



RISK MANAGER
CONSULTING
PREQUAL
TRAINING
VRCOMPETENCY
TALENTBANK
SAFEWORX



LEARNER HANDBOOK

PUKAPUKA ĀKONGA

NEBOSH INTERNATIONAL GENERAL CERTIFICATE
IN OCCUPATIONAL HEALTH AND SAFETY



**LEARNING
PARTNER**

GOLD 685

A woman with dark hair pulled back, wearing a dark blazer, is smiling and looking towards the right. She is in a meeting room with other people blurred in the background. A blue box with white text is overlaid on the top right, and another blue box with white text is in the bottom left corner.

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 IMPAC course structure</i>	5
TUTOR SUPPORT	6
RESOURCES AVAILABLE FOR LEARNERS	6
FINANCIAL COMMITMENTS	6
STUDENT'S PERSONAL INFORMATION, RECORDS AND PRIVACY	7
HEALTH AND SAFETY	8
<i>Health & Safety Policy</i>	8
<i>First Aid</i>	8
<i>IMPAC'S Unwell Student Policy</i>	8
<i>Personal Presentation and Personal Protective Equipment (PPE)</i>	9
<i>Smoke Free Workplace Smoking Policy</i>	9
<i>Drugs, Alcohol and Articles Considered Dangerous</i>	9
<i>Breaks</i>	9
<i>Sensitive Course Material</i>	9
<i>Malpractice</i>	10
<i>Misconduct is a Disciplinary Offence</i>	11
<i>Disciplinary Action</i>	11
DISPUTES AND COMPLAINTS	13
<i>Disputes</i>	13
<i>Confidentiality of Grievances</i>	13
<i>Make a complaint about IMPAC</i>	13
<i>Complaints Procedures</i>	14

AN OVERVIEW OF IMPAC

IMPAC is Aotearoa's (New Zealand) leading full service health and safety solution provider – we are dedicated to building on the passion, knowledge and leadership and commitment to health and safety excellence.

Our Ambition

Everyone gets home from work to their loved ones, safe and well.

Tō mātou hiahia

Ka hoki haumaruru atu, ora atu ngā tāngata katoa i te mahi ki ō rātou whānau.

Our purpose:

Preventing serious harm happening to people as a consequence of work.

Tā mātou kaupapa

Te kaupapa i te pānga o te tangata ki ngā whakatūrorotanga nui nā te mahi.

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.

IMPAC is an **IOSH approved training provider** and is the only New Zealand based **NEBOSH Gold Status Learning Partner**.

IMPAC takes 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 high quality training portfolio** that offers a range of competency based training and assessment programmes that provide:
 - a Solutions for individuals that are interested in learning new skills, upgrading existing skills and gaining recognised qualifications
 - b Solutions for employers wishing to improve or maintain employee's qualifications and compliance with New Zealand Legislative and Regulatory requirements.
- + **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.
- + A **comprehensive product range** for **safety equipment** and supply services from **world leading** manufacturers.
- + **TalentBank** - a recruitment service connecting Health and Safety professionals with organisations.

To view IMPAC's full range of services please go to: www.impac.co.nz

To view IMPAC's course catalogue please go to: <https://impac.co.nz/training/course-catalogue>



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

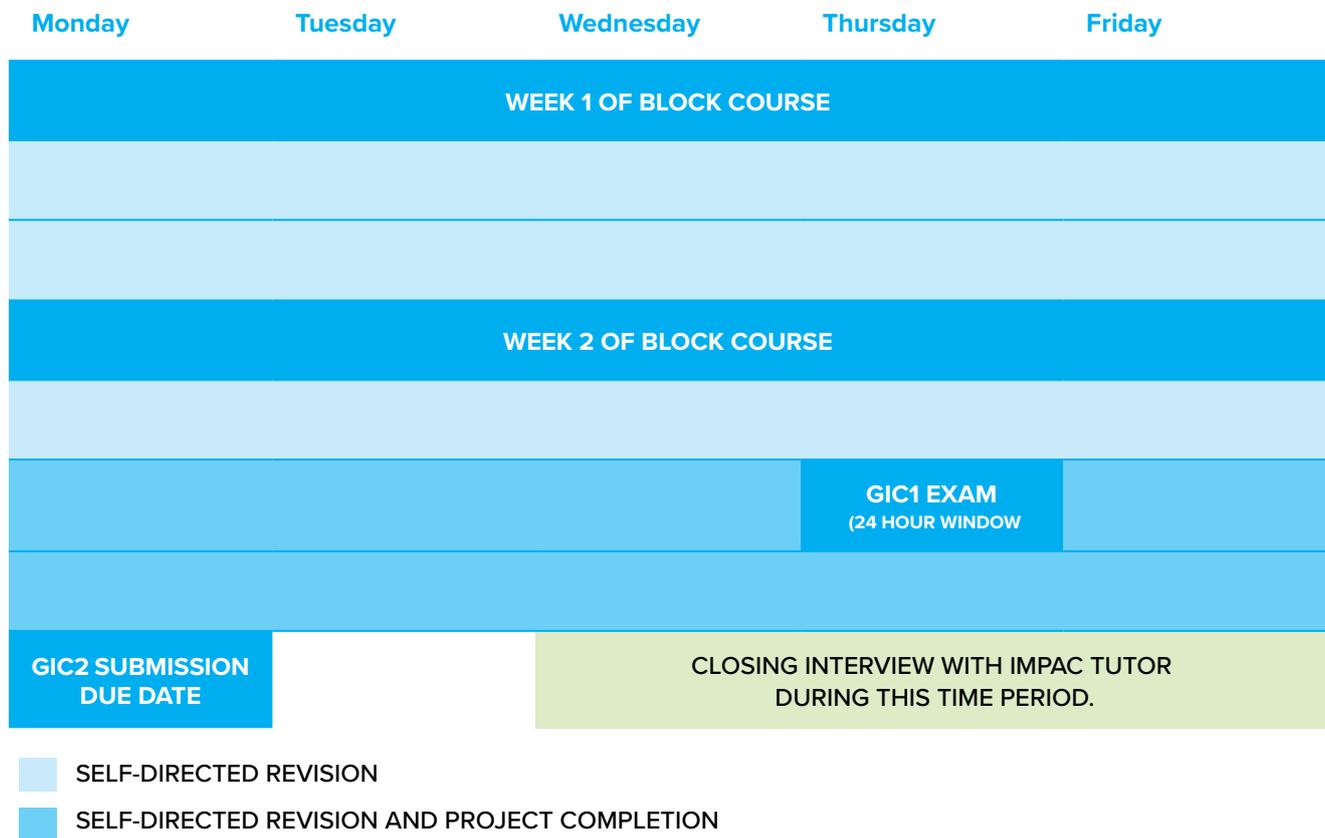
IMPAC offers the NEBOSH International General Certificate in Occupational Health and Safety course in a block course format. Block courses offer learners the advantages of trainer led learning, self-directed revision and interaction with other learners.

