



# GREEN WORLD GROUP

## RESIT LEARNER REGISTRATION TERMS AND CONDITIONS POLICY

*Applicable to GWG learners and learners transferring from other Learning Partners*

|                       |                                                           |
|-----------------------|-----------------------------------------------------------|
| <b>Document No.</b>   | GWG-MP-RESIT-001                                          |
| <b>Revision</b>       | Rev00                                                     |
| <b>Effective Date</b> | 01 July 2025                                              |
| <b>Document Owner</b> | Steffi George<br>HR & Accreditation / Academic Department |
| <b>Checked By</b>     | Mr Sanker Srikumar<br>Founder/CEO/Academic Director       |
| <b>Approved By</b>    | Dr Manikandan Gobinath<br>Founder/Chairman                |

## 1.0 PURPOSE

**1.1** This policy sets out the terms and conditions that apply when a learner registers with Green World Group (GWG) to resit any NEBOSH assessments, any other board's examination, unit, assignment, practical assessment, professional discussion, or other assessment component.

**1.2** The policy explains the academic and administrative services covered by the amount collected by GWG, including the additional requirements that apply where a learner was originally registered, trained, or enrolled through another Learning Partner.

**1.3** This policy must be read and accepted before GWG begins any resit registration, learner transfer, learning support, LMS activation, document verification, or examination-body registration.

## 2.0 SCOPE

**2.1** This policy applies to:

- Existing GWG learners registering to resit one or more assessment units;
- Former GWG learners returning after a previous examination sitting or after a period of inactivity;
- Learners who completed training or previous examination registration through another NEBOSH Learning Partner, institute now wish to register through GWG;
- Learners requiring an official transfer to GWG before resit registration can be processed upon confirmation from the board.
- Learners receiving any resit-related academic support, revision access, LMS access, course materials, classes, assessment guidance, administrative support, or examination registration services from GWG.

**2.2** The policy applies across GWG branches and regions, subject to the requirements of the relevant NEBOSH qualification, any other board's examination sitting, local tax rules, and applicable law.

## 3.0 DEFINITIONS

**3.1 Academic Fees:** the total amount charged by GWG for resit-related academic, learner support, learning-resource, compliance, transfer, registration, and administrative services. It is not limited to the fee paid to the examination body.

**3.2 Resit Learner:** a learner who has previously been registered for, attempted, referred in, failed, was absent from, or otherwise needs to repeat an assessment or unit.

**3.3 GWG Learner:** a learner whose original course registration or training was completed through GWG or one of its authorised branches.

**3.4 External / Transferring Learner:** a learner whose original registration, training, or learner record was held by another Learning Partner and who seeks resit registration through GWG.

**3.5 Transfer / Association Process:** the academic and administrative process required to verify the learner, review previous registration details, obtain or confirm learner records, satisfy Learning Partner obligations, and register or associate the learner with GWG for the intended resit.

**3.6 LMS:** the GWG Learning Management System or any other platform through which learning content, revision resources, assessments, announcements, or learner records are provided.

**3.7 Examination Body:** NEBOSH or any other awarding, accreditation, assessment, or regulatory body relevant to the qualification.

**3.8 Registration Confirmation:** written confirmation issued by GWG after all requirements, documents, payments, transfer actions, and examination-body processes have been completed.

## **4.0 NATURE AND PURPOSE OF THE ACADEMIC FEES**

**4.1** The amount collected from a resit learner, including an external or transferring learner, is classified by GWG as Academic Fees.

**4.2** The Academic Fees represent the overall cost of reviewing, accepting, supporting, administering, documenting, and processing the learner for resit registration through GWG. Depending on the learner's circumstances and the services issued or reserved, the Academic Fees may be utilised towards any or all of the following:

- LMS access charges, where access is issued, activated, extended, or reserved for the learner;
- Course material, revision material, electronic resource, printing, distribution, or content access charges;
- Learner identity card or candidate identification issued or prepared by GWG;
- Any applicable VAT, GST, or other taxes paid or payable by GWG to the relevant government authorities;
- Administrative charges, including learner verification, document review, data entry, record maintenance, correspondence, scheduling, transfer processing, examination coordination, and compliance work;
- Any scholarship, concession, promotional discount, sponsorship, or subsidy amount granted by GWG or any external party;
- Charges levied by the bank, payment gateway, card provider, finance provider, or other payment channel selected by the learner or payer;
- Foreign-exchange differences, conversion charges, or exchange-rate costs incurred during payment or settlement;
- Any fees, service charges, registration charges, late fees, transfer-related charges, or other amounts paid or committed to an accreditation body, examination body, Learning Partner system, or associated third party;
- Charges applicable to any class, revision session, webinar, orientation, tutorial, mock assessment, feedback session, or other academic activity attended, accessed, booked, or reserved for the learner;
- Any other miscellaneous, operational, learner-service, verification, compliance, communication, technology, or support charges identified in connection with the learner's registration or subsequent termination of the arrangement.

