1 196,00	8-9 18-19 25-26 30-31	8-9 12-13 22-23 29-1	5-6 7-8 14-15 19-20 27-28	4-5 9-10 18-19 23-24 29-30	9-10 14-15 23-24 28-29	6-7 11-12 20-21 25-26
First Aid Level 2	3	R2 133,25		19-21		3-5		3-5
<b>Specialised Courses</b>								
Auditor's Course	5	R17 152,25			4-8			
ITIS: Train-The-Trainer	5	R9 895,75		26-1			20-24	
NOSA Integrated Five Star System Navigator	2	R3 680,00						

# Public and Webinar Training Schedule

## 2024 Centurion

Course name	Days	Incl. VAT	January	February	March	April	May	June
<b>ISO Certification Courses</b>								
ISO 9001: 2015 Introduction	1	R2 104,50	11	5	11	29	3	24
ISO 9001: 2015 Implementation	3	R6 204,25	17-19	14-16	18-20		8-10	
ISO 9001: 2015 Internal Auditor	3	R6 204,25	29-31		25-27			18-21
ISO 14001: 2015 Introduction	1	R2 104,50						
ISO 14001: 2015 Implementation	2	R4 105,50						
ISO 14001: 2015 Internal Auditor	3	R6 204,25						
ISO 45001: 2018 Introduction	1	R2 058,50						
ISO 45001: 2018 Implementation	2	R4 105,50						
ISO 45001: 2018 Internal Auditor	3	R6 152,50						
Combined ISO 45001: 2018 and 14001: 2015 Introduction	1	R2 052,75	12	6	12	5	9	7
Combined ISO 45001: 2018 and 14001: 2015 Implementation	3	R6 089,25	24-26	21-23		10-12	6-8	
Combined ISO 45001: 2018 and 14001: 2015 Internal Auditor	4	R8 199,50		27-1	25-28	22-25	20-23	25-28
<b>Legislation</b>								
Introduction to OHS Act	1	R1 811,25		2	1	15	8	12
Advanced OHS Act	2	R3 358,00		22-23			2-3	
COID Act Training	1	R1 454,75						
Construction Regulations	1	R1 644,50	29					
Legal Liability	1	R1 495,00		16		16		13
<b>Working at Height</b>								
Fall Arrest Level 1	1	R1 472,00	11 17 31	8 15 22 29	5 13 19 27	4 10 17 25	2 9 16 23 30	6 13 20 27
Confined Space Entry	2	R2 984,25		12-13			6-7	
Fall Arrest and Rescue	3	R4 870,25				15-17		
Fall Protection Plan Development	5	R6 342,25	15-19		4-8		6-10	



# Public and Webinar Training Schedule

## 2024 Centurion

Course name	Days	Incl. VAT	January	February	March	April	May	June
<b>Safety in Mining</b>								
SAMTRAC for Mining Bridging	5	R6 325,00			11-15		13-17	
Mine Health and Safety Act	2	R3 231,50						
Legal Liability for Mining	2	R3 289,00						
Hazard Identification and Risk Management (HIRA) for Mining	2	R3 312,00						
<b>Dangerous Goods Training</b>								
Controlling of Hazardous Goods - 8020	2	R1 840,00						
Convey Dangerous Goods by Road - Novice	2	R1 242,00						
Convey Dangerous Goods by Road - Refresher	1	R862,50						
Safety Pass Alliance (SPA)	2	R2 170,79						
Safety Pass Alliance (SPA) Forecourt Training	2	R2 170,79						
Safety Pass Alliance (SPA) Petrol Retail	2	R2 170,79						
<b>Classroom, Webinar and E-Learning Assessments</b>								
ASHEPP Applying SHE Principles and Procedures Webinar Assessment	1	-						
Basic Fire Fighter E-Learning Practical and Assessment	1	-						
Emergency Evacuation Procedures E-Learning Practical and Assessment	1	-						
Fall Protection Plan Development Webinar Assessment	1	-						
Fire Marshall E-Learning Practical and Assessment	1	-						
First Aid E-Learning Practical and Assessment	1	-						
NOSA Auditors Webinar Assessment	1	-						
SAMTRAC Webinar Assessment	1	-						
Introduction to SAMTRAC - 1st Rewrite	1	R580,75	24	19	28	22	30	
Introduction to SAMTRAC - 2nd Rewrite	1	R580,75	24	19	28			
SAMTRAC Webinar / Classroom - 1st Rewrite	1	R718,75	25	20 23	26	23	31	
SAMTRAC Webinar / Classroom - 2nd Rewrite	1	R718,75	25	20	26			
General Rewrite (e.g HIRA)	1	R552,00	23 30	16				

# Public and Webinar Training Schedule

## 2024 Centurion

Course name	Days	Incl. VAT	January	February	March	April	May	June
<b>Webinar Schedule</b>								
Course name	Days	Incl. VAT	December	January	February	March	April	May
<b>SAMTRAC</b>								
Introduction to SAMTRAC	5	R7 036,85	4-8	15-19	5-9 26-1	4-8	8-12 22-26	6-10 27-31
SAMTRAC	10	R16 187,00	4-15	22-2/2	12-23	11-22	15-26	13-24
SAMTRAC Refresher	2	R3 271,75	6-7		12-13	25-26	18-19	16-17
SAMTRAC Masterclass: Petrochemical	5	R7 912,00						
SAMTRAC Masterclass: Wholesale and Retail	5	R7 912,00						
<b>NEBOSH</b>								
NEBOSH Certificate in Environmental Management (EMC)	6	R14 801,65						27-31
NEBOSH International Certificate in Construction (ICC) Health and Safety	11	R32 591,00						
NEBOSH International General Certificate (IGC) in Occupational Health and Safety	11	R29 635,50			12-23			
<b>Compliance Training</b>								
Accredited Hazard Identification and Risk Management (HIRA)(new)	2	R2 760,00			13-14		18-19	
Applying SHE Principles and Procedures (ASHEPP)	2	R2 478,25		18-19		4-5		2-3
Hazard Identification and Risk Management (HIRA)	2	R1 552,50	5-6 7-8	11-12	1-2 19-20	4-5 27-28	8-9 25-26	9-10 28-29
Incident Investigation Level 3	3	R2 427,00	11-13	22-24	5-7 21-23	6-8 18-20	10-12 24-26	6-8 22-24
Preliminary Incident Investigation	2	R2 426,50		8-9		7-8		2-3
Root Cause Analysis (RCA) Training	2	R3 530,50	11-12	15-16	12-13	12-13	11-12	8-9
Safe Stacking and Storage	1	R874,00	1			1		
SHE Representative	1	R897,00	12	16	13 27	12 27	12 29	14 30
SHE Representative Functions	3	R2 484,00			21-23	13-15	17-19	15-17
<b>Emergency Training</b>								
Emergency Evacuation Procedures	2	R1 300,00		22-23	22-23	25-26	24-25	23-24
<b>Specialised Courses</b>								
Auditor's Course	5	R12 170,00				25-29		
NOSA Integrated Five Star System Navigator	2	R2 760,00			15-16			13-14
<b>ISO Certification Courses</b>								
ISO 9001: 2015 Introduction	1	R1 541,00		8	2 16	4 25	12 30	14 30
ISO 9001: 2015 Implementation	3	R4 646,00	11-13	22-24	14-16	12-14	17-19	8-10
ISO 9001: 2015 Internal Auditor	3	R4 646,00			7-9	26-28	24-26	20-22
ISO 14001: 2015 Introduction	1	R1 541,00			12	25	24	24
ISO 14001: 2015 Implementation	2	R3 093,50			19-20		02-03	
ISO 14001: 2015 Internal Auditor	3	R4 646,00				6-8		6-8

# Public and Webinar Training Schedule

## 2024 Centurion

Course name	Days	Incl. VAT	January	February	March	April	May	June
ISO 45001: 2018 Implementation	2	R3 093,50		18-19	12-13	11-12	4-5	16-17
ISO 45001: 2018 Internal Auditor	3	R4 656,00			28-1	18-20	16-18	22-24
Combined ISO 45001: 2018 and 14001: 2015 Introduction	1	R1 541,00		10	2 26	1 28	9 26	9 28
Combined ISO 45001: 2018 and 14001: 2015 Implementation	3	R4 646,00	6-8	17-19	7-9	13-15	17-19	15-17
Combined ISO 45001: 2018 and 14001: 2015 Internal Auditor	4	R6 089,00		29-1	19-22	19-22	23-26	27-30
<b>Legislation</b>								
Accredited Legal Liability (new)	2	R2 760,00		25-26		26-27		7-8
Introduction to OHS Act	1	R1 351,25	1	29	26	25	25	23
Advanced OHS Act	2	R2 495,50	12-13		8-9		4-5	
COID Act Training	1	R1 098,25		10		6		2
Construction Regulations	1	R1 213,15	5	26	23	11	5	3
COVID-19 Implementation	1	R920,00						
Legal Liability	1	R1 148,85	8	11 25	6 15 27	5 14 26	3 16 30	10 20 31
GMR 2 (1) Supervisory of Machinery	1	R1 696,25	4	19	16	22	23	21
<b>Safety in Mining</b>								
SAMTRAC Masterclass: Mining	5	R7 912,00			5-9			
Mine Health and Safety Act	2	R2 426,50		30-1		14-15		16-17
Hazard Identification and Risk Management (HIRA) for Mining	2	R2 478,25			22-23		16-17	
<b>Working at Height</b>								
Fall Protection Plan Development	5	R4 979,50	4-8		5-9		22-26	
Fall Protection Plan Development Refresher	1	R1 495,00		30		22		24
<b>Webinar Assessments</b>								
Introduction to SAMTRAC online rewrite	1	R250,00	12	19	23	22	19	21
Online Rewrite	1	R250,00	8	17	22	20	15	10



Scan the QR code to view our training dates online

Branch Coordinator: [sylvia.siboza@safetycloud.co.za](mailto:sylvia.siboza@safetycloud.co.za)

Contact Number: 087 330 3790

NOSA BANKING DETAILS	
Account Name:	NOSA (PTY) LTD
Bank:	First National Bank
Branch Code:	254605
Account No:	62084908965
Reference:	First 3 letters of the NOSA Branch Name & your ID No.