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 GIC1: 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 GIC2: 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, 2 and 3 of the syllabus will also be assessed by the practical assessment (Unit GIC2).</i></p>



Assessment	Unit	Assignment Type	Assessment Time	Pass marks
	Unit GIC1	Open Book Exam	5 hours (approx.)	Notional 45%
	Unit GIC2	Practical Assessment	4 hours (approx.)	Notional 60%

Example of IMPAC course structure





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

Payment of fees must be received in full four weeks prior to the course start date or, for resits, prior to the submission or examination date, unless otherwise agreed in writing by IMPAC. In all instances, payment prior to course commencement or any resit is mandatory unless written approval has been provided by IMPAC.

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/>

STUDENT'S PERSONAL INFORMATION, RECORDS AND PRIVACY

In accordance with the Privacy Act 2020, IMPAC is committed to protecting your privacy and your personal information.

It is necessary for IMPAC to collect certain personal information with your consent, including your full name, gender, ethnicity, and date of birth. This information may be used to:

- + Identify your record of learning in the databases of IMPAC and NEBOSH
- + Support statistical analysis and reporting purposes
- + Facilitate claims for Government funding for training

Your information is stored securely within IMPAC's systems and shared only with the relevant third parties for registration, statistical, and reporting purposes. We will not disclose, sell, or pass on your personal details for any other purpose without your consent.

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/>

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 Ākonga (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.

Ākonga (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.

Personal Presentation and Personal Protective Equipment (PPE)

IMPAC has a duty of care to all participants, ākongā (student), 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 ākongā (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.



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
- + Using AI tools (e.g., ChatGPT, Copilot, Grok) to generate or rephrase content for assessments.

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 ākongā (student) is any behaviour which:

- + Disrupts the learning of others
- + Prevents staff members from performing their duties
- + Endangers the health and safety of staff or ākongā (student)
- + 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 students/ 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 student/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 student, 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 student. This record shall be placed in the ākongā (student) file.

Second Offence - A formal written warning will be issued to the ākongā (student) 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 the student. This record shall be placed in the ākongā (student) file.

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

The ākongā (student) will be provided with the reason for this disciplinary action in writing, and any comments the ākongā (student) 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 student. This record shall be placed in the ākongā (student) file.

If the ākongā (student) has acted in, or engaged in any 'Serious Misconduct' the following steps shall be taken:

- 1 The ākongā (student) 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 ākongā (student) suspension.
- 3 The ākongā (student) will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Head of Training.
- 4 The ākongā (student) will be provided with the reason for this disciplinary action in writing. Any comments the ākongā (student) makes in relation to the misconduct, along with the disciplinary action taken as a result, will 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 student.
- 5 The ākongā (student) receiving the disciplinary action and this record shall be placed in the ākongā (student) file.
- 6 The ākongā (student) shall also be advised in relation to their right of appeal against certain penalties.
- 7 The Head of Training shall give the ākongā (student) 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 student/trainee against repetition of the breach of discipline
 - c Suspend the student/trainee for a period not exceeding 14 days, which shall include any period of suspension
 - d Remove academic privilege and ākongā (student) from the course

DISPUTES AND COMPLAINTS

Disputes

IMPAC is committed, as far as it is able, to resolve disputes quickly and efficiently and at the appropriate level. In the event of IMPAC and yourself being in a dispute over any matter arising from the contract you have with IMPAC, both parties are required to use their best endeavours to resolve the dispute.

If this dispute cannot be settled by negotiation, then it shall be submitted to an independent person with relevant dispute resolution qualifications and/or experience, to make an impartial determination.

Both parties will jointly appoint this independent person. Both parties must then abide by this determination.

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.

Make a complaint about IMPAC

If you have a complaint about IMPAC, you should use the procedure outlined on the following pages in the first instance.

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.

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/>

Complaints Procedures

IMPAC aims to assist all students and third-parties to resolve any complaints, disputes and grievances as quickly and efficiently as possible. All students and third parties 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 (student):

- 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 and ensure continuous improvement.

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 and ensure continuous improvement.

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 and ensure continuous improvement.

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.



+IMPAC | The Health + Safety Company