



PUKAPUKA ĀKONGA LEARNER HANDBOOK

IMPAC NEBOSH International General
Certificate in Occupational Health and Safety



**LEARNING
PARTNER**

GOLD

685

A photograph of a woman with dark hair, smiling and looking towards the right. She is wearing a dark blazer over a white top. In the background, other people are seated at a table, and the setting appears to be a professional meeting or conference. A blue rectangular box is overlaid on the top right of the image, containing text.

E kore e mutu te ako

Learning is a journey
not a destination

+IMPAC

CONTENTS

AN OVERVIEW OF IMPAC	2
<i>NEBOSH Learning Partner Audit</i>	3
COURSE OVERVIEW	4
<i>Example of Course Structure</i>	5
<i>Tutor Support</i>	6
<i>Resources Available for Learners</i>	6
FINANCIAL COMMITMENTS	6
<i>IMPAC's Cancellation Policy</i>	7
PERSONAL INFORMATION	7
NEBOSH LEARNER TERMS AND CONDITIONS	7
APPEALS OF RESULTS	7
COMPLAINTS PROCEDURES	8
<i>Make a complaint about IMPAC</i>	10
<i>Confidentiality of Grievances</i>	10
MALPRACTICE	11
MISCONDUCT IS A DISCIPLINARY OFFENCE	12
<i>Disciplinary Action</i>	12
Learner Wellbeing	14
<i>Health and Safety</i>	14
<i>COVID-19 Vaccination Policy</i>	14
<i>Learner Health & Safety Briefings</i>	14
<i>First Aid</i>	14
<i>Drugs, Alcohol and Articles Considered Dangerous</i>	14
<i>Smoke Free Workplace Smoking Policy</i>	15
<i>Personal Protective Equipment (PPE)</i>	15
<i>Breaks</i>	15
<i>Sensitive Course Material</i>	15
CONTACT DETAILS	16

AN OVERVIEW OF IMPAC

IMPAC is an **Incorporated Limited Liability Company (977706)** registered 16 September 1999 under the provisions of the Companies Act 1993.

IMPAC has been a **NZQA registered Private Training Enterprise (PTE)** since 2000 and a **category one PTE**.

IMPAC is New Zealand's leading health and safety solutions provider – we take the time to understand our clients' health and safety requirements and work with them to diagnose, recommend and deliver relevant, practical solutions, including:

- + **A comprehensive training portfolio** and the only NZ based NEBOSH Gold Status Learning Partner
- + **Innovative, locally developed** health and safety IT management and analytics systems
- + **PREQUAL** contractor pre-qualification programme
- + A team of **highly experienced and qualified consultants** who help guide health and safety leadership and solutions in organisations across the country.





Recognising **people** are an organisation's greatest strength, our goal at IMPAC is to ensure **everyone gets home safe from work every day.**

NEBOSH Learning Partner Audit

NEBOSH (The National Examination Board in Occupational Safety and Health) is an awarding body with charitable status. NEBOSH offer a comprehensive range of globally-recognised qualifications designed to meet the health, safety and environmental management needs of all places of work.

NEBOSH conducts a learning partner audit every three years with IMPAC. The purpose of this audit is to ensure that learning partners like IMPAC continues to meet the NEBOSH learning excellence principles and standards of their accreditation status.

The NEBOSH learning excellence principles are:

- + **Principle 1** - Ensure all learners understand what is expected of them and what they can expect from their Learning Provider
- + **Principle 2** - Create a learning environment that is engaging and encourages interaction that is appropriate for the course and type of delivery

- + **Principle 3** - Provide accurate course materials and continually update and improve them
- + **Principle 4** - Ensure tutors are qualified, knowledgeable, competent and engaging
- + **Principle 5** - Give learners feedback on their progress and provide appropriate support
- + **Principle 6** - Review course delivery and learner feedback and action as necessary

NEBOSH awarded IMPAC gold accreditation when the NEBOSH learning partners programme was established in 2019. Our most recent audits have found that IMPAC continues to be operating at the gold standard.

COURSE OVERVIEW

IMPAC offers the NEBOSH International General Certificate in Occupational Health and Safety course in a block course format. Block courses offer learners the advantages of trainer led learning, self-directed revision and interaction with other learners.