**4.3** The Academic Fees may vary according to the qualification, unit, examination sitting, registration deadline, learner status, transfer requirements, region, tax treatment, services selected, and charges imposed by NEBOSH or other third parties.

**4.4** GWG is not required to provide a cost-by-cost allocation of the Academic Fees before or after registration. A receipt or fee confirmation issued by GWG is sufficient evidence of the amount agreed and paid.

## **5.0 CONDITIONS FOR GWG RESIT LEARNERS**

**5.1** A GWG learner must provide the correct learner number, qualification details, unit or assessment to be resat, previous result information, valid identification, contact details, and any other information requested by GWG.

**5.2** The learner remains responsible for confirming the correct unit, language, assessment type, examination date, and submission or attendance requirements before registration is processed.

**5.3** Any outstanding amount due to GWG from the original course, previous registration, materials, classes, examination booking, or other services must be settled before a resit registration can be accepted.

**5.4** Where GWG requires the learner to attend revision classes, complete formative assessments, undertake identity checks, participate in a closing interview, complete a professional discussion, or satisfy other academic controls, the learner must comply within the stated deadline.

**5.5** Previous enrolment with GWG does not create an automatic right to resit registration, free academic support, continued LMS access, a reserved examination seat, or registration after the applicable deadline.

## **6.0 CONDITIONS FOR EXTERNAL OR TRANSFERRING RESIT LEARNERS**

**6.1** An external or transferring learner may be accepted by GWG only after satisfactory review of the learner's identity, qualification history, previous registration status, result details, assessment requirements, and any other information required by GWG or the board.

**6.2** The learner must cooperate with the transfer or association process and provide all documents and authorisations requested by GWG. This may include a valid identity document, learner number, previous examination results, registration confirmation, evidence of training, completed assessments, contact details, and consent for relevant records to be verified.

**6.3** The learner is responsible for resolving any outstanding fees, disputes, restrictions, missing records, or administrative matters with the previous institute or Learning Partner. GWG is not responsible for debts, delays, penalties, refusals, incomplete records, or other issues arising from the learner's previous provider.

**6.4** Acceptance of payment by GWG does not by itself guarantee that a transfer, association, or resit registration will be approved by NEBOSH or completed by the previous provider. Registration is confirmed only when GWG issues written confirmation.

**6.5** The Academic Fees charged to an external or transferring learner cover the additional academic and administrative obligations undertaken by GWG. These may include learner onboarding, eligibility review, record verification, compliance checks, LMS or learning support, materials, identity administration, examination-body submissions, and ongoing learner support.

**6.6** An external or transferring learner may be required to complete additional revision classes, formative assessments with a minimum of 80%, learner declarations, identity checks, closing interviews, or other academic requirements before GWG submits or maintains the resit registration.

**6.7** GWG may decline or stop processing an external learner's registration where records cannot be verified, required approvals are unavailable, deadlines have passed, the learner is ineligible, information is inconsistent, or GWG considers that registration would breach an examination-body rule or compliance requirement.

## **7.0 PAYMENT TERMS**

**7.1** All Academic Fees must be paid in full within the deadline communicated by GWG. A quotation, payment link, invoice, fee message, or receipt may specify the applicable amount and payment deadline.

**7.2** A learner must not assume that assessment entry or examination registration is reserved until full payment and all required documents have been received and GWG has issued written confirmation.

**7.3** Any late registration fee, change in board charges, tax, exchange-rate difference, bank charge, payment-gateway charge, or additional service cost arising before completion of registration must be paid by the learner.

**7.4** Where a blood relation or spouse makes payment, the learner remains bound by this policy and responsible for ensuring that the payer understands that the payment is made for the learner's non-refundable resit registration and academic services. Third-party payment from relatives, cousins, friends etc wont be permitted under any circumstances.

