

Learner Agreement

Learner information:

First name:

Suriname:

Full name:

Date Of Birth (DOB):

Nationality:

Mobile:

Email:

Gender:

Company

Address line:

Details of the training course:

Qualification : If Other Specify

Training type:



Please return completed form to : info@dhb-sudan.com or post to Sudan, Khartoum, Zubier Pasha street, Sudan shipping line tower, 2 floor.

NEBOSH IG - Pre-Course Guidance

NEBOSH IG - Syllabus:

IG 1	Why we should manage workplace health & safety
	How health & safety management systems work and what they look like
	Managing risk–understanding people & processes
	Health & safety monitoring & measuring
IG 2	Physical & psychological health
	Musculoskeletal health
	Chemical & biological agents
	General workplace issues
	Work equipment
	Fire
	Electricity

For additional information please visit:

<https://www.nebosh.org.uk/qualifications/international-general-certificate/#resources>

Entry Requirements:

There are no prerequisites for this NEBOSH IG. However, it is significant that learner (you) has a suitable standard of English language for the purpose of comprehend and articulate the conceptions accommodated in the syllabus. NEBOSH recommends that learner engaging in NEBOSH IG qualification should reach a minimum standard of English equivalent to an International English Language Testing System (IELTS) score of 6.0 or higher in IELTS tests.

For additional information please see the latest version of the IELTS Handbook or consult the IELTS Website.

<https://www.nebosh.org.uk/qualifications/international-general-certificate/>

<https://www.ielts.org/info-pages/contact-us>

If you have any inquires about these criteria please feel free to contact us on:

+249915443254

+249120006760

+249120006761

info@dhb-sudan.com



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NEBOSH IG Course Duration:

Training Type	Days	Hrs /day
Full-Time	14	4
Part-Time	Spread over 10 weeks	4

Assessment is a two-step process:

NEBOSH - IG1	Open Book Examination (OBE)
NEBOSH - IG2	Practical risk assessment

For additional information please visit:

- <https://www.nebosh.org.uk/qualifications/international-general-certificate/>
- <https://www.nebosh.org.uk/qualifications/international-general-certificate/#resources>
- <https://www.nebosh.org.uk/policies-and-procedures/>

Languages available:

NEBOSH available in six languages:

English, Arabic, French, Portuguese (European), Russian, Spanish (European) and Turkish

Mode of Study:

Face2Face (Classroom)

Online session (Zoom/Google meet).

Qualification Achievement:

NEBOSH IGC has 2 unit assessments (IG1 &IG2); learner (you) must accomplish a 'Pass' in both units.

Learner (you) registration in NEBOSH IG qualification lasting for 5 years, which begins from declaration date (the date when the Learner's (you) passed your first successful unit).

Beyond 5+ years old learner must retake the **all** exams again.



Re-sitting unit(s):

You may re-sit a unit assessment if:

- Learner got pass in one unit and failed to complete the qualification with 5 years from declaration date.
- Learner get 'Referred' (means don't pass); or
- Learner wants to enhancing his/her grade.



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- There is endlessly you can re-sit unit(s) within the five-year period.

Professional recognition:

Learner has NEBOSH IG is entitled to: Associate Membership (AIOSH) in IOSH. NEBOSH IG also meets the academic requirements for Technical Membership (Tech IOSH) of IOSH.

For additional information:

<https://www.nebosh.org.uk/qualifications/international-general-certificate/#recognition-accreditation>

Examination Dates:

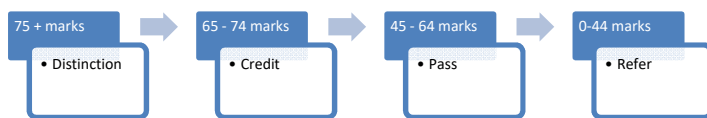
For NEBOSH IG examination dates the following dates for OBEs:

<https://www.nebosh.org.uk/qualifications/international-general-certificate/#registration>

Examination Results:

The assessments results will be released within 50 working days from the examination date or assignment's submission.

Qualification grades:



Other NEBOSH Qualifications:



For additional information please visits:

<https://www.nebosh.org.uk/qualifications/international-general-certificate/#page>

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

Who DHBTC?

DHBTC is the legal Sudanese Company (#14315) and **DHBTC accredited for NEBOSH International General Certificate in Occupational Health and Safety (IGC) (#)** and IOSH Managing Safely (V5.0)-(#4653).

What DHBTC do?