Qualification	NEBOSH International General Certificate in Occupational Health and Safety
Duration	10 days (2 x 5 day block courses) + a 24 hour exam and practical project
Learning Hours	112 Hours (minimum)
Learners commitment	<p>IMPAC expects learners enrolled in this course to:</p> <ul style="list-style-type: none">+ Attend two block courses of 5 days with 80 hours of direct learning and not take phone calls (unless an emergency) or answer emails during the tutor led sessions.+ 2 hours daily of revision and practice assessments during block course weeks+ 20 hours of self-direct revision and practice between the block courses+ 10 hours of self-directed revision and practice prior to the examination <p>If a learner misses more than 2 days during the two block course weeks they will be unable to sit the assessments and need to be rescheduled for a later course.</p>
Pre-Requisites	<p>Learners enrolling in this course must have a working knowledge of health and safety equivalent to a NZQA Level 3 qualification.</p> <p>It is recommended by IMPAC that learners have equivalent to an International English Language Testing System score of 6.0 or higher in IELTS tests</p>
Course Fees	<p>\$5950 + GST*</p> <p><i>*Please note for assessment resubmission/resits the fee is \$400 + GST per resubmission/resit.</i></p>
Unit Prefixes, Titles and Element Content	<ul style="list-style-type: none">+ Unit IG1: Management of Health and Safety<ul style="list-style-type: none">+ Element 1: Why we should manage workplace health and safety+ Element 2: How health and safety management systems work and what they look like+ Element 3: Managing risk - understanding people and processes+ Element 4: Health and safety monitoring and measuring+ Unit IG2: Risk Assessment<ul style="list-style-type: none">+ Element 5: Physical and psychological health+ Element 6: Musculoskeletal health+ Element 7: Chemical and biological agents+ Element 8: General workplace issues+ Element 9: Work equipment+ Element 10: Fire+ Element 11: Electricity <p><i>Element 1.1, 1.2 and 3.4 of the syllabus will also be assessed by the practical assessment (Unit IG2).</i></p>



Assessment	Unit	Assignment Type	Assessment Time	Pass marks
	Unit IG1	Open Book Exam	4 hours (approx.)	Notional 45%
	Unit IG2	Practical Assessment	3 hours (approx.)	Notional 45%

Example of IMPAC course structure

Monday

Tuesday

Wednesday

Thursday

Friday

WEEK 1 OF BLOCK COURSE

WEEK 2 OF BLOCK COURSE

IG1 EXAM
(24 HOUR WINDOW)

**IG2 SUBMISSION
DUE DATE**

**CLOSING INTERVIEW WITH IMPAC TUTOR
DURING THIS TIME PERIOD.**



SELF-DIRECTED REVISION



SELF-DIRECTED REVISION AND PROJECT COMPLETION



Tutor Support

IMPAC tutors provide support to learners through:

- + One-on-one conversations and discussions during the block course
- + Feedback on group activities
- + Feedback on individual activities including practice assessments

Learners can ask for advice and clarification of course content while you study. Tutors can also help you to plan your study and to set goals.

Resources Available for Learners

IMPAC's learners will be provided access and/or physical copies of a range of resources including:

- + Access to IMPAC's digital reference library
- + Physical resources including a NEBOSH approved textbook

FINANCIAL COMMITMENTS

As learners can enrol in each unit in this qualification over an extended period, they are not required to pay the entire qualification fees in advance. Instead, learners will be required to pay the individual unit fees before commencing the unit.

What is included in the course fees?

- + 2 block courses of 5 days training with an IMPAC tutor with morning tea and lunch provided by IMPAC.
- + Access to IMPAC's digital reference library
- + Physical resources including a NEBOSH approved textbook
- + Tutor and administrative support
- + Learner's first assessment registration for each unit

What is not included in the programme fees?

- + Resit registration fees for assessments
- + Travel and accommodation costs
- + Other NEBOSH fees for example enquiry about results appeals costs, replacement certificate and parchment fees.



IMPAC's cancellation policy

For IMPAC's latest cancellation policy please go to the below webpage:

<https://impac.co.nz/training/training-cancellation-policy/>

PERSONAL INFORMATION

Please note your personal information including your full name, gender, date of birth and mobile phone number is required to identify your record of learning in the databases of IMPAC, and NEBOSH. This information is shared with NEBOSH and NZQA for statistical and reporting purposes.

All responses to our questions asking for vaccination status at the time of signing in at our office or site will be securely stored within IMPAC's training or visitor registration systems, but no medical documentation or verification of vaccination is stored.

Learners response information is available to limited IMPAC staff only as is relevant and specific to the learners presence at our office or site. This information will not be shared with any third party.