## NEBOSH International General Certificate in Occupational Safety and Health: Course Agenda

**Week 1: Elements 1–4 of IG1**

**Week 2: Elements 5–11 of IG2**

### IG1 Week 1: Day 1

Time	Content
9:00 – 9:30	Introduction to the course – overview and aims.
<b>ELEMENT 1: Why We Should Manage Workplace Health and Safety</b>	
9:30-10:30	1.1. Morals and Money
<b>10:30-10:45</b>	<b>Morning Break</b>
10:45 – 11:45	1.1. Morals and Money – continued
11:45 – 12:30	1.2. Regulating Health and Safety
<b>12:30 – 13:15</b>	<b>LUNCH BREAK</b>
13:15 – 13:45	1.2. Regulating Health and Safety – continued
13:45 – 14:45	1.3. Who Does What in Organisations
<b>14:45 – 15:00</b>	<b>AFTERNOON BREAK</b>
15:00 – 16:30	1.3. Who Does What in Organisations – Continued Contractor Management
16:30 – 16:40	End of session summary and close

## IG1 Week 1: Day 2

Time	Content
9:00 – 9:30	Review answers to questions from previous evening directed private study. Overview of previous day training
<b>ELEMENT 2: How Health and Safety Management Systems Work and What They Look Like</b>	
9:30 – 10:30	2.1. Health and Safety Management Systems
<b>10:30 – 10:45</b>	<b>MORNING BREAK</b>
10:45 – 12:30	2.2. Making It Work – Health and Safety Policy
<b>12:30 – 13:15</b>	<b>LUNCH BREAK</b>
<b>ELEMENT 3: Managing Risk – Understanding People and Processes</b>	
13:15 – 14:45	3.1. Health and Safety Culture
<b>14:45 – 15:00</b>	<b>AFTERNOON BREAK</b>
15:00 – 16:30	3.2. Improving Health and Safety Culture
16:30 – 16:40	End of session summary and close

## IG1 Week 1: Day 3

9:00 – 9:30	Review answers to questions from previous evening directed private study. Overview of previous day training
9:30 – 10:30	3.3. Human Factors Influencing Safety-
<b>10:30 – 10:45</b>	<b>MORNING BREAK</b>
10:45 – 12:30	3.4. Risk Assessment
<b>12:30 – 13:15</b>	<b>LUNCH BREAK</b>
13:15 – 13:45	3.5. Management of Change
13:45 – 14:45	3.6. Safe Systems of Work
<b>14:45 – 15:00</b>	<b>AFTERNOON BREAK</b>
15:30 – 16:30	3.7. Permit-to-Work Systems
16:30 – 16:40	End of session summary and close



## IG1 Week 1: Day 4

Time	Content
9:00 – 9:30	Review answers to questions from previous evening directed private study. Overview of previous day training
9:30 – 10:30	3.8. Emergency Procedures and First Aid
<b>10:30 – 10:45</b>	<b>MORNING BREAK</b>
<b>ELEMENT 4: Health and Safety Monitoring and Measuring</b>	
10:45 – 12:30	<b>4.1. Active and Reactive Monitoring</b>
<b>12:30 – 13:15</b>	<b>LUNCH BREAK</b>
13:15 – 14:45	4.2. Investigating Incidents
14:45-15:00	Afternoon Break
15:00 – 15:30	4.2. Investigating Incidents
15:30 – 16:30	4.3. Auditing
16:30 – 16:40	End of session summary and close

## IG1 Week 1: Day 5

Time	Content
9:00 – 9:30	Review answers to questions from previous evening directed private study. Overview of previous day training
9:30 – 10:00	4.3. Auditing – continued
10:00 – 10:30	4.4. Reviewing Health and Safety Performance
<b>10:30 – 10:45</b>	<b>MORNING BREAK</b>
10:45 – 12:30	Review and Exam Preparation
<b>12:30 – 13:15</b>	<b>LUNCH BREAK</b>
13:15 – 15:15	<b>Exam Prep Session</b>
<b>15:15 – 15:30</b>	<b>AFTERNOON BREAK</b>
15:30 – 16:30	<ul style="list-style-type: none"><li>- Final review</li><li>- Feedback on course</li><li>- Preparation for week 2</li></ul>

## IG2 Week 2 (Element 5–11): Day 6

Time	Content
9:00 – 10:00	Introduction to the course - Overview and aims.
<b>ELEMENT 5: PHYSICAL AND PSYCHOLOGICAL HEALTH</b>	
10:00 – 10:30	5.1. Noise
<b>10:30 – 10:45</b>	<b>MORNING BREAK</b>
10:45 – 11:30	5.2. Vibration
11:30 – 12:30	The Practical Assessment Overview
<b>12:30 – 13:15</b>	<b>LUNCH BREAK</b>
13:15 – 13:45	Case study Exercise 1
13:45 – 14:15	5.3. Radiation
14:15 – 14:45	5.4. Mental Ill-Health
<b>14:45 – 15:00</b>	<b>AFTERNOON BREAK</b>
15:00 – 15:45	5.5 Violence at Work
15:45 – 16:30	5.6 Substance Abuse at Work
16:30 – 16:40	End of session summary and close



## IG2 Week 2 (Element 5–11): Day 7

Time	Content
9:00 – 9:30	Review answers to questions from previous evening directed private study. Overview of previous day training
<b>ELEMENT 6: MUSCULOSKELETAL HEALTH</b>	
9:30 – 10:30	6.1. Work-Related Upper Limb Disorders
<b>10:30 – 10:45</b>	<b>MORNING BREAK</b>
10:45 – 11:45	6.2. Manual Handling
11:45 – 12:30	The Practical Assessment – Risk Assessment (part 1)
<b>12:30 – 13:15</b>	<b>LUNCH BREAK</b>
13:15 – 13:45	Case study Exercise 2
13:45 – 14:45	6.3. Load-Handling Equipment
<b>14:45 – 15:00</b>	<b>AFTERNOON BREAK</b>
<b>ELEMENT 7: CHEMICAL AND BIOLOGICAL AGENTS</b>	
15:00 – 15:30	7.1. Forms of, classification of, and health risks from hazardous substances
15:30 – 16:30	7.2. Assessment of Health Risks
16:30 – 16:40	End of session summary and close

## IG2 Week 2 (Element 5–11): Day 8

Time	Content
9:00 – 9:30	Review answers to questions from previous evening directed private study. Overview of previous day training
9:30 – 10:00	7.3. Occupational exposure limits
10:00 – 10:30	7.4. Control Measures
<b>10:30 – 10:45</b>	<b>MORNING BREAK</b>
10:45 – 11:30	7.5. Specific Agents
11:30 – 12:30	The Practical Assessment – Risk Assessment (Part 2)
<b>12:30 – 13:15</b>	<b>LUNCH BREAK</b>
13:15 – 13:45	Case Study Exercise 3
<b>ELEMENT 8: GENERAL WORKPLACE ISSUES</b>	
13:45 – 14:15	8.1 Health, Welfare and Work Environment Requirements
14:15 – 14:45	8.2 Work at Height
<b>14:45 – 15:00</b>	<b>AFTERNOON BREAK</b>
15:00 – 15:45	8.3 Confined Spaces
15:45 – 16:30	8.4 Lone Working
16:30 – 16:40	End of session summary and close

## IG2 Week 2 (Element 5–11): Day 9

Time	Content
9:00 – 9:30	Review answers to questions from previous evening directed private study. Overview of previous day training
9:30 – 10:00	8.5 Slips and Trips
10:00 – 10:30	8.6 Safe Movement of People and Vehicles in The Workplace
<b>10:30 – 10:45</b>	<b>MORNING BREAK</b>
10:45 – 11:15	8.7. Driving for Work
<b>ELEMENT 9: WORK EQUIPMENT HAZARDS AND RISK CONTROL</b>	
11:15 – 11:45	9.1 General Requirements for Work Equipment
11:45 – 12:30	The Practical Assessment – Top 3 priorities with justification
<b>12:30 – 13:15</b>	<b>LUNCH BREAK</b>
13:15 – 13:45	Case study Exercise 4
13:45 – 14:45	9.2. Hand-held tools
<b>14:45 – 15:00</b>	<b>AFTERNOON BREAK</b>
15:00 – 15:30	9.3 Machinery Hazards
15:30 – 16:30	9.4. Control Measures for Machinery
16:30 – 16:40	End of session summary and close



## IG2 Week 2 (Element 5–11): Day 10

Time	Content
9:00 – 9:30	Review answers to questions from previous evening directed private study. Overview of previous day training
<b>ELEMENT 10: FIRE</b>	
9:30 – 10:00	10.1. Fire Initiation, Classification and Spread
10:00 – 10:30	10.2 Fire Prevention and Prevention of Fire Spread
<b>10:30 – 10:45</b>	<b>MORNING BREAK</b>
10:45 – 11:15	10.3. Fire Alarms and Fire-Fighting
11:15 – 12:00	10.4. Fire Evacuation
12:00 – 12:30	The Practical Assessment – Review, communicate and check
<b>12:30 – 13:15</b>	<b>LUNCH BREAK</b>
13:15 – 13:45	Case study Exercise 5
<b>ELEMENT 11: ELECTRICAL SAFETY</b>	
13:45 – 14:45	11.1. Principles, Hazards and Risks of Electricity
<b>14:45 – 15:00</b>	<b>AFTERNOON BREAK</b>
15:00 – 15:45	11.2. Control Measures
15:45 – 16:30	Final Briefing on Practical Assessment
16:30 – 16:40	Review of the week End of session summary and close



Safety SA is committed to a philosophy of sustainable development, quality, integrity, professionalism and continual improvement in our products and services.

The Group comprises of the following legal entities: Safety SA Holdco (Pty) Ltd, Aspirata Auditing Testing and Certification (Pty) Ltd, Vetlab Limited, Ethical Excellence (Pty) Ltd, Ethikos Academy (Pty) Ltd, Quality and Safety Risk Professional Services International (Pty) Ltd, SAIGAS Africa (Pty) Ltd, NOSA Auditing and Inspection Services (Pty) Ltd, NOSA (Pty) Ltd, NOSA Logistics (Pty) Ltd and NQA Africa (Pty) Ltd.

Safety SA acknowledges that we have a duty and responsibility to ensure, in so far as is reasonably practicable, the health, safety and welfare of our employees and various stakeholders.

It is the policy of the Group to:

- provide and maintain, as far as reasonably practicable, a working environment that is safe and without risk to the health and safety of employees, contactors, visitors, and others who might be affected by our operations and activities.
- prevent occupational injuries and disease.
- ensure, as far as is reasonably practicable, the sustainable use of natural resources and to prevent or minimise harm to the environment that might arise from our operations and activities.
- provide systems of work to ensure quality service and product delivery.
- allocate sufficient resources and provide management systems to fulfil this policy.
- comply with all relevant and applicable legal statutes and other requirements, approved codes of practices, corporate and company standards and where applicable, internationally recognised standards and best operating practices. By complying to relevant the legal statutes and requirements, we strive to meet the requirements and expectations of our customers, employees and interested parties.

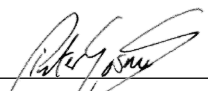
In particular, and so far, as is reasonably practicable, the Group, through its leaders, committees, heads of department, supervisors and workers, will:

- identify and mitigate potential hazards/aspects emanating from its operations, activities and risks/impacts that may affect the environment, health and safety of employees, contractors, visitors, other persons, based on the hierarchy of controls.
- set objectives within all levels, based on identified risks/impacts pertaining to health, safety, the environment, quality and monitor progress thereof.
- provide, maintain and continually improve environmentally sustainable, safe and healthy working conditions, systems of work and equipment including reporting of incidents, investigation thereof and implementation of preventive/corrective actions.
- provide, maintain and continually improve on an integrated management system via audits.
- meet or exceed our clients' expectations, the first time and every time, through the application of quality principles at all levels.
- provide relevant and necessary information, instruction, training and supervision to employees and management.
- prevent pollution, manage waste and conserve natural resources.
- plan, monitor, evaluate and conduct all processes in a systematic and controlled manner.
- evaluate, approve and monitor contractors and suppliers.
- empower employees to meet the objectives of our integrated management system by continually evaluating and providing them with appropriate resources, training and supervision.