**7.5** Payment must be made only through a GWG-approved payment method. GWG is not responsible for loss, delay, additional cost, or non-receipt arising from an unauthorised payment route or incorrect payment information supplied by the learner.

## **8.0 STRICT NON-REFUNDABILITY OF RESIT REGISTRATION**

**8.1** Once a learner makes full or partial payment towards a resit registration, academic support package, examination entry, or related service, the amount shall not be returned, reversed, credited, reimbursed, or repaid.

**8.2** The non-refundable condition applies whether or not the learner subsequently attends classes, accesses the LMS, downloads materials, uses academic support, completes the full payment, sits the assessment, submits the assessment, passes, fails, is absent, withdraws, changes employment, relocates, experiences personal or financial difficulty, or changes their decision.

**8.3** The non-refundable condition also applies where the learner provides incorrect or incomplete information, fails to submit documents, misses a deadline, does not obtain cooperation from the previous institute, is unable to complete academic requirements, is found ineligible, or cannot be registered due to matters attributable to the learner or the learner's previous provider.

**8.4** No refund or repayment shall arise from failure to use LMS access, course materials, classes, tutorials, or other services that were issued, activated, scheduled, reserved, or made available.

**8.5** No refund or repayment shall arise from examination-body decisions, malpractice investigations, result outcomes, sanctions, invalidations, late submissions, non-submissions, absence, identity-verification failure, or failure to comply with assessment rules.

**8.6** Amounts paid for one learner are not transferable to another learner. Amounts paid for one unit, qualification, examination sitting, or service are not automatically transferable to another unit, qualification, sitting, or service.

**8.7** A request to defer, change, or transfer a resit registration may be considered only where permitted by the board and approved in writing by GWG. Any approval may require additional payment and does not convert the original Academic Fees into refundable amounts.

**8.8** A payment dispute, card chargeback, bank reversal, or complaint does not cancel the learner's contractual obligation under this policy. GWG may submit this policy, the learner's acceptance, payment evidence, and service records to the relevant bank, payment provider, authority, or dispute-resolution body.

**8.9** The learner confirms that the strict non-refundable condition is a material term of the resit registration and that GWG may begin administrative, academic, technology, compliance, and examination-body work immediately after payment or acceptance.

## **9.0 REGISTRATION DEADLINES, CHANGES AND DEFERRALS**

**9.1** The learner must meet all internal GWG deadlines and official board's deadlines. GWG may set an earlier internal deadline to allow time for verification, transfer, payment clearance, compliance checks, and submission.

**9.2** Requests received after the internal or official deadline may be rejected or may attract additional charges. Payment of an additional charge does not guarantee acceptance by the board.

**9.3** Any request to change the examination date, unit, language, qualification, assessment location, or registration details must be submitted in writing. The request is effective only after written approval by GWG and, where required by the board.

**9.4** Where a change or deferral is approved, the learner must pay all applicable new registration fees, late fees, administrative fees, tax differences, examination-body charges, and service charges.

**9.5** Failure to attend or submit on the scheduled date will be treated in accordance with the examination-body rules and will not create any entitlement to repayment or free re-registration.

## **10.0 ACADEMIC SUPPORT AND LEARNER RESPONSIBILITIES**

**10.1** GWG may provide resit support in the form and duration determined by GWG. Resit support may differ from a full-course package and may not include all services provided to a new learner.

**10.2** The learner must independently review the current syllabus, learner guidance, assessment brief, command words, submission instructions, malpractice requirements, and examination rules applicable to the resit.

**10.3** Any tutor feedback, revision guidance, sample answer, mock assessment, or academic support is intended to support learning and does not guarantee a pass, a particular mark, or acceptance of an assessment submission.

**10.4** The learner must submit original work and comply with all malpractice, plagiarism, collusion, identity, confidentiality, use-of-AI, and assessment-integrity rules issued by the board and GWG.

**10.5** The learner is responsible for having suitable equipment, internet access, software, email access, identification, and a quiet and appropriate environment for any online examination, submission, interview, or professional discussion.

**10.6** The learner must monitor the registered email address, telephone number, LMS, and official communication groups for notices and deadlines. Failure to read or respond to communications does not remove the learner's obligations.