NEBOSH LEARNER TERMS AND CONDITIONS

NEBOSH has general conditions for learners completing their qualifications. To read NEBOSH's Learner Terms and Conditions please go to the following website:
<https://www.nebosh.org.uk/policies-and-procedures/learner-terms-and-conditions/>

APPEALS OF RESULTS

NEBOSH supports the right of Learners to enquire about a result, to appeal against the outcome of that enquiry and has procedures to ensure that such enquiries and appeals are dealt with in a thorough and equitable manner.

If a learner believes that their result does not match their reasonable expectations, an Enquiry About Result (EAR) must be submitted by the EAR closing date, which is 20 working days from the results notification date of their examination.

For more information about NEBOSH's Enquiry About Results policy please go to the following website:
<https://www.nebosh.org.uk/policies-and-procedures/enquiries-about-results-ears/>

COMPLAINTS PROCEDURES

IMPAC aims to assist all learners to resolve any complaints, disputes and grievances as quickly and efficiently as possible. All learners are entitled to a fair hearing. To ensure this happens, you may follow the steps outlined in the following procedure:

If you are having problems with another person (learner):

- 1 Firstly, try to sort the problem out with the person concerned.
- 2 If the problem is not resolved, then approach your Trainer who will try to assist you to resolve the problem.
- 3 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Trainer within 10 working days of the cause of complaint or grievance stating fully the matter for concern.
- 4 The Trainer shall reply formally in a written reply within seven days, with the decision to assist you to resolve the problem.

For cases where complainant is not satisfied with the above:

- 1 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing within seven days of the receipt of written reply from Trainer, to the Head of Training enclosing both the original letter of complaint to the Trainer and the latter's response.
- 2 The Head of Training shall consult appropriately. Both parties shall be informed of the decision in writing within 10 working days.
- 3 You may request a meeting with the Head of Training after lodging a formal complaint in writing. A support person may accompany you. The Head of Training will assess the situation and take necessary action to resolve the problem.

For cases where a complaint is still not resolved satisfactorily:

You may lodge a formal complaint in writing with NEBOSH. To raise a complaint please e-mail complaints@nebosh.org.uk.

For more information about NEBOSH's complaint process please go to the following website:
<https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure/>

If you have a concern or complaint regarding your course or course Trainer:

- 1 Approach your Trainer who will try to assist you to resolve the problem.
- 2 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Head of Training within seven days of the cause of complaint or grievance stating fully the matter for concern.
- 3 The Head of Training shall consult appropriately. Both parties shall be informed of the decision in writing within seven days.
- 4 You may request a meeting with the Head of Training after lodging a formal complaint in writing. A support person may accompany you. The Head of Training will assess the situation and take necessary action to resolve the problem.

If a third-party has a concern or complaint about IMPAC:

- 1 Please contact IMPAC's training team (training@impac.co.nz or 0800 246 722) to discuss your concern or complaint.
- 2 If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to the Head of Training within seven days of the cause of complaint or grievance stating fully the matter for concern.
- 3 The Head of Training shall consult appropriately. Both parties shall be informed of the decision in writing within seven days.
- 4 You may request a meeting with the Head of Training after lodging a formal complaint in writing. A support person may accompany you. The Head of Training will assess the situation and take necessary action to resolve the problem and ensure continuous improvement.

For cases where a complaint is still not resolved satisfactorily:

You may lodge a formal complaint in writing with NEBOSH. To raise a complaint please e-mail complaints@nebosh.org.uk.

For more information about NEBOSH's complaint process please go to the following website:
<https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure/>



Make a complaint about IMPAC

If you have a complaint about IMPAC, you should use the procedure outlined on the previous pages in the first instance. If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing to NEBOSH.

To raise a complaint please e-mail
complaints@nebosh.org.uk.

For more information about NEBOSH's complaint process please go to the following website:

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

It is your responsibility to discuss any grievances with personnel from IMPAC before you take these grievances outside the organisation. After you have been given an opportunity to express your concerns, a plan will be developed to deal with the issue, in consultation with you. All discussions will be documented, and you will have access to this documentation.

Confidentiality of Grievances

To protect the complainant their concerns will be handled in the strictest confidence and, if necessary, they will be referred to expert help outside the organisation. No information or documentation they have provided will be handed over to an outside organisation without their permission. The lodging of a grievance will not affect a student's ability to continue studying, or receiving other services they are eligible to from the organisation.



MALPRACTICE

NEBOSH and IMPAC are committed to fair assessment, supporting access and equality of opportunity for all learners, while safeguarding the integrity of NEBOSH qualifications. NEBOSH and IMPAC therefore takes any allegations of malpractice on the part of learners incredibly seriously.