In achieving the objectives of this policy, the leadership of Safety SA will promote and maintain open and constructive dialogue and working relations/meetings with employees, local communities, regulatory agencies, business organisations, and other affected and interested parties to:

- build relations based on honesty, transparency, openness, mutual trust, and involvement to ensure quality service delivery.
- increase knowledge and enhance mutual understanding in matters of common concern.
- share responsibility for meeting the requirements of this policy.
- communicate this policy to employees, contactors, relevant stakeholders and other interested parties.

This policy will be reviewed annually, to ensure the Group's commitment to the principles of sustainable development, prevention of occupational injuries, ill health or disease, continual improvement, and will be made available upon request.

  
**Pieter Erasmus**  
Group CEO  
16(1) Appointee

19 October 2022

**Date**



# Quality Policy Statement

**"The combination of processes used to ensure that the degree of excellence specified is achieved."**

**SAQA Act R1127**

NOSA's policies and procedures strive to create the appropriate climate of high-quality learning. These are people-based, encourage problem solving, continuous improvement and teamwork; all of which reflect our participative management philosophy.

NOSA aims to continually offer training and development programmes of the highest standard through:

- Effecting skills transfer and instilling a proactive mindset toward upholding high standards of quality.
- Implementing the creative use of technology to enhance our training offerings.
- Delivering all services in accordance with statutory and client requirements.
- Implementing and continually improving our quality objectives in accordance with the requirements of ISO9001:2015.
- Providing adequate resources to affect these procedures as well as the organisation's quality objectives.
- Ensuring that employees are always empowered with regards to quality, while ensuring that continuous improvements in current operations are implemented.

Thereby generating superior value for all stakeholders on a sustainable basis.



Chantal Gray  
Managing Director

## NOSA Colleges/SafetyCloud Complaint Procedure

### What to do if you are dissatisfied with the service you receive

NOSA and SafetyCloud are committed to dealing with all formal complaints in a fair and timely manner, and to use all complaints as an opportunity for improvement. We aim to ensure quality service and training delivery that meets your expectations and ensures that you are 100% satisfied with our service. However, should you feel that we have not met your expectations, or you are dissatisfied with training delivery, course content or any other aspect of our service delivery we would appreciate your feedback.

### Step 1: Submit your complaint in writing.

To investigate your complaint, we will need your feedback in writing. Please attach any evidence or supporting documents that you believe will assist us in our investigation.

To raise a complaint e-mail [nebosh@safetycloud.co.za](mailto:nebosh@safetycloud.co.za).

The receipt of your complaint will be acknowledged within 10 working days. This correspondence will include details of the relevant personnel investigating your complaint and an approximate timeframe for feedback. All complaints will be logged in our complaints register and kept for 3 years to assist with continual improvement.

All complaints will be thoroughly investigated, and feedback will be provided to the complainant within 14 working days of receipt. If we are unable to fully investigate your complaint in the specified timeframe, feedback will be provided with the reasons for the delay and a projected date for full feedback. Final feedback on complaints will not exceed 25 working days unless an extension of the outcome is deemed necessary to ensure optimal resolution of the complaint.

### Step 2: Escalating your Complaint within NOSA Colleges/SafetyCloud.

If you are not satisfied with our response regarding your complaint, we encourage you to contact us again and provide reasons as to why you are not satisfied with our feedback. Your complaint will be escalated to senior management who will conduct further investigations and provide feedback to you within 14 days from receipt.

### Step 3: Independent Complaint Resolution.

If at this stage, you are still not satisfied with the decision reached by NOSA Colleges/SafetyCloud, you may address your concerns to NEBOSH directly.

To raise your complaint, you will need to provide any correspondence related to the complaint for investigation. By registering your complaint with NEBOSH you are giving consent for NEBOSH to contact NOSA Colleges/SafetyCloud to discuss relevant aspects of the complaint.

On receipt of a complaint, an acknowledgement email will be sent within 10 working days to confirm an investigation will be held. NEBOSH aims to complete all investigations and provide a formal response within 25 working days of your complaint acknowledgement date.

**Please note;** if your concern relates to your assessment result or malpractice in the conduct of an assessment, your complaint will be dealt with by NEBOSH— either the Enquiry About Result Policy and Procedures or Malpractice policy which can be located at [www.nebosh.org.uk](http://www.nebosh.org.uk).

To raise a complaint e-mail [complaints@nebosh.org.uk](mailto:complaints@nebosh.org.uk) or write to:

Head of Customer Experience

NEBOSH

Dominus Way

Meridian Business Park

Leicester

LE19 1QW

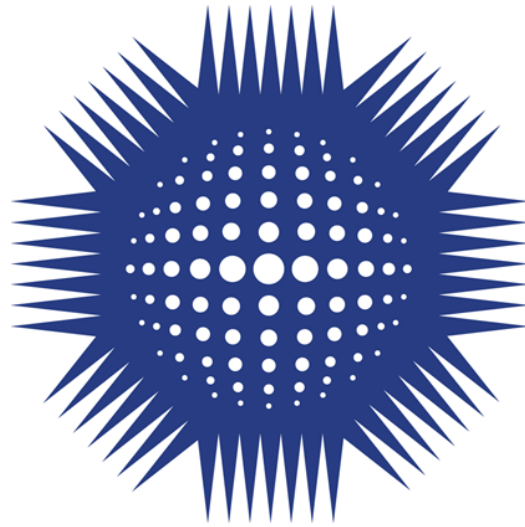
## Step 4: Escalating your Complaint within NEBOSH.

During the complaint process, NEBOSH will investigate all concerns raised and will provide a full response to each point raised. If you feel that your points have been unanswered or believe that your complaint has not been thoroughly investigated, you do have the opportunity to request further clarification or provide more information that may impact any final decisions.

If you are unhappy with NEBOSH's response please email [complaints@nebosh.org.uk](mailto:complaints@nebosh.org.uk) within 14 days of receipt of your formal response stating the areas that you feel have not been answered, or the reason why you believe your complaint has not been investigated thoroughly.

NEBOSH will review any additional information provided and will respond within 14 days.





**nebosh**

# **Enquiries About Results (EARs) policy and procedures**

Version 22 (April 2023)

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## Acknowledgement

This document is based on current best practice including the Federation of Awarding Bodies (FAB) and the Joint Council for Qualifications (JCQ) policy and procedures. NEBOSH would like to acknowledge these invaluable sources.

### Published by NEBOSH April 2023

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[www.nebosh.org.uk](http://www.nebosh.org.uk)

## 1. Policy

NEBOSH supports the right of learners and/or Learning Partners to enquire about a result where it does not meet reasonable expectations and to appeal against the outcome of that enquiry. This document details the policy and procedures put in place to ensure that enquiries about results and appeals are dealt with in a thorough and equitable manner.

## 2. Scope

This policy applies to all Enquiries About Results (EARs) concerning NEBOSH qualifications made by learners and NEBOSH Learning Partners for all assessments.

For definitions of terms used in this document, please see the *Glossary of NEBOSH Policy Terms* document available the [policies and procedures section](#) of the NEBOSH website.

## 3. Regulatory authorities' criteria

NEBOSH is an awarding body recognised by both the Scottish Qualifications Authority (SQA) Accreditation, and the Office of Qualifications and Examinations Regulation (Ofqual).

In addition to statutory duties, this policy is intended to meet the following relevant regulatory requirements:

SQA Accreditation Regulatory Principle 17:

*"The awarding body and its providers must have clear, fair and equitable systems, policies and procedures to manage appeals."*

*SQA Accreditation Regulatory Principles (2021)*

Ofqual Condition D4 – Responding to enquiries and complaints procedures

D4.1 An awarding organisation must answer accurately, fully and within a reasonable time any reasonable enquiries received by it from Users of qualifications.

Ofqual Condition I1 – Appeals process

"I1.1 An awarding organisation must establish, maintain and comply with an appeals process in relation to all qualifications which it makes available, which must provide for the appeal of –

(a) the results of assessments,

Ofqual Condition I1 – Appeals process

"I1.1 An awarding organisation must establish, maintain and comply with an appeals process in relation to all qualifications which it makes available, which must provide for the appeal of –

(a) the results of assessments. *Ofqual General Conditions of Recognition (2022)*



## 4. Enquiries About Results (EARs) – Applications

If a learner believes that the result of an assessment does not match their reasonable expectations, an Enquiry About Result (EAR) may be applied for.

### 4.1. Types of Enquiries About Results

There are 4 different types of EAR that can be applied for, Type 1, Type 2, Multiple choice, and batch EARs.

Type 1, Type 2, and Multiple-choice EARs can be requested by learners or Learning Partners.

Batch EARs can only be requested by Learning Partners.

Type 1, Type 2 and Multiple-choice EARs cannot be requested for learners' assessments requested as part of a batch EAR.

For Type 2 and Multiple choice EARs, enquiries may be made once only per unit result, ie enquiries cannot be applied for, for more than one type of EAR per unit, nor can enquiries be made on a unit for which you have already received an EAR outcome.

Following a Type 1 EAR outcome, a Type 2 EAR can be requested.

#### 4.1.1. Type 1 EAR: Clerical check

Type 1 EAR clerical checks are carried out by an approved NEBOSH employee.

A Type 1 clerical check confirms that:

- all parts of an assessment have been marked
- the addition of the marks for each question or section is correct,
- the correct mark for each answer or section has been transferred on to the assessment cover (where applicable)
- the correct overall mark has then been transferred into the NEBOSH database.

Where a discrepancy is found by a clerical check, NEBOSH will, as appropriate, arrange for any unmarked answer/s, or parts of answer/s, to be marked and/or for any addition errors to be rectified. This correction is included in the type 1 EAR fee.

Marking to correct any marking discrepancies as part of a type 1 EAR is carried out by either NEBOSH appointed Team Leaders, or a NEBOSH specialist.

**A Type 1 EAR does not guarantee that a mark (or grade) will be adjusted upwards after the EAR. It is important to note that a mark (or grade) may also be adjusted downwards. Marks may also remain unchanged.**

##### 4.1.1.1. Non eligible units for Type 1 EARs

Outside of the EAR process, hard copy assessments (ie paper-based assessments, sat in an examination hall) within the mark range of 40-48 are subject to a clerical check as part of routine quality review activities. If NEBOSH receive a Type 1 EAR for an assessment within this mark range, the applicant will be informed that this check has already been done and the EAR fee will be refunded.

For assessments where there are no marks to be counted, and only a Pass/Refer result is provided, type 1 EAR clerical checks are not available.

For multiple choice examinations, type 1 EAR clerical checks are not available.