DHBTC deliver dedicated occupational health, safety & Environment qualifications with international certifications for all industries. At DHBTC we aim to actively support our customer's progression in these areas, through highly competent staff, Trainers and consultants.



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What DHBTC offer?

DHBTC oriented to our customers any information regarding occupational health, safety & Environment qualifications that we deliver with international certifications.

Where's our location?

DHBTC headquarter: Sudan, Khartoum, Downtown, West of ministry of Justice, Sudan shipping Line Ltd, Second Floor.

For the map of our location [click here](#).

DHBTC opening hours

Working hours

Sunday - Thursday, 9:00am – 4:00pm.

We are open the whole year, except national holidays.

•Phones/Whatsapp:

+249915443254 / +249120006760

+249127182462 / +249120006761

•E-mail: info@dhb-sudan.com

What should you expect from DHBTC?

- Providing, maintaining & promoting suitable and sufficient training facilities e.g. training room plus welfare facilities included but limited to access to drinking water.
- Appointing highly competent staff & trainers to deliver training sessions.
- Appointing highly competent learning advisers to guide and facilitate to the learners passing assessments.
- Deliver and complete courses align of NEBOSH syllabus.
- Appointing learning adviser to support learners with learning advices before, during and post training session(s).
- Response to learners enquires whether by physical contact or E-mail or telephone throughout normal working days from 9.00AM - 4.00 PM.

Learner Responsibilities:

- Attending all sessions on time and regularly.
- Be prepared for sessions with all required resources.
- Actively involved in training process.



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- Completing mind-maps & homework assignments.
- Arranging his/her time well during the courses.
- Regular preparation (reading) during course.
- Try to do their best as much as possible.
- Raise any technical and general inquiries to trainers, administration, and staff through defined formal channels.

What quality are the DHBTC services provided?

DHBTC staff & Trainers are highly competent in administration and occupational health, safety and environmental training and consultation.

Learner can check DHBTC accreditation through –official Nebosh website, where to study (Select Qualification: NEBOSH IG1, IG2/ Country: Sudan, then search).

Please visit the following link <https://portal.nebosh.org.uk/Studying/default.asp?cref=3&ct=2>

We at DHBTC we highly appreciated and value the customer's trust you are putting in our training services and consultation services.

At any time, any where we at DHBTC we are very welcome feedback & suggestions for continual improvement. You can leave us feedback at:

•Phone: +249915443254/ +249127182462

Facebook: <https://www.facebook.com/BHD-Training-and-Consulting-108620051558086>

LinkedIn: <https://www.linkedin.com/in/dhb-training-and-consulting-390aa4210/>

•Email: info@dhb-sudan.com

Terms & Conditions

Bookings & Payments

- Learner's registration with DHBTC mean learner accepts terms & conditions of both DHBTC and awarding bodies.
- DHBTC will not accept unconfirmed booking e.g. unpaid course or/and exam fees.
- DHBTC course(s) fees are subject to Tax applied in Sudan.
- DHBTC course fees will not include additional examination registration & exam(s) fees unless determined.

Additional Fees:

- Any additional fees may charged to learner included but limited to fees applied for re-mark(s), re-sit/re-submit fees, certificates replacement, correcting wrong name for released certificates, registration fees, couriers, bank or money transfer agencies, renewal fees and



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further administrative fee which may not be put in your contract with DHBTC or the Awarding Body(s).

- * All exam(s) fees expire after 1 year and 6 months (16 Months) if not used, which begins from date of registering with DHBTC.
- Paid exam(s) fee can't shift to another person under any circumstances at all.

Transfer & Cancellations

- Learner enrolled with DHBTC has right to cancel enrollment or transfer to another learning partner during valid registration period (1 year and 6 months*).
- Cancellation, transfer and refund request made accepted only via writing to: info@dhb-sudan.com or post to DHBTC Office: Sudan, Khartoum, Downtown, West of Ministry of Justice, Zubier Pasha St, Sudan Shipping Line Ltd, Second Floor.
- DHBTC will accept verbal or phone calls for Cancellation, transfer and refund request under any circumstances at all.
- **DHBTC Refund policy:**



