

NEBOSH IGC

Attendance & Refund Policy

Charisma Workforce Development | Pakistan | NEBOSH Exam Session

Please read this document carefully before enrolling.

Course Overview

The following table summarises the key details of the NEBOSH IGC online programme:

Delivery Mode	Zoom Live (Online)
Total Credit Hours	65 Credit Hours
Class Duration	5 Hours per Day
Number of Days	13 Days
Minimum Attendance	180 Minutes per Day
Maximum Absences	2 Days (Emergency Only)
Exam Date	08 July 2026

Part 1 — Attendance Policy

1.1 Class Schedule

- All classes are conducted live via Zoom.
- Total duration of the programme: 13 days × 5 hours = 65 Credit Hours.
- Learners must join every scheduled Zoom session on time.
- It is the learner's responsibility to maintain a stable internet connection throughout every class.

⚠ CWD is not responsible for any disruption caused by the learner's internet or device issues. Disconnection due to poor connectivity will not be considered as an excused absence.

1.2 Minimum Attendance Requirement

To be marked as Present for any given day, the learner must attend a minimum of 180 minutes (3 hours) of that day's 5-hour session.

Time Attended	Attendance Status
180 minutes or more	✓ Present
Less than 180 minutes	✗ Absent

1.3 Permitted Absences

A maximum of 2 absences are permitted during the entire programme, and only in genuine emergency situations.

- If you are absent on any day, CWD will upload that day's lecture to the LMS portal.
- You must watch the full recorded lecture on the LMS portal to fulfil that day's credit hours.
- If you do not watch the recorded lecture, that day will remain as Absent **and you will not be eligible for NEBOSH exam registration.**

 Lectures are uploaded to the LMS after the live Zoom session. Log in at your earliest convenience and complete the recording on the same day or the next day.

1.4 NEBOSH Exam Registration Requirement

To be eligible for NEBOSH exam registration, the learner must:

- **Complete all 65 Credit Hours** (either live Zoom attendance or LMS recording for permitted absences).
- **Not exceed 2 absences** during the 13-day Course.
- **Watch all LMS recordings** for any permitted absent day.

 If a learner has more than 2 absences, they will NOT be registered for the NEBOSH exam in the current session, regardless of the reason.

Part 2 — Refund Policy

2.1 Fee Structure

The total course fee consists of two components:

- **Training Fee** — covers course delivery, LMS access, and instructor support.
- **NEBOSH Exam Fee (equivalent to USD 225)** — paid to NEBOSH for exam registration.

 The Training Fee is strictly non-refundable under all circumstances once the learner has been added to the Zoom Live classes and the programme has commenced.

2.2 Refund Scenarios

The table below outlines what happens in each situation:

Situation	Outcome
Learner discontinues after classes have started	Exam Fee (USD 225) will be refunded. Training Fee will NOT be refunded. Only the NEBOSH exam fee portion is returned.

Learner exceeds 2 absences during the programme	Learner will NOT be registered for the NEBOSH exam in the current session. Learner must pay an additional PKR 25,000 training fee to join the next available exam session. If the learner does not pay the additional fee, they will not be eligible for any upcoming exam.
Learner exceeds 2 absences AND wants to discontinue	Exam Fee (USD 225) will be refunded. Training Fee will NOT be refunded. The PKR 25,000 additional training fee (if already paid) is also non-refundable.
Learner completes all 65 credit hours and qualifies	Learner is registered for the NEBOSH exam as scheduled. No refund applicable — full programme completed.

2.3 Key Refund Rules Summary

✓ *The NEBOSH Exam Fee (USD 225) is refundable if the learner discontinues after classes have started.*

⚠ *The Training Fee is non-refundable once the learner has been added to the Zoom Live session and classes have commenced.*

⚠ *If a learner exceeds 2 absences and wishes to continue to the next exam session, an additional training fee of PKR 25,000 must be paid.*

⚠ *Failure to pay the PKR 25,000 additional fee will result in the learner being ineligible for future NEBOSH exam registration with CWD.*

Part 3 — Learner Responsibilities

- Maintain a stable and reliable internet connection for every Zoom Live session.
- Join Zoom classes on time — late joining of more than 2 hours will result in an absence for that day.
- Watch LMS recordings promptly for any permitted absent day.
- Keep your Zoom display name as your full name for attendance tracking purposes.
- Inform CWD in advance if you anticipate any absence due to an emergency.
- Ensure your device (laptop/mobile) is charged and functioning before each session.

💡 *CWD attendance is tracked through Zoom session logs. Make sure you join using the correct account linked to your registration.*

Contact & Support

Contact Person	Saad Ur Rehman — Branch Manager, CWD Pakistan
WhatsApp	+92 312 760 0123 +92 312 760 0124
Email	cwd.pakistan@charismawd.com
Office	Office 308, Talha Heights, 6th Road, Rawalpindi
Website	www.charismawd.com

Charisma Workforce Development — NEBOSH Gold Learning Partner No. 1382

This policy is effective for the July 2026 NEBOSH IGC Exam Session.