#### **4.1.2. Type 2 EAR: Re-mark and clerical check**

A Type 2 EAR includes a re-mark of the learner's assessment followed by a clerical check. The re-mark and clerical check are independent stages carried out by two different people.

Re-marking as part of a Type 2 EAR is carried out by a NEBOSH appointed Team Leader or NEBOSH specialist. The clerical check following re-mark is carried out by an approved NEBOSH employee.

**A Type 2 EAR does not guarantee that a mark (or grade) will be adjusted upwards after the EAR. It is important to note that a mark (or grade) may also be adjusted downwards. Marks may also remain unchanged.**

##### **4.1.2.1. Non eligible units for Type 2 EARs**

For multiple choice examinations, type 2 EARs are not available.

#### **4.1.3. Multiple choice EARs**

##### **4.1.3.1. Units PSM1 and EAW1: Clerical check**

NEBOSH multiple choice examinations for units PSM1 and EAW1 are marked using computer-aided marking. A multiple-choice EAR for these units will involve a clerical check to ensure the correct overall mark has been transferred from the marking platform into the NEBOSH database.

**A multiple choice EAR does not guarantee that a mark (or grade) will be adjusted upwards after the EAR. It is important to note that a mark (or grade) may also be adjusted downwards. Marks may also remain unchanged.**

##### **4.1.3.2. Unit MSW1: Manual re-mark**

NEBOSH multiple choice examinations for unit MSW1 are marked manually. A multiple choice EAR for this unit will involve the learner's answer sheet being manually re-marked by an approved NEBOSH employee.

**A multiple choice EAR does not guarantee that a mark (or grade) will be adjusted upwards after the EAR. It is important to note that a mark (or grade) may also be adjusted downwards. Marks may also remain unchanged.**

#### **4.1.4. Batch EARs: Type 2 re-mark on a batch of assessments**

Learning Partners may make a Type 2 EAR request for a batch of assessments. The Learning Partner making a batch EAR request cannot ask for specific learner assessments within a unit to be re-marked but must have all assessments from that unit (eg IG1) cohort or sitting included.

Assessments from different cohorts/sittings, units or qualifications cannot be part of the same batch.

A batch EAR includes a Type 2 re-mark of the learner's assessments and a clerical check following the re-mark (as Type 1).

For batch requests, a short report on the overall performance of the script assessment batch, by question/section will be provided.

##### **4.1.4.1. Non eligible units for Batch EARs**

Type 2 EARs are not available for NEBOSH multiple choice examinations. For this reason, batch EARs are not available for these unit examinations.

## **4.2. Submitting Enquiries About Results**

### **4.2.1. EAR closing dates (EAR submission deadlines)**

All EARs must be submitted by the EAR closing date.

#### **4.2.1.1. Type 1, Type 2, MCQP and Batch EARs**

The *EAR closing date* for a Type 1, Type 2, MCQP, or Batch EAR, is 20 working days from the published result/s notification date for the examination to which it relates. The published result/s notification date can be found on the learners Assessment Registration Confirmation (ARC) which is sent directly to each learner on completion of the unit(s) registration.

If original results have been released after the published notification date, the *EAR closing date* is 20 working days from the unit result notification (URN) issue date (as shown on the unit result notification letter) of the result to which it relates.

*EAR closing dates* for fixed date exam sittings can be found on the [NEBOSH website](https://www.nebosh.org.uk).

#### **4.2.1.2. Type 2 following the outcome of a type 1**

The *EAR closing date* for a Type 2 EAR, following the outcome of a Type 1 EAR, is 20 working days from receipt of the Type 1 EAR outcome.

#### **4.2.2. Costs for an EAR**

For the cost of EARs, please see the current NEBOSH Fees Lists available on our website:

- Learners applying for a Type 1, Type 2 or MCQP EAR: [Learner Fees List](#)
- Learning Partners applying for a Type 1, Type 2, MCQP or Batch EAR: log into the [Learning Partner secure area](#) and access the *Learning Partner fees list* via the policies, procedures and forms section.

#### **4.2.3. Submission and payment of an EAR**

##### **4.2.3.1. Type 1, Type 2, and Multiple-choice EARs**

All Type 1, Type 2 and Multiple-choice EAR applications, from learners and Learning Partners should be submitted via the online *enquiry about result application form* found on the [NEBOSH website](#).

By completing the online form Learning Partners are confirming that the EAR request has been made with the full knowledge and express permission of the learner.

Any EAR application received in email or hardcopy forms will be rejected and direction to the correct online form will be provided.

The online form will redirect the applicant to a secure WorldPay page to make payment. Submission of the form will only be complete once payment is successfully made.

On successful submission and payment of the enquiry about result, the applicant (learner or Learning Partner) will receive an email receipt from Worldpay, and an EAR acknowledgement email will be sent directly to the learner, confirming the details of the EAR, the EAR reference, and the EAR outcome date.

##### **4.2.3.2. Batch EAR**

If a Learning Partner wants to submit a batch EAR request, they must do so in writing via the [Contact us form](#) on the NEBOSH website, confirming the examination details and confirming that the EAR request has been made with the full knowledge and express permission of all learners.

Details of the preferred payment method should also be included. Payment can be made via card or via account/invoice.

Please include 'batch EAR' in the subject header.



Dependant on the preferred payment methods indicated NEBOSH will either issue a WorldPay link via email for payment to be made by credit/debit card or provide email confirmation that payment by invoice/account has been accepted.

Applications and payment must be received by NEBOSH by the EAR closing date (see 4.2.1).

If NEBOSH issues the WorldPay link to you on or after the EAR closing date, you will have 5 working days to make payment.

Payment by BACS or cheque is not accepted.

Learning Partners and learners will receive written acknowledgement of the Batch EAR within **10 working days** of receipt of full payment, confirming the details of the EAR, the EAR reference, and the EAR outcome date.

#### **4.2.3.3. Type 2 EAR following a Type 1 EAR outcome**

If a learner or Learning Partner want to submit a Type 2 EAR following the outcome of a Type 1 EAR outcome, they must do so in writing via the [Contact us form](#) on the NEBOSH website, including the examination details, and the EAR reference of the Type 1 EAR.

Please include 'Type 2 EAR request following Type 1 outcome' in the subject header.

Once the request is received NEBOSH will issue a WorldPay link via email for payment to be made by credit/debit card.

Applications and payment must be received by NEBOSH by the EAR closing date (see 4.2.1).

If NEBOSH issues the WorldPay link to you on or after the EAR closing date, you will have 5 working days to make payment.

Payment by BACS or cheque is not accepted.

Learners will receive written acknowledgement of the type 2 EAR within **10 working days** of receipt of full payment, confirming the details of the EAR, the EAR reference, and the EAR outcome date. Learning Partners will be copied in cases where they have submitted the request.

#### **4.2.4. Re-sitting assessments**

Learners should be aware that waiting for an EAR outcome before deciding to re-register for the assessment may result in the learner missing the registration closing date for the next assessment submission date.

Learners submitting an EAR but considering re-taking their assessment(s) are advised to register for the next available assessment submission date following the expected EAR outcome issue date in case their enquiry is not successful.

#### 4.2.5. Late EAR submissions

In line with the UK Data Protection Act, organisations are required to destroy data when they are no longer required to process any data. To comply with the above NEBOSH securely disposes of assessments once the Enquiry About Result closing date and appeal outline date has passed.

Therefore, requests received after the *EAR closing date* will not be accepted.

If there are extenuating circumstances for the late submission, the decision to accept the EAR application will be reviewed and a decision made on confirmation of access to the assessment and at the discretion of NEBOSH.

## 5. Enquiries About Results Outcomes

### 5.1. EAR outcome dates

#### 5.1.1. Type 1 and multiple-choice EARs

NEBOSH will provide written notification of the Type 1 or multiple-choice EAR outcome within **10 working days** of receipt of full payment.

#### 5.1.2. Type 2 and Batch EARs

NEBOSH will provide written notification of the Type 2 and Batch EAR outcome(s) within **40 working days of the EAR closing date (see 4.2.1)**.

### 5.2. Outcomes

There are three possible outcomes following an EAR:

- the EAR outcome results **in the unit mark being revised upwards** and this will replace the original mark;
- the EAR outcome results **in the unit mark remaining unchanged**;
- the EAR outcome results **in the unit mark being revised downwards** and this will replace the original mark.

EAR outcomes will be issued in writing to learners by means of email, where a valid email address has been supplied. The Learning Partner will also be notified (unless accreditation is suspended or withdrawn).

The EAR outcome will include:

- notification of whether the EAR result has been revised up, down or remains unchanged.
- notification of whether a refund of the EAR fee will be processed.

- notification of whether a refund of any future registration fee will be processed.
- notification of whether a new qualification certificate will be supplied

A revised Unit Result Notification (URN) will be sent following the EAR outcome.

Please note that due to the personal and confidential nature of learner results, NEBOSH regrets that EAR outcomes cannot be provided by telephone under any circumstances.

## 5.2.1. Refunds

### 5.2.1.1. EAR fee

The EAR fee **will be refunded** if an EAR outcome is **successful**. A successful EAR is one that meets the following criteria:

- The **unit mark is revised upwards**, AND the **unit or overall qualification grade is revised upwards**, ie Refer to Pass, Pass to Credit OR Credit to Distinction

Refunds for a batch EAR will be issued per successful individual EAR only; for example, if a batch of ten EARs is submitted and three result in the unit or overall qualification grade being revised upwards, only the fees for the three successful EARs will be refunded.

The EAR fee **will not be refunded** if an EAR outcome is **unsuccessful**. An unsuccessful EAR is one that meets the following criteria:

- The **unit mark remains unchanged**
- The **unit mark is revised downwards**, AND the **unit or overall qualification grade remains unchanged**, ie Refer to Refer, Pass to Pass, Credit to Credit OR Distinction to Distinction.
- The **unit mark is revised downwards**, AND the **unit or overall qualification grade is revised downwards**, ie Pass to Refer, Credit to Pass OR Distinction to Credit
- The **unit mark is revised upwards**, AND the **unit or overall qualification grade remains unchanged**, ie Refer to Refer, Pass to Pass, Credit to Credit OR Distinction to Distinction.

### 5.2.1.2. Registration fee for future exams

If a learner receives a **successful** EAR outcome (see 5.2.1.1) and has registered to re-take the unit, the registration fee will be refunded.

If a learner receives an **unsuccessful** EAR outcome (see 5.2.1.1) and has registered to re-take the unit, the registration fee will not be refunded.

If a learner has registered to re-take a unit that is undergoing an EAR and re-sits the unit assessment **before** the issue of the EAR outcome, the

examination registration fee will not be refunded in this case, even if the EAR outcome for the unit is successful.

### 5.2.2. Qualification Certificates

If a learner or Learning Partner has requested an EAR on a unit, where the overall qualification has already been passed, NEBOSH may have generated a qualification certificate.

If a learner or Learning Partner has requested an EAR on a Diploma unit which has been passed, NEBOSH may have generated a unit certificate.

NEBOSH will retain qualification/unit certificates where possible when an EAR on a passed unit/qualification is requested.

