

LEARNER JOURNEY CHART: ALL YOU NEED TO KNOW & WHO TO CONTACT

Step 1	Registration Process Application form, payment links, payment confirmation & receipts • Contact Academic Counsellor
Step 2	Online Class/Learning Platform (LMS) Access • Online Class Credentials (MeritHub): Mr Jayaprakash (+91 7358114978 / jayaprakash.k@greenwgroup.com) • Learning Portal Credentials: Mr Jayaprakash (+91 7358114978 / jayaprakash.k@greenwgroup.com) • To Add GWG WhatsApp Group Community: Mr Nivas (+91 97903 20229 / +91 9994654978 / srinivasan.s@greenwgroup.com) • E-Learning Portal (LMS) Technical Error: TechSupport (+91 9994289405) • Online Class Credentials (MeritHub) Technical Error: Mr Jayaprakash (+91 7358114978 / jayaprakash.k@greenwgroup.com)
Step 3	Training Session • Subject Query: E-Learning: Book An Appointment (Through LMS) E-Learning with Class: Contact Respective Trainer • Trainer Complaint, Course Content Issue: Mr Varun Vignesh (+971 523865160 / varun.v@greenwgroup.com)
Step 4	Exam Registration • Exam confirmation (incl: Exam Notification & Confirmation) UAE Ms Charumathi (+971 566846414 / charumathi.j@greenwgroup.com) Mr Mohammed Tharik (+971 551058472 / admin.uae@greenworldsafety.com) INDIA Mr Mahesh (+91-9843850157 / admin.india@greenwgroup.com) KSA Ali Hanifa (+966 505746014 / ali.hanifa@greenwgroup.com) All other region Ms Charumathi (+971 566846414 / charumathi.j@greenwgroup.com) Mr Mohammed Tharik (+971 551058472 / admin.uae@greenworldsafety.com) • Exam Day (technical support) Mr Jayaprakash (+91 7358114978 / jayaprakash.k@greenwgroup.com)

Step 5**Post Exam Details****• Closing Interview/Professional Discussion Details**

Mr Jayaprakash (+91 7358114978 / jayaprakash.k@greenwgroup.com)

• Result Inquiry

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• IG 2 Feedback Form

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• IG2 Feedback Doubts

Review Support Team (+971 55 875 8201 Only WhatsApp NO calls)

• IG1/IG2/IDIP Re-sit Registration

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• Certificate Inquiry

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• **Grievance Contact**

If you do not receive a response from any of the above contacts within 24 to 48 hours (Monday to Friday), please feel free to reach out

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Our Presence: United Kingdom | UAE | INDIA | Saudi Arabia | Canada | Oman| Qatar | Kuwait | Singapore