



**GREEN WORLD GROUP**

Pioneers in HSE Consultancy  
and Training

## Green World Group

### GWG\_LEARNER HANDLING SOP (STANDARD OPERATING PROCEDURE)

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At Green World Group, we are committed to delivering a structured, supportive, and high-quality learning experience for every NEBOSH learner. From the moment a learner shows interest in the course to the final stage of certification, our process is designed to ensure clarity, compliance, and continuous engagement.

This step-by-step guide outlines the complete learning journey a NEBOSH learner undergoes with Green World Group — starting from enrollment, progressing through learning and assessment phases, and concluding with certification. Each stage has been carefully developed to align with NEBOSH's requirements and to support learners in achieving academic success with confidence and integrity.

### **Step 1: Enrollment with Academic Counsellors**

- The learning journey begins when a learner enrolls with academic counsellors assigned to their respective regions. During this enrollment process, the learner is required to fill out an Application Form and a Learner Evaluation Questionnaire (LEQ).
- The LEQ is designed to assess the learner's English language proficiency, educational qualifications, work experience, and gather other basic personal and professional information. This initial assessment helps determine the learner's suitability for the course and ensures they meet the necessary prerequisites.

### **Step 2: Payment Completion and Learner ID Verification**

- Once the payment is successfully completed, the Service Excellence Team and Administration Department take over the process. The Service Excellence Team schedules and conducts a Learner ID Verification session through the Zoom platform.
- During this session, the team cross-checks the information provided in the Application Form with the actual identity of the person attending the session. They verify the authenticity of the learner using the submitted ID document.
- The collected verification data is then handed over to the Administration Team to proceed with the next steps in the learning journey.

### **Step 3: Access to Learning Platforms and Communication Channels**

- After ID verification, the Administration Team provides the learner with access to the Learning Management System (LMS) portal to begin their study process. Based on the learner's chosen study mode, access is also granted to online study platforms, which may include daily batches or weekend batches.
- In addition, learners are added to Green World Group's official business WhatsApp group. This group includes the trainer, administration team, and IT support team, and is specifically created to share subject-related information, important updates, revised documents, and to provide technical assistance throughout the course.

### **Step 4: Learning Journey and Attendance Requirements**

- This phase involves the actual learning journey. Learners must complete between 65 to 120 hours of study, depending on the mode of study they have opted for (online live classes or E-learning). To qualify for the examination:
  1. E-learning learners must complete 100% of the course access.
  2. Online learners (attending live sessions) must maintain a minimum of 90% attendance.
  3. All learners must complete at least 80% of the formative assessments available on the LMS.

Meeting these criteria is crucial to move forward to the examination phase.

### **Step 5: Exam Registration Process**

- This is a critical step in the learner's journey. Once the required learning hours, attendance, and assessment access are verified, the Green World Group's admin team conducts a thorough check of all records. They also confirm payment completion with the Finance Department.
- After verification, learners are contacted to confirm their willingness to appear for the upcoming NEBOSH exam. Based on the learner's confirmation, their details are submitted to the Examination Department for official NEBOSH final exam registration.

- Once registration is completed, a notification is sent to the learner by both Green World Group and the NEBOSH board, confirming the exam schedule and access details.

#### **Step 6: Examination Day and Submission**

- On the day of the exam, learners can access the NEBOSH exam portal, which remains open for 24 hours, allowing flexibility to complete the open-book assessment (IG1 paper).
- After the completion of IG1, the IG2 practical assessment must be completed and uploaded within one week to the submission link provided by Green World Group's admin team.

#### **Step 7: Closing Interview**

- Once both IG1 and IG2 are completed, the learner proceeds to the Closing Interview stage. This session is conducted by a NEBOSH-approved tutor or a Health & Safety professional with a minimum of 3 years of experience working with Green World Group.
- The 15 to 20-minute interview aims to verify the authenticity of the learner's assessment.
- At the beginning of the interview, the interviewer checks the learner's ID and authenticity, comparing it with the initial ID verification done in Step 2. If any suspicious behavior or discrepancies are observed during the session, the interviewer refers to the NEBOSH Closing Interview Guide (C023). If concerns are identified, they are reported directly to NEBOSH's Ethical Practice Team.
- At the end of the interview cycle, the Compliance Department submits a report to NEBOSH including:
  1. Details of learners suspected of malpractice
  2. Non-attendance reports of those who missed the closing interview

### **Step 8: Results and Certification**

- The final phase of the learning journey is the results and certification process. Within 40 to 50 UK working days after the exam, learners are notified of their official results. From the date of result publication, it takes an additional 20 to 25 UK working days for the NEBOSH certificate to be issued.
- Once the certificates are received at Green World Group's head office, the Certificate Department contacts learners to notify them regarding the collection or delivery of their NEBOSH certificates.

The NEBOSH learning journey with Green World Group is a comprehensive and structured pathway that ensures every learner receives the guidance, support, and resources needed to succeed. From the initial enrollment to the final certification, each step is carefully monitored and managed by dedicated teams to maintain the highest standards of quality, compliance, and learner satisfaction.

We take pride in delivering not just a qualification, but a complete learning experience that builds competence, boosts confidence, and prepares learners to advance in their health and safety careers. At Green World Group, your success is our priority — and we are with you at every stage of your journey.