NEBOSH **will issue a new qualification certificate** free of charge, following the EAR outcome, in the following instances:

- The **unit mark is revised downwards, AND the overall qualification grade is revised downwards**, ie Credit to Pass OR Distinction to Credit
- The **unit mark is revised downwards, AND the overall qualification grade remains unchanged**, ie Pass to Pass, Credit to Credit OR Distinction to Distinction.
- The **unit mark is revised upwards, AND the overall qualification grade remains unchanged**, ie Pass to Pass, Credit to Credit OR Distinction to Distinction.
- The **unit mark remains unchanged, AND the overall qualification grade remains unchanged**, ie Pass to Pass, Credit to Credit OR Distinction to Distinction.
- The **unit mark is revised upwards, AND the overall qualification grade is revised upwards**, ie Pass to Credit OR Credit to Distinction.

NEBOSH **will issue a new Diploma unit certificate** free of charge, following the EAR outcome, in the following instances:

- the **unit mark is revised downwards, AND the unit grade remains a pass;**
- the **unit mark remains unchanged;**
- the **unit mark is revised upwards.**

When a new qualification/unit certificate is to be issued, the original qualification/unit certificate will no longer be valid from the date that the EAR outcome is issued.

The qualification/unit certificate will be issued to the Learning Partner within 20 working days of the issue of the EAR outcome. UK Diploma certificates will be issued direct to learners.



Learners or Learning Partners who have already received a qualification/unit certificate showing the pre-EAR result, must destroy these, and NEBOSH will void them.

## 6. Translations

### 6.1. Practical assessments

If a learner has completed a practical assessment (eg Unit GC3) in a language other than English and the Learning Partner has marked it in that language, it is the Learning Partner's responsibility to provide a translated copy of the assessment for the EAR to be completed.

### 6.2. Written examinations

If a learner has completed a written examination in a language other than English, then the EAR will be carried out on the translated assessment (ie as translated by the Learning Partner).

### 6.3. Translation complaints

If a learner has concerns about the translation made by the Learning Partner, then this should be discussed with the Learning Partner in the first instance. If the concern is not resolved, NEBOSH can be contacted for details and costs of an independent translation check.

### 6.4. Applying for a retrospective special consideration

Learning Partners and learners need to refer to NEBOSH's [Special Considerations Policy](#) (Q026) and apply using the appropriate form.

## 7. Appeals against EAR decisions

The following Appeals can be made using the NEBOSH [Appeals Policy](#) (Q020) available on the website:

- Learner appeals against EAR decisions (Type 1, Type 2 or MCQP EAR);
- Learning Partner appeals against EAR decisions. (Type 1, Type 2, MCQP or batch EAR).

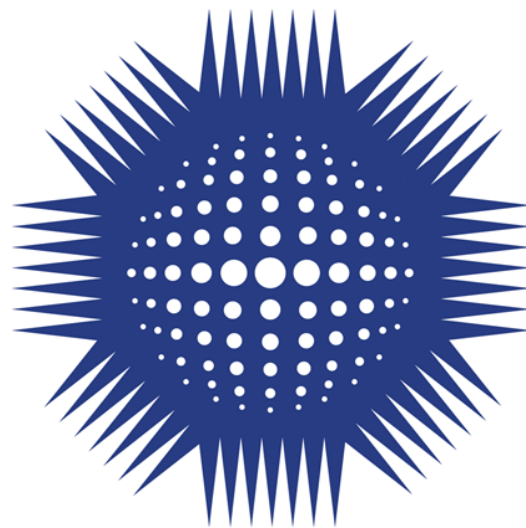
## 8. Data Protection

NEBOSH is registered under and complies with the UK Data Protection Act 2018 and UK General Data Protection Regulation (GDPR) 2016/679 (the “**Data Protection Law**”), as such it is required to collect data and process for the purposes covered in this policy. Consent must be given to process data of this type so a signed request form must be in place before processing. More information about NEBOSH and Data Protection can be found [here](#).

Please click [here](#) to review more information on how we process your data, or visit [www.nebosh.org.uk](http://www.nebosh.org.uk) to read our privacy statement.

## 9. Document control

<b>Document reference</b>	<b>Q019</b>
<b>Business Unit</b>	<b>Deliver and Improve</b>
<b>Area</b>	<b>Reliability and Regulatory Compliance</b>
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<b>Contact</b>	<b>Head (Reliability Systems)</b>
<b>Owner</b>	<b>Director (Reliability)</b>



**nebosh**

# **Appeals policy and procedures**

Version 4a (July 2023)

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## Acknowledgement

This document is based on current best practice including the Federation of Awarding Bodies (FAB) and the Joint Council for Qualifications (JCQ) policy and procedures. NEBOSH would like to acknowledge these invaluable sources.

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## 1. Policy

NEBOSH supports the rights of learners and/or Learning Partners to appeal against the outcome of decisions, penalties and sanctions made by NEBOSH. This document, and those mentioned below, outline the procedures in place to ensure that appeals are dealt with in a thorough and equitable manner, and that any conditions, sanctions or penalties will be imposed fairly and consistently.

NEBOSH is an awarding body recognised by both the Scottish Qualifications Authority (SQA) Accreditation, and the Office of Qualifications and Examinations Regulation (Ofqual).

In addition to statutory duties, this policy is intended to meet the following relevant regulatory requirements:

SQA Accreditation Regulatory Principle 17:

*“The awarding body and its providers must have clear, fair and equitable systems, policies and procedures to manage appeals.”*

SQA Accreditation Regulatory Principles (2021)

Ofqual Condition I1 – Appeals process

“I1.1 An awarding organisation must establish, maintain and comply with an appeals process in relation to all qualifications which it makes available, which must provide for the appeal of –

- (a) the results of assessments,
- (b) decisions regarding Reasonable Adjustments and Special Consideration, and
- (c) decisions relating to any action to be taken against a Learner or a Centre following an investigation into malpractice or maladministration.

I1.2 For the purposes of Condition I1.1, an awarding organisation’s appeals process must provide for –

- (a) the effective appeal of results on the basis that the awarding organisation did not apply procedures consistently or that procedures were not followed properly and fairly,
- (b) all appeal decisions to be taken by individuals who have no personal interest in the decision being appealed,
- (c) appeal decisions to be only taken by persons who have appropriate competence
- (d) the final decision in respect of the outcome of an appeal to involve at least one decision maker who is not an employee of the awarding organisation, an Assessor working for it, or otherwise connected to it, and
- (e) timelines for the outcome of appeals.

I1.3 An awarding organisation must publish information on its appeals process to enable the results of assessments to be appealed.

I1.4 Where the application of an appeals process in the case of a Learner leads an awarding organisation to discover a failure in its assessment process, it must take all reasonable steps to –

- (a) identify any other Learner who has been affected by the failure,

- (b) correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- (c) ensure that the failure does not recur in the future.”

*Ofqual General Conditions of Recognition (2022)*

There are two stages to an appeals process:

- Stage 1 – a review of the case by NEBOSH;
- Stage 2 – consideration of the case by independent reviewer(s).

Appeals can be made under the following policies (these policies can be found on the NEBOSH website):

- *Special Considerations (Q026)*
- *Access Arrangements and Reasonable Adjustments (Q027)*
- *Enquiries about Results (EARs) Policy and Procedure (Q019)*
- *Policy and Procedures for Suspected Malpractice in Examinations and Assessments (C018)*
- *Enrolment Policy for NEBOSH Diploma Level Qualification (CX028)*
- *Unit validity extension Certificate (CX023)*
- *Complaints Procedure (CX010)*

This document gives an overview of the NEBOSH appeals process. There is a flowchart of the Appeals process in Appendix 1.

**Please note:** before taking your case to a Regulator, you must first go through the full NEBOSH Appeals process.

**Please note:** a Learning Partner may not appeal against withdrawal of accreditation under the relevant clause of the Learning Partner's Agreement with NEBOSH. Learning Partners may appeal against sanctions, penalties, and accreditation conditions (other than those agreed between the parties at the commencement date of the Agreement).

### 1.1. Grounds for an appeal

If a learner or Learning Partner is dissatisfied with a decision made by NEBOSH, they may request an appeal. When making an appeal, the learner or Learning Partner should establish the grounds for the appeal. These may include:

- a reasonable belief that the case was not dealt with in accordance with the policy and procedures;
- a reasonable belief that the evidence has been misinterpreted;
- further evidence coming to light that changes the basis of the decision;
- a reasonable belief that the outcome is not in line with the guidelines or procedure.

**Please note:**

- an appeal may be rejected if the Appellant is unable to provide supporting evidence for their grounds for appeal. This only relates to Stage 1 – for Stage 2, see 2.2 below.

**Please note:** learners cannot appeal in cases where results have been affected due to breaches by Learning Partners and/or their staff (eg where invigilation of an invigilated examination has not taken place, which means there has been a breach of examination conditions which affects all learners).

## 1.2. Application for an appeal

A Stage 1 Appeal must be made within 10-working days of the date of issue shown on the decision notification letter. See **Section 2.1**, below.

A Stage 2 Appeal must be made within 10-working days of the date of issue shown on the Stage 1 Appeal outcome letter. A Stage 1 Appeal must be applied for and completed before a Stage 2 Appeal. See **Section 2.2**, below.

## 1.3. Cost

The appeal fee covers the administrative costs of the investigation.

### **Learners**

For the cost of submitting either a Stage 1 or Stage 2 Appeal, please see the current NEBOSH *Learner Fees list* on [our website](#). For details of how to make a payment please use our [contact us form](#).

### **Learning Partners**

For the cost of submitting either a Stage 1 or Stage 2 Appeal, please see the current NEBOSH *Learning Partner Fees list* in the secure Learning Partner area of [our website](#) (login required).

## 2. Procedures

### 2.1 Stage 1 Appeal procedure

To submit a Stage 1 Appeal, please contact the relevant NEBOSH representative (see the table, below) and make arrangements to pay the relevant fee (see 1.3, above).

You will need to include the following:

- the current fee\*;
- a completed Appeals form, available by following the 'Appeals Form' link on the NEBOSH website: <https://www.nebosh.org.uk/policies-and-procedures/appeals-policy/>, which includes:
  - the person making the appeal (the Appellant);
  - NEBOSH learner number (if appropriate);
  - Learning Partner name;
  - assessment name and date (found on the learner assessment registration confirmation (ARC), where applicable);
  - grounds for the appeal (see Section 1.1, above) and any supporting evidence where applicable.

\* **PLEASE NOTE:** the relevant appeal fee must be paid within 10-working days of the date of issue shown on the decision notification letter, or the appeal will not be heard.