- Above mentioned refunding percentages only including DHBTC fees.
- Awarding body(s) e.g. NEBOSH if paid is non-refundable, except under circumstances determined by NEBOSH refund policy and procedure, and refund percentage determined by NEBOSH. For further information about NEBOSH refund policy and procedures, please visit the: <https://www.nebosh.org.uk/policies-and-procedures/refunds-policy-and-procedure/>
- All refunds request must be claimed within one month (number of days depend on **current** month days number either 28 or 29 or 30 or 31) following the examination(s) date.
- According to Sudanese standards working days, DHBTC has 5 working days per week from Sunday- Thursday, (working days exclude Friday and Saturday).
- In case of learner paid fees by Credit or Debit Card or via any Sudanese Mobile Applications e.g. Bankak (online) and want to cancel during valid registration period with DHBTC, the learner will be subject to a 5% administration fee if a refund is given from the total amount paid.
- DHBTC has right to change-postpone/cancel face2face/online session without prior learner notice. If the change from DHBTC, learner has right of 100% refund for all paid fees.

Deferments:

- Learner can defer a course to another date, without any additional charge, if written notice provided to DHBTC before registration with awarding body.



Please return completed form to : info@dhb-sudan.com or post to Sudan, Khartoum, Zubier Pasha street, Sudan shipping line tower, 2 floor.

- Once learner registered with awarding body no long can defer a course under any circumstances, and learner will pay additional re-sit fees or re-submit.

Learner Absence:

- DHBTC expected that learners attain their training course(s) therefore,
- DHBTC will conduct learner investigation, who absent for 3 lectures in order to figure out absenteeism reason(s).
- If investigation concluded with reasonable absenteeism reason(s), DHBTC has right either to revise or not revise for learner the lecture(s) that learner were absences.
- If investigation concluded with unreasonable absenteeism reason(s), DHBTC has right to cancel learner registration or/and not revise for the absent student lessons.

Complaints Procedure & form:

- **Before**, send your complaint(s) to awarding body, it is **important** to raise complaint(s) to DHBTC firstly for delivered training services regarding training facilities, training delivery methods, Trainer and DHB Staff.
- Please don't hesitate to share your complaint(s) with DHBTC to conduct an investigation.
- To raise written complaint download DHBTC's complaints and appeals procedure record/template from our formal website (download button).
- And send it info@dhb-sudan.com or post to DHBTC, Sudan- Khartoum- Downtown- West Ministry of Justice, Zubier Pasha St- Sudan shipping line ltd tower- Second floor.

Learner physical and or verbal abuse:

- It totally unacceptable under any circumstances violence and bullying for DHBTC staff.
- An investigation will be conducted for any violence and bullying incident
- According to investigation result DHBTC take action(s) against the learner
- Actions may include learner enrolment termination
- In this case zero refund will be introduced to learner

Learner's Data

- DHBTC handle learner's personal data carefully and seriously.
- DHBTC will gather Learner's data to process learner's administrative issues such as registration, refunding.
- DHBTC Will not disclosures learner's data under any circumstances for unauthorized person(s).
- DHBTC will destroy learner's data
- in two cases:

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- After passage of 5 years from registration regardless learner completion of qualification.
- Learner sends a written request for DHBTC via formal DHBTC communications channel(s) to destroy data.
- Please feel free if you have any question regarding data protection, immediately contact DHBTC via training.dhb@gmail.com
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- Intellectual Property Rights (IPR):
- All study materials/notes, mind maps, will subject to copyright, therefore learner has no right to reproduce, share, and copy any information prior approval from DHBTC and/or related third-party.
- Data Quality
- We at DHBTC are committed to provide a high training quality regarding accurate & update information on our official website and/or social media.
- In case of finding inaccurate or outdated information please immediately inform us by e-mail at info@dhb-sudan.com. Or post to DHBTC, Sudan- Khartoum- Downtown-West Ministry of Justice, Zubier Pasha St- Sudan shipping line ltd tower- Second floor.
- Further information:
- Please visit NEBOSH &IOSH websites:
<https://www.nebosh.org.uk/policies-and-procedures/>
<https://www.iosh.co.uk/Terms-of-use.aspx>



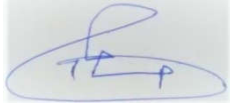
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Contract's Parties

DHBTC
Sudan, Downtown,
West ministry of Justice,
Zubier Pasha St,
Sudan Shipping Line tower,
Second Floor.

General Manager
Dr. Hassan Babiker

Signature:



I (Learner Name):

Endorse I attend Face2Face/Online/phone an induction session explaining this terms & conditions; and I'm hereby to conform I fully understanding & accepting all this terms & conditions. (for online, form completed online and send by email from learner partner expect your acceptance email response within 2 days from the day you receive an email, if you don't response, that mean you accepts it by default.

Learner Signature:

Date



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