Learner malpractice' means malpractice by a learner in the course of any examination or assessment, including the preparation and authentication of any controlled assessments, the presentation of any practical work and the writing of any question paper response.

Examples of Learner malpractice include:

- + The alteration or falsification of any document issued by NEBOSH, including certificates
- + Copying from another learner
- + Allowing work to be copied, e.g. posting on social networking sites prior to an examination/assessment
- + Making a false declaration of authenticity in relation to the authorship of controlled assessments;
- + Plagiarism: unacknowledged or excessive copying from published sources (including the internet) or incomplete referencing.

- + Contacting any other person for assistance during an open book examination/digital assessment period;
- + Offering assistance to other learners in connection with open book examinations/digital assessments;
- + Asking for assistance from any other individual in connection with open book examinations/digital assessments;
- + Posting or sharing any content on social media or messaging groups that could undermine the integrity of an open book examination/digital assessment.

If a learner engages in malpractice, they will be liable to disciplinary action including sanctions and penalties by NEBOSH and IMPAC.

For more information about NEBOSH's malpractice policy please go to the following website:
<https://www.nebosh.org.uk/policies-and-procedures/malpractice-policy-and-procedures/>

MISCONDUCT IS A DISCIPLINARY OFFENCE

Misconduct of a Learner is any behaviour which:

- + Disrupts the learning of others
- + Prevents staff members from performing their duties
- + Endangers the health and safety of staff or learners/trainees
- + Interferes with the conduct of IMPAC operations

Misconduct is a disciplinary offence and includes but is not limited to:

- 1 Wilfully obstructing or disrupting any IMPAC meeting, activity, class or assessment.
- 2 Wilfully carrying out behaviour that may be detrimental to the health and safety of other learners/trainees or staff.
- 3 Any form of harassment, whether based on gender, race, age, sexual preference or religious belief.
- 4 Wilfully damaging, or wrongfully dealing with, any of IMPAC's property or the property within premises under the control of IMPAC.
- 5 Assaulting or attempting to assault any person within IMPAC.
- 6 Drunken and disorderly behaviour on premises under the control of IMPAC.
- 7 Cheating and plagiarism.
- 8 Making a false representation as to a matter affecting learner/trainee status.
- 9 Breach of any rules relating to conduct of assessment.
- 10 Any indictable offence which impinges on IMPAC operations.
- 11 Possession of prohibited or dangerous articles.
- 12 Breaching Workplace Health & Safety responsibilities.

DISCIPLINARY ACTION

Disciplinary action will be taken and you may be penalised if you act in a way contrary to the learner rules as set out by IMPAC and NEBOSH. You can appeal against certain penalties. (Refer to the relevant Complaint Procedure and/or Appeal Procedure) Your penalty might then be reduced, removed, or increased.

Consequences of Misconduct

First Offence - In the first instance (a first offence), a verbal warning shall be issued, and counselling shall be provided to the learner advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and the learner receiving the disciplinary action and this record shall be placed in the learner file.

Second Offence - A Formal written warning will be issued to the learner advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a Third time.

A record of this written warning shall be documented, dated and signed by the Head of Training, the person issuing the warning/counselling and also the learner receiving the disciplinary action and this record shall be placed in the learner file.

Third Offence - A third offence will result in the removal of academic privileges by IMPAC. The learner will be advised of the time to attend a meeting with the Head of Training and the person issuing the disciplinary action.

The learner will be provided with the reason for this disciplinary action in writing, and any comments the learner makes in relation to the misconduct should be documented.

A copy of this record shall be dated and signed by the Head of Training, the person issuing the disciplinary action and the learner receiving the disciplinary action and this record shall be placed in the learner file.

If the learner has acted in, or engaged in any 'Serious Misconduct' the following steps shall be taken:

- 1 The learner shall be immediately suspended for 24 hours from attendance at class.
- 2 The Trainer shall advise the Head of Training immediately and provide a written statement, which details the circumstance of the learner suspension.
- 3 The learner will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Head of Training.
- 4 The learner will be provided with the reason for this disciplinary action in writing, and any comments the learner makes in relation to the misconduct, along with the disciplinary action taken as a result, should be documented. A copy of this record shall be dated and signed by the Head of Training, the person issuing the disciplinary action and the learner.
- 5 The learner receiving the disciplinary action and this record shall be placed in the learner file.
- 6 The learner shall also be advised in relation to their right of appeal against certain penalties.
- 7 The Head of Training shall give the learner a reasonable opportunity to be heard in relation to the misconduct and may then either:
 - a Modify or dismiss the charge.
 - b Reprimand and warn the learner/trainee against repetition of the breach of discipline.
 - c Suspend the learner/trainee for a period not exceeding 14 days, which shall include any period of suspension.
 - d Remove Academic Privilege and Learner from the course.