Please address and send your appeal to:

Stage 1 Appeal against a NEBOSH decision regarding	Person/NEBOSH team to address your appeal	Contact details
Access arrangements, reasonable adjustments, special considerations outcomes.  <i>See: Access Arrangements and Reasonable Adjustments Policy and Procedure (Q027).</i>	Operations and Delivery (Appeals)	Use our <a href="#">contact us form</a> . Include in the subject 'Stage 1 Appeal'
Special considerations outcomes.  <i>See: Special Considerations Policy and Procedure (Q026)</i>	Operations and Delivery (Appeals)	Use our <a href="#">contact us form</a> . Include in the subject 'Stage 1 Appeal'
Enquiries About Result outcome.  <i>See: Enquiries About Results (EARs) policy and procedures (Q019).</i>	Reliability (Appeals)	Email <a href="mailto:EARappeals@nebosh.org.uk">EARappeals@nebosh.org.uk</a> . Include in the subject 'Stage 1 EAR Appeal'
Accreditation outcome.	Director of Learning Partner Quality	Email <a href="mailto:lpq@nebosh.org.uk">lpq@nebosh.org.uk</a> . Include in the subject 'Stage 1 Accreditation Appeal'
Malpractice outcome.  <i>See Policy and procedures for suspected malpractice in examinations and assessments (C018).</i>	Operations (Malpractice Appeals)	Email <a href="mailto:malpracticeappeals@nebosh.org.uk">malpracticeappeals@nebosh.org.uk</a> . Include in the subject 'Stage 1 Malpractice Appeal' and include the case reference
Extension request outcome.  <i>See: Enrolment Policy for NEBOSH Diploma Level Qualifications (CX028) Unit validity extension for Certificate qualifications (CX023)</i>	Operations and Delivery (Appeals)	Use our <a href="#">contact us form</a> . Include in the subject 'Stage 1 Appeal'

\* If, you are unable to send electronically, our postal address is:

NEBOSH  
Dominus Way  
Meridian Business Park  
Leicester LE19 1QW

NEBOSH will acknowledge the request within 5-working days of receipt of payment by email, and confirm within 10-working days if the appeal will go ahead.



**Please note:**

- the appeal will not commence until payment is received;
- the appellant should outline the grounds for the appeal and, if possible, supply supporting evidence. If they do not, the fee will not be processed, and the appeal will not be heard. The decision *not* to hear an appeal will be made by a NEBOSH representative who has not been involved in the original investigation;
- an appeal may be rejected based on the timescale of the application;
- if the appeal is against a unit validity extension, the validity period will continue and not be suspended during the appeals process (ie if the learner has 8-weeks of their enrolment period remaining, the learner will have 4-weeks of their enrolment period remaining after a Stage 1 Appeal).

If an appeal is not accepted, the reason(s) for this will be given.

Notification of the outcome of the appeal will be provided by NEBOSH within 15 working days of receipt of payment and supporting evidence, provided that all supporting evidence has also been received by the time of payment.

A Stage 1 Appeal consists of an investigation of the case by a senior NEBOSH Officer, who has not had any previous involvement with the matter and who is familiar with the appeals process. The appeal investigator will not have been involved in the original decision; for example, for malpractice appeals, the person conducting the appeal must not have been a member of the Malpractice Review Panel (if convened), or the original investigation.

The investigation will take into account the written submission of the appellant and focus on whether:

- NEBOSH used procedures that were consistent with the regulatory criteria;
- NEBOSH applied procedures properly and fairly in arriving at judgements;
- the learner has been disadvantaged by a failure to apply these procedures;
- any further work relating to the Appeal should be authorised.

**Please note:** the investigation is **not** concerned with making judgements about a learner's work and does **not** include further re-marking of learner scripts. However, further re-marking can be ordered if the investigation finds procedures have not been satisfactorily followed.

### **2.1.1 Stage 1 Appeal outcomes**

The Appellant will receive written confirmation of the outcome within 15 working days of the Stage 1 Appeal payment being received (or date of receipt of supporting evidence, whichever date is later).

The appeal will either be rejected (meaning the investigator agrees with the original decision) or upheld (meaning the investigator finds in favour of the Appellant).

If the Stage 1 Appeal investigation is upheld and the investigator finds in favour of the Appellant:

- appeal fees will be refunded to the learner or Learning Partner (as appropriate). Any relevant re-registration fee already paid by the learner will also be refunded;
  - if the outcome requires the issue of unit certificates or re-issue of a qualification parchment, this will be done free of charge; however, the learner may be required to return their certificate(s) and/or parchment before issuing replacements – the parchment for the original result will become invalid from the date that the revised result is issued\*;
  - where relevant, any necessary further work on a learner's script or results will be undertaken;
  - any accreditation conditions, sanctions or penalties imposed by NEBOSH will be removed, if applicable and related to this Appeal;
  - for appeals where enrolment extension has been granted, then the unit validity period will be extended by 12 months from the date of the Stage 1 Appeal decision, or the unit declaration date expiry whichever is the later.
- \* **Please note:** as with enquiries about results (EARs), results may be downgraded as the result of an appeal, or remain the same. If a unit or qualification is downgraded, no refund will be issued, but a unit certificate and/or qualification parchment will be re-issued, where necessary, free of charge.

If an Appellant remains dissatisfied after a Stage 1 Appeal, they may proceed to Stage 2.

## 2.2 Stage 2 Appeal procedure

The Stage 2 Appeals process is designed to ensure that the Appellant has a formal opportunity to have their case heard by a Panel, which will include an Independent Reviewer and NEBOSH representatives who have not been involved in any stage of the process prior to Stage 2. The independent Panel member must not have been involved with NEBOSH for the past five years, either as an employee, partner or supplier, and does not have a vested interest in the outcome of an appeal, and is therefore impartial.

A Stage 2 Appeal must be made within 10-working days of the date of issue shown on the Stage 1 Appeal letter. The Appellant must indicate the grounds for their appeal on the application form (see Section 1.1, above).

**Please note:** whether the Appellant has the opportunity to provide additional or oral evidence is at the discretion of the Panel.

To submit a Stage 2 Appeal, please submit an [Appeals form](#) to the relevant person using the contact details in the table, below, and make arrangements to pay the relevant fee (see 1.3, above):

Stage 2 Appeal against a NEBOSH decision regarding	Person to whom to address your Appeal*	Contact details
Access arrangements, reasonable adjustments, special considerations.  <i>See: Access arrangements Reasonable Adjustments Policy and Procedure (Q027).</i>	Head of Operations and Delivery (Appeals)	<a href="mailto:executive@nebosh.org.uk">executive@nebosh.org.uk</a> include in the subject 'Stage 2 Reasonable Adjustments Appeal'
Special considerations outcomes.  <i>See: Special Considerations Policy and Procedure (Q026)</i>	Head of Operations and Delivery (Appeals)	<a href="mailto:executive@nebosh.org.uk">executive@nebosh.org.uk</a> . Include in the subject 'Stage 2 Special Considerations Appeal'
Enquiries About Results.  <i>See: Enquiries About Results (EARs) policy and procedures (Q019).</i>	Company Secretary (EAR Appeals)	<a href="mailto:executive@nebosh.org.uk">executive@nebosh.org.uk</a> include in the subject 'Stage 2 EAR Appeal'
Accreditation.	Company Secretary (Accreditation Appeals)	<a href="mailto:executive@nebosh.org.uk">executive@nebosh.org.uk</a> include in the subject 'Stage 2 Accreditation Appeal'
Malpractice.  <i>See Policy and procedures for suspected malpractice in examinations and assessments (C018).</i>	Company Secretary (Malpractice Appeals)	<a href="mailto:executive@nebosh.org.uk">executive@nebosh.org.uk</a> include in the subject 'Stage 2 Malpractice Appeal' and include the case reference
Extension request.  <i>See Enrolment Policy for NEBOSH Diploma Level Qualifications (CX028) Unit validity extension for Certificate qualifications (CX023)</i>	Head of Operations and Delivery (Appeals)	<a href="mailto:executive@nebosh.org.uk">executive@nebosh.org.uk</a> include in the subject 'Stage 2 Extension request appeal'

\* If you are unable to send electronically, our postal address is:  
NEBOSH  
Dominus Way  
Meridian Business Park  
Leicester LE19 1QW

### **2.2.1 Before the Stage 2 Appeal is heard**

NEBOSH will acknowledge the Stage 2 request within 5-working days of receipt of payment by email, and the Appellant will be notified within 10-working days of receipt of payment whether or not the Appeal will proceed.

#### **Please note:**

- the appeal will not commence until payment is received
- the Appellant should provide sufficient grounds for the appeal, including any supporting evidence, if applicable.

The Appellant will be informed of the date that the Appeal will be heard, which will be at the earliest opportunity, subject to availability of the Panel members.

Prior to the Panel meeting, the Appellant and NEBOSH investigation representative will be invited to send in any questions.

### **2.2.2 Panel membership**

Where a panel is held, it will consist of three members: one of the members must not have been associated with NEBOSH within the last 5-years – this person will also Chair the panel meeting; one member will not be a direct employee of NEBOSH (for example, this could be an Examiner or a consultant); the other member will be a senior employee of NEBOSH not previously associated with the matter under appeal, but with sufficient knowledge of the appeals process. In addition to this there will be one notetaker.

### **2.2.3 Representation**

In addition to a written submission; the Panel have the right to request representation from the Appellant or the original NEBOSH investigation representative via video conferencing or teleconferencing; however, this conversation will be recorded and retained by NEBOSH.

The Appellant and the NEBOSH investigation representatives will ensure that they are available on the day of the Panel meeting should the Panel decide they wish to contact them.

The Appellant may be supported by one representative and this must be agreed with NEBOSH no later than 5-working days prior to the Stage 2 Appeal Panel Hearing.

### **2.2.4 Information to be provided for the Stage 2 Appeal**

The documentation to be reviewed at the Stage 2 appeal includes:

- information provided by the Appellant as part of the Stage 2 Appeal submission;
- the original findings of the Stage 1 Appeal and the evidence on which this was based;
- the original investigation evidence on which the decision to impose an accreditation condition, sanction or penalty was made;



- additional information or evidence identified by NEBOSH after the Stage 1 Appeal (this must be provided to the Appellant 5-working days prior to the Stage 2 Appeal hearing).

A copy of all materials (correspondence/documents/reports, etc) relating to the appeal will be forwarded to the Panel members 5-working days before the panel meeting. The panel members will be required to read the documentation prior to the appeal hearing.

All material supplied to the Panel as part of the Stage 2 Appeal is confidential and must not be shared by any member of the Panel. NEBOSH will ensure compliance with any relevant provision of the Data Protection Act.

As well as the documentation listed above, the material will also include:

- relevant NEBOSH procedures, documents, forms, for example:
  - *Policy and procedures for suspected malpractice in examinations and assessments (C018);*
  - *NEBOSH Instructions for conducting examinations (C020);*
  - *Enquiries about Results (EARs) Policy and Procedure (Q019)*
  - *Enrolment Policy for NEBOSH Diploma Level Qualification (CX028)*
  - *Unit Validity Extension Certificate (CX023)*
  - *Complaints Procedure (CX010)*
  - *Special Considerations (Q026)*
  - *Access Arrangements and Reasonable Adjustments (Q027)*
- guidance for carrying out appeals (this document);
- any other relevant information.

### **2.2.5 The Hearing/Review**

The Panel will examine:

- the information presented by the Appellant for the Stage 2 Appeal;
- the findings of the Stage 1 Appeal and the evidence on which the decision was based;
- the original decisions and the evidence on which that was based.