## **11.0 INFORMATION, RECORDS AND DATA**

**11.1** The learner authorises GWG to collect, verify, store, process, and share relevant personal, academic, payment, attendance, assessment, and registration information with the board, the previous Learning Partner, service providers, regulators, and other relevant parties where necessary for registration, compliance, support, investigation, certification, or dispute handling.

**11.2** The learner must immediately notify GWG of any error in their name, identification, learner number, qualification, unit, date of birth, contact details, or assessment entry prior to exam registration. Costs and consequences arising from incorrect information supplied or approved by the learner remain the learner's responsibility.

**11.3** GWG may retain evidence of policy acceptance, payment, communications, LMS access, attendance, document submission, support provided, and registration activity for operational, regulatory, audit, compliance, and dispute-resolution purposes.

## **12.0 CANCELLATION OR NON-DELIVERY BY GWG**

**12.1** Where GWG is unable to deliver a scheduled revision class or support session, GWG may provide an alternative date, trainer, mode of delivery, recording, replacement resource, or other reasonable alternative.



**12.2** Changes to trainers, class dates, timetables, platforms, support formats, or delivery methods do not invalidate the learner's registration or the non-refundable status of the Academic Fees.

**12.3** Where an assessment sitting is changed, postponed, or cancelled by competent authority, the learner's entry will be managed in accordance with the option made available by that body in the upcoming sitting. The original Academic Fees remain non-refundable, and any additional costs must be paid by the learner.

## **13.0 COMPLAINTS AND ESCALATION**

**13.1** A learner who has a concern must first submit the concern in writing to the relevant GWG branch or designated learner-support contact, clearly stating the learner number, qualification, examination sitting, payment reference, and issue.

**13.2** Submitting a complaint does not suspend a payment obligation, extend a deadline, reserve an examination seat, or alter the strict non-refundable condition.

**13.3** GWG will review complaints in accordance with its applicable complaints procedure and may request supporting evidence. The learner must continue to comply with all registration and assessment deadlines while the complaint is being reviewed.

## **14.0 GENERAL CONDITIONS**

**14.1** GWG may update this policy to reflect changes in the board's requirements, internal processes, taxes, technology, compliance obligations, or applicable law. The version accepted at the time of registration will apply unless a mandatory regulatory or examination-body change requires otherwise.

**14.2** If any provision of this policy is found to be invalid or unenforceable, the remaining provisions will continue in effect.

**14.3** A delay or failure by GWG to enforce any provision does not waive GWG's right to enforce it later.

**14.4** This policy, the learner's registration form, fee confirmation, written communications, and applicable GWG and the board's policies together form the terms governing the resit registration.

**14.5** Where there is a conflict between this policy and a mandatory board's rule or applicable law, the mandatory rule or law will prevail only to the extent of the conflict; all remaining provisions, including the non-refundable treatment to the fullest extent permitted, remain effective.

## **15.0 LEARNER DECLARATION AND ACCEPTANCE**

**15.1** By signing, ticking an acceptance box, submitting a registration form, making payment, or instructing GWG to proceed, the learner confirms that they have read, understood, and accepted this policy.

**15.2** The learner specifically confirms that:

- The amount collected by GWG is Academic Fees.
- The Academic Fees cover academic, administrative, learning-resource, technology, compliance, transfer, and examination-related services and costs;
- External learners may be required to complete transfer, verification, and additional academic requirements;
- Registration is confirmed only through written confirmation from GWG;
- All amounts paid or payable for resit registration are non-refundable under all circumstances, to the fullest extent permitted by applicable law;
- No pass result, mark, examination-body approval, transfer approval, or assessment outcome is guaranteed by GWG.

### Declaration

☐ I hereby confirm that I have read, understood, and accepted all the terms and conditions stated in this policy. I acknowledge that the amount collected is classified as **Academic Fees**, that the fees are strictly non-refundable, and that registration is subject to completion of all required verification, documentation, academic, and examination-body requirements. I confirm that the information provided by me is true and accurate, and I authorise Green World Group to proceed with my resit registration based on this acceptance.

|                                |  |
|--------------------------------|--|
| <b>Learner Full Name</b>       |  |
| <b>Learner Number</b>          |  |
| <b>Qualification / Unit(s)</b> |  |
| <b>Examination Sitting</b>     |  |
| <b>Mobile / Email</b>          |  |
| <b>Learner Signature</b>       |  |
| <b>Date</b>                    |  |