HEALTH AND SAFETY

Your Trainer and all persons directing the work of others will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm to persons in their area of control or operation and take prompt action to remove or control, or alternatively report them to another person who has the authority and capability to do so. Trainers/assessors, may delegate safety duties or activities to others, but responsibility remains with them.

Students must take care of their own health and safety and that of their fellow students to the extent of their capability. This means that the students have obligations under workplace health and safety legislation relevant to their jurisdiction including:

- + Students should always act in a manner which protects the health and safety of themselves or any other person while at a course being run by IMPAC
- + Students must carry out safety directions given by members of IMPAC
- + Students must follow all safety rules, procedures and instructions of Trainers, supervisor or any other management person/s involved during their day to day training activities
- + Students should always respect anything provided in the interests of health and safety at IMPAC

NOTE: Students who do not comply with these legal requirements may be committing offences against workplace health and safety legislation relevant to their jurisdiction, which may expose them to civil and/or criminal penalties. Such persons are also in breach of the Student Rules and can face disciplinary action.

Health & Safety Policy

The Health and Safety Policy of IMPAC aims to protect students and others at our workplace or training venues from work-caused injury and ill health and complies with all relevant safety legislation, codes of practice and standards.

Student Health & Safety Briefings

Students will receive a health & safety briefing from the Trainer at the start of the course and prior to any practical activities that may be included in the course.

First Aid

IMPAC recognises that in accordance with Occupational Health and Safety Legislation it has a responsibility to provide first aid assistance to staff and students who sustain an injury while on premises where IMPAC has organised training delivery or the premises supplied by the host employer.

To achieve these responsibilities, IMPAC shall, as far as is reasonably practicable

- + Ensure first aiders are available on site
- + Advise emergency/evacuation procedures

IMPAC'S Unwell Student Policy

If an attendee is (or appears) unwell on the day of training, the IMPAC trainer reserves the right to ask the attendee to leave. The attendee will then be contacted by IMPAC and rescheduled onto another course at no penalty.

COVID-19 Vaccination Policy

IMPAC has a Covid-19 Vaccination Policy that will come into effect if Public Health Guidelines change.

For more information about IMPAC's COVID-19 Vaccination Policy please go to the below webpage:

<https://impac.co.nz/training/vaccination-policy/>

Personal Presentation and Personal Protective Equipment (PPE)

IMPAC has a duty of care to all participants, students, staff and visitors to ensure their safety and welfare. For personal presentation, participants are required to wear appropriate casual attire for any scheduled training session. Covered footwear is essential for some courses as notified in the registration confirmation information. Failure to comply will result in the participant being asked to leave and return at another time.

For programmes that include practical demonstrations and practice the appropriate attire and PPE must be worn. The registration confirmation information will identify this. You may be required to:

- + Wear steel cap boots
- + Bring your own hard hats, ear protection, high visibility vest and wet weather gear
- + Bring your own gloves

Smoke Free Workplace Smoking Policy

It is IMPAC's policy to adhere to the Health and Safety in Employment Act and Smoke-free Environments Act and Associated Regulations.

Drugs, Alcohol and Articles Considered Dangerous

IMPAC prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course or workshop being run by IMPAC. Training will not be delivered to students who are deemed by an IMPAC representative to be under the influence of alcohol or drugs.

If a student was under the influence of alcohol or drug, this would be serious misconduct and the penalties range from exclusion from IMPAC courses for a period of time, to 'Removal of Academic Privilege'.

Breaks

Breaks are provided for morning/afternoon tea and lunch. We will provide the refreshments for our public courses but there may be some in-house courses where it is recommended that you bring your own morning/afternoon tea and lunch, as this is not provided. The registration confirmation information will identify this.

Sensitive Course Material

IMPAC endeavours to minimise the use of sensitive material. Some of the material used on courses may cause distress because these may depict real situations. If you are upset by the material, please talk to your Trainer. Your Trainer is trained to help and can recommend support agencies for further assistance.



+IMPAC

CONTACT DETAILS

Our team can be contacted by phone, email, or mail or in person at our offices.

Please do not hesitate to contact us if you have any questions about any aspect of your training.

0800 246 722

training@impac.co.nz

www.impac.co.nz