The Panel may also:

- ask for more information or clarity from either NEBOSH or the Appellant;
- receive additional verbal or written information from NEBOSH and/or the Appellant, at their discretion.

See also **2.2.3 Representation**, above.

The Panel will consider whether there was sufficient evidence to support the decisions, and how appropriate the original decision was in light of

NEBOSH precedents and any additional information provided by the Appellant and/or NEBOSH.

The Panel will have 10-working days after the Panel meeting to produce a report detailing their decision (see **2.2.8 After the Stage 2 Appeal is heard**).

### **2.2.6 Procedure for a Stage 2 Appeal Panel hearing**

#### **1. Introductions and proceeding**

- The Chair will provide introductions.
- The Chair will provide an overview of the proceedings.

#### **2. Oral representation from the Appellant, if applicable**

- The Chair can invite the Appellant to make oral representation.
- The Chair will invite panel members to ask questions.

#### **3. Oral representation from NEBOSH, if applicable**

- The Chair can invite the NEBOSH representative to make oral representation.
- The Chair will invite panel members to ask questions.

#### **4. Decision-making**

- The Appellant and the NEBOSH representative, if in attendance, will be invited to withdraw.
- The Panel will reach a decision.

#### **5. Notetaking**

- The Panel's decisions, justifications and recommendations will be recorded by a notetaker.

### **2.2.7 Making the decision**

In reaching a decision, the Panel will consider whether:

- NEBOSH used procedures that were consistent with regulatory requirements;
- NEBOSH applied procedures properly and fairly in arriving at judgements;
- the learner(s)/Learning Partner has been disadvantaged by a failure to apply these procedures.

The Panel will also consider whether in the event of a failure of procedures having been identified at an earlier stage, any remedial action then taken by NEBOSH was sufficient to rectify the matter.

The Panel may decide to uphold the appeal or to reject it. If the appeal is upheld (ie the Appellant's case has been successful), the Panel may:

- refer the matter back to NEBOSH for further consideration, or;
- direct NEBOSH to carry out further work.

- ask NEBOSH to review any assessment result decisions connected to the matter under appeal.

The Panel's decisions, justifications and recommendations must be provided to NEBOSH in writing.

### **2.2.8 After the Stage 2 Appeal is heard**

Irrespective of whether or not the appeal is upheld (ie whether or not the Appellant has been successful), the Panel may make recommendations to NEBOSH on issues or concerns that emerged during the hearing.

Any further work carried out will be in full compliance with NEBOSH procedures.

The notes and findings of the Panel will be detailed in a report compiled by the Chair of the Panel with the assistance of the notetaker. The report will be circulated to Panel members within 5-working days of the Panel meeting; members will then have 5-working days to review the report. Silence from the Panel members will be deemed agreement.

NEBOSH will inform the Appellant of the outcome. This will be within 15-working days of the Panel Hearing.

A report of the hearing, subject to redaction, will be provided to the Appellant.

### **2.2.9 Stage 2 Appeal outcomes**

An outcome letter will be sent within 15-working days of the Panel Hearing. The letter will include the decision and the justification for the decision.

The appeal will either be rejected (meaning the Panel agrees with the original decision) or upheld (meaning the Panel finds in favour of the Appellant).

If the Stage 2 appeal is upheld and it is felt that NEBOSH procedures have not been followed, NEBOSH will ensure that corrective action takes place. For example, a review of scripts or fees being refunded.

If the Stage 2 Appeal report finds in favour of the Appellant:

- appeal fees will be refunded to the Appellant (as appropriate). Any relevant re-registration fee already paid by a learner(s) will also be refunded;
- if the outcome requires the issue of unit certificates or the re-issue of qualification parchment, this will be done free of charge; however, the learner may be required to return their certificate(s) and/or parchment before issuing replacements – the parchment for the original result will become invalid from the date that the revised result is issued\*;
- where relevant, any necessary further work on a learner's script or results will be undertaken;
- any accreditation conditions, sanctions or penalties imposed by NEBOSH will be removed, if applicable and related to this Appeal.

- for appeals where enrolment extension has been granted, then the unit validity period will be extended by 12 months from the date of the Stage 2 Appeal decision, or the unit declaration date expiry whichever is the later.

\* **Please note:** as with enquiries about results (EARs), results may be downgraded as the result of an appeal, or remain the same. If a unit or qualification is downgraded, no refund will be issues, but a unit certificate and/or qualification parchment will be re-issued, where necessary, free of charge.

The Stage 2 Appeal completes NEBOSH's internal appeals procedures. No further appeal within NEBOSH will be accepted. For unresolved appeals, see **section 2.3**, below.

## 2.3 Unresolved Appeals

If, following the outcome of a Stage 2 Appeal, the Appellant remains dissatisfied, and where the relevant NEBOSH qualification is accredited by a regulator you may continue as follows:

### **SQA Accreditation-accredited qualifications**

This section applies to SQA Accreditation-accredited qualifications only. A list of NEBOSH qualifications accredited by SQA Accreditation can be found on the [SQA Accreditation website](#).

SQA Accreditation will only accept complaints where the assessment took place **within the UK**. You will find the [SQA Accreditation complaints procedure](#) in their website.

It should be noted that SQA Accreditation will check that NEBOSH followed its own procedure. SQA Accreditation will not overturn the original assessment decision.

**NB: complaints relating to qualifications not accredited by SQA Accreditation, or cases where the NEBOSH qualification has been assessed outside the UK, may not be submitted for SQA Accreditation review, and therefore the outcome of a Stage 2 appeal (including any Appeal Panel report) will be deemed as final.**

### **Ofqual-accredited qualifications**

This section relates only to Ofqual-regulated qualifications – if your complaint relates to one the following qualifications, you may seek regulatory advice from Ofqual:

- NEBOSH Level 6 International Diploma for Occupational Health and Safety Management Professionals (Ofqual qualification number: 610/2230/5)
- NEBOSH Level 6 National Diploma for Occupational Health and Safety Management Professionals (Ofqual qualification number: 610/2228/7)

**Please note:** Complaints relating to any other NEBOSH qualification may not be submitted for Ofqual's regulatory review. Ofqual can only investigate complaints about awarding organisations and qualifications that they regulate.



You have 12 months from the date of the issue arising to make an application for regulatory review with Ofqual. You can find out about [Ofqual's complaints procedure](#) on their website.

All communication will be through Ofqual's secure complaints portal.

## 2.4 Continuous improvement

As part of NEBOSH's ongoing continuous improvements, we will review issues relating to appeals and apply lessons learnt to improve processes and policies, where necessary. Should changes be made to Policies and Procedures relating to Learning Partners, we will communicate this through the weekly Learning Partner updates.

## 3. Related processes

- *Enquiries about Results (EARs) Policy and Procedure (Q019)*
- *Access Arrangements and Reasonable Adjustments Policy and Procedure (Q027)*
- *Special Consideration Policy and Procedure (Q026)*
- *Policy and Procedures for Suspected Malpractice in Examinations and Assessments (C018)*
- *Enrolment Policy for NEBOSH Diploma Level Qualification (CX028)*
- *Unit validity extension Certificate (CX023)*
- *Complaints Procedure (CX010)*

## 4. Data Protection

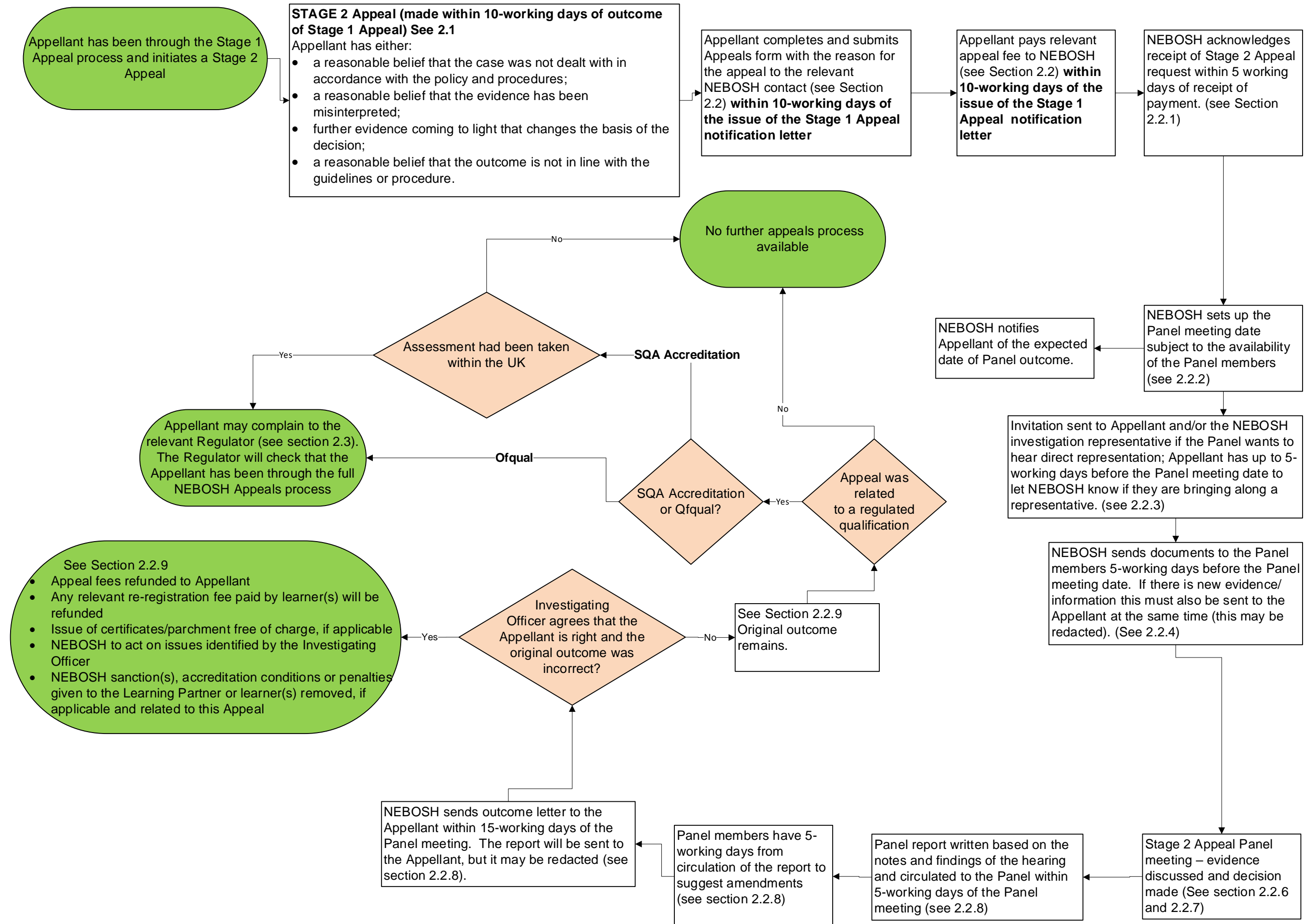
NEBOSH is registered under and complies with the Data Protection Act 2018 and UK General Data Protection Regulation 2016/679 (GDPR) (the “**Data Protection Law**”), as such it is required to collect data and process for the purposes covered in this policy. Consent must be given to process data of this type so a signed request form must be in place before processing.

Please click [here](#) to review more information on how we process your data, or visit [www.nebosh.org.uk](http://www.nebosh.org.uk) to read our privacy statement.

## 5. Document control

<b>Document reference</b>	<b>Q020</b>
<b>Business Unit</b>	<b>Delivery and Improvement</b>
<b>Areas</b>	<b>Learning Partner Quality, Operations, Reliability, Regulatory Compliance</b>
<b>Version</b>	<b>4a</b>
<b>Effective from</b>	<b>July 2023</b>
<b>Contact</b>	<b>Head (Regulatory Compliance)</b>
<b>Owner</b>	<b>Chief Operating Officer</b>

## Appendix 1: Appeals flowchart



## Introduction

Dear NEBOSH Student,

We understand that you might want to reach out to someone specific in our organisation or even to NEBOSH themselves.

Below, please find a contact list that we hope will assist you in this process.

Please note that SafetyCloud's policy is to reply to your emails within 1 working day.

Contact Description	Contact Details/Website Address
SafetyCloud Call Centre	+27 (0)87 330 3790
SafetyCloud Website	<a href="http://www.safetycloud.co.za">www.safetycloud.co.za</a>
SafetyCloud General Information	<a href="mailto:info@safetycloud.co.za">info@safetycloud.co.za</a>
General NEBOSH Queries at SafetyCloud	<a href="mailto:nebosh@safetycloud.co.za">nebosh@safetycloud.co.za</a>
NEBOSH Advisor at SafetyCloud	<a href="mailto:nebosh.advisor@safetycloud.co.za">nebosh.advisor@safetycloud.co.za</a>
SafetyCloud Webinar Assistance	<a href="mailto:online@safetycloud.co.za">online@safetycloud.co.za</a>
SafetyCloud E-Learning Assistance	<a href="mailto:online@safetycloud.co.za">online@safetycloud.co.za</a>
SafetyCloud Complaints	<a href="mailto:complaints@safetycloud.co.za">complaints@safetycloud.co.za</a>
Unethical Behaviour Reporting	<a href="http://www.whistleblowing.co.za/make-a-report-steps/">www.whistleblowing.co.za/make-a-report-steps/</a>
NEBOSH Website	<a href="http://www.nebosh.org.uk">www.nebosh.org.uk</a>
NEBOSH General Enquiries	+44 (0)116 263 4700
NEBOSH Health and Safety Management for Construction	
More information: NEBOSH Health and Safety Management for Construction	<a href="https://www.nebosh.org.uk/qualifications/health-and-safety-management-for-construction-international/">https://www.nebosh.org.uk/qualifications/health-and-safety-management-for-construction-international/</a>
Examinations: NEBOSH Health and Safety Management for Construction	<a href="https://www.nebosh.org.uk/qualifications/health-and-safety-management-for-construction-international/#examinations">https://www.nebosh.org.uk/qualifications/health-and-safety-management-for-construction-international/#examinations</a>
Resources: NEBOSH Health and Safety Management for Construction	<a href="https://www.nebosh.org.uk/qualifications/health-and-safety-management-for-construction-international/#resources">https://www.nebosh.org.uk/qualifications/health-and-safety-management-for-construction-international/#resources</a>
NEBOSH International General Certificate in Occupational Health and Safety	
More information: NEBOSH International General Certificate in Occupational Health and Safety	<a href="https://www.nebosh.org.uk/qualifications/international-general-certificate/">https://www.nebosh.org.uk/qualifications/international-general-certificate/</a>
Examinations: NEBOSH International General Certificate in Occupational Health and Safety	<a href="https://www.nebosh.org.uk/qualifications/international-general-certificate/#registration">https://www.nebosh.org.uk/qualifications/international-general-certificate/#registration</a>
Resources: NEBOSH International General Certificate in Occupational Health and Safety	<a href="https://www.nebosh.org.uk/qualifications/international-general-certificate/#resources">https://www.nebosh.org.uk/qualifications/international-general-certificate/#resources</a>
NEBOSH Environmental Management Certificate	

More information: NEBOSH Environmental Management Certificate	<a href="https://www.nebosh.org.uk/qualifications/environmental-management-certificate/">https://www.nebosh.org.uk/qualifications/environmental-management-certificate/</a>
Examinations: NEBOSH Environmental Management Certificate	<a href="https://www.nebosh.org.uk/qualifications/environmental-management-certificate/#assessments">https://www.nebosh.org.uk/qualifications/environmental-management-certificate/#assessments</a>
Resources: NEBOSH Environmental Management Certificate	<a href="https://www.nebosh.org.uk/qualifications/environmental-management-certificate/#resources">https://www.nebosh.org.uk/qualifications/environmental-management-certificate/#resources</a>

### SECTION ONE: JOINING INSTRUCTIONS AND LEARNER DETAILS

Dear NEBOSH student,

By registering for an assessment, you give express consent for NOSA to transfer your data; specifically your full name, address, email address, gender, and telephone contact details to NEBOSH for the purpose of registration, examination and certification of qualifications only. Your personal information will be processed and safeguarded in accordance with the NOSA Privacy Notice. NEBOSH also have a Privacy Statement available on their website detailing how they will process this data.

❖ Please complete one form per candidate. Please complete in BLOCK CAPITALS and ensure that all information is correct and legible.

TITLE (Mr/Mrs/Ms/Dr/etc.)					MALE/FEMALE							
SURNAME												
FIRST NAMES												
POSTAL ADDRESS									POSTAL CODE			
PHYSICAL ADDRESS									POSTAL CODE			
CERTIFICATE COLLECTION METHOD (select one)	COLLECT		COURIER		Please note that courier charges will apply if the courier option is selected.							
Please courier my certificate/s to the following physical address									POSTAL CODE			
COUNTRY OF RESIDENCE												
DATE OF BIRTH	d	d	m	m	y	y	y	y				
NATIONALITY									FIRST (HOME) LANGUAGE*			
ID/PASSPORT NO. (attach a copy)												
TELEPHONE NO.												
EMAIL ADDRESS												
COMPANY/PRIVATE – Mark with an 'X'. (If company, please complete Section Two)									COMPANY		PRIVATE	
If you have ever been registered as a NEBOSH candidate, for any course, please provide your student number												

\*If your first language is not English, NOSA will apply for a time extension and the use of a bilingual dictionary, on your behalf.

### SECTION TWO: COMPANY AND CONTACT PERSON DETAILS

COMPANY NAME												
COMPANY VAT NO.												
COMPANY CONTACT PERSON DETAILS												
NAME AND SURNAME												
POSITION												
TELEPHONE NUMBER												
EMAIL ADDRESS												
POSTAL ADDRESS									POSTAL CODE			



# NEBOSH CERTIFICATE COURSES

## Booking Form



Safetycloud

NOSA | SAMTRAC

### SECTION THREE: COURSE DETAILS

TICK THE RELEVANT OPTION	International General Certificate				International Construction Certificate				Certificate in Environmental Management								
TICK THE RELEVANT OPTION	Classroom				Webinar				E-Learning								
START AND END DATE	d	d	m	m	y	y	y	y	TO	d	d	m	m	y	y	y	y
EXAMINATION DATE	d	d	m	m	y	y	y	y									
EXAMINATION VENUE																	
Are you registering for an examination rewrite for this course? – Mark with an 'X' (If yes, complete Section Four)									NO				YES				

### SECTION FOUR: PREVIOUS EXAMINATIONS

List ALL names and dates of previous NEBOSH examinations that you have attended (including practical assessments) and indicate which examinations were passed (see example below).

NAMES OF PREVIOUS EXAMINATIONS	DATES OF PREVIOUS EXAMINATIONS								EXAMINATIONS PASSED
e.g. IGC 1,2 and 3	e.g. 16/02/2016								e.g. IGC 1 and 3
	d	d	m	m	y	y	y	y	
	d	d	m	m	y	y	y	y	
	d	d	m	m	y	y	y	y	
For which examinations are you registering for rewrites?									

### TERMS AND CONDITIONS

- The full fee shall be payable in the event of a cancellation or rescheduling made after the booking deadline.
- Once you are registered with NEBOSH UK, and you want to change exam and/or assignment dates/venues, funds are forfeited and you will have to book and pay again for the new date/venue.
- If a student is unable to attend an examination sitting for one of the reasons stated below, then the student or accredited course provider can make an application for a refund which must be made within 20 working days of the examination date (s) to which the absence refers:
  - If the student is ill or has medical grounds, supporting medical evidence must be supplied (for example a copy of a hospital admission or medical report)
  - If a member of the student's immediate family is ill or has medical grounds, again supporting medical evidence MUST be supplied (for example, a copy of a hospital admission or medical report)
  - Bereavement, funeral or inquest of a family member or close friend.
  - Service personnel who receive details after registration.
  - Other circumstances will be considered on a case-by-case basis.
- Please note refunds will NOT be considered for any of the following reasons:
  - Work commitments
  - Booking of holidays/ vacation or rearrangement of,
  - Family commitments e.g. weddings, educational reasons etc:
  - Other commitments e.g. diary changes, visit to town or workplace
- Cancellation must be done in writing, either by email or letter.
- NOSA will confirm the course date and time in writing to the email address provided. Training-booking Confirmations will only be sent once the proof of full payment or purchase order has been received.
- All training material and presentations are in English.
- Learners to provide OWN lunch.

### SIGNATURE AND BOOKING CONFIRMATION

**PLEASE NOTE: 50% of the payable amount should be paid on or before the booking deadline. The balance is to be paid before the first day of the course. NO EXCEPTIONS WILL BE MADE.**

SIGNATURE: (I have read and agree to all of the terms and conditions, as well as the "Joining Instructions" set out herein). I provide consent for my personal information to be processed and used for the purpose of administration of my course.		DATE:	
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# NEBOSH CERTIFICATE COURSES

## Booking Form



Safetycloud

NOSA | SAMTRAC

COMPANY PURCHASE ORDER NO.: (Please attach documentation)		
PAYMENT DETAILS		
ACCOUNT HOLDER:	NOSA (PTY) LTD	PLEASE EMAIL OR FAX PROOF OF PAYMENT TO <a href="mailto:info@safetycloud.co.za">info@safetycloud.co.za</a>  Contact number: 087 330 3790
BANK:	FIRST NATIONAL BANK	
BRANCH CODE:	254605	
ACCOUNT NO:	62084908965	
COMPANY VAT NO:	4290219783	
PAYMENT REFERENCE:	STUDENT NAME and NEBOSH	

FOR OFFICE USE ONLY									
Payment Method	Cash Deposit		EFT		Speed Point		Purchase Order		Other (specify)
PO No.							Date of Booking		
Payment Amount							Account No.		
Payment Date							Invoice No.		
RED No.							Sales Rep.		