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Learner Handbook

Centre Template

DATE: XXX-NNNN

Version: X.X

Author(s)

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Revision History

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| --- | --- | --- | --- |
| **Version** | **Revision Date** | **Revised By** | **Summary of Changes** |
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Contents

[Introduction to this Centre Template 3](#_Toc112225022)

[1. Your Awarding Organisation and Centre 4](#_Toc112225023)

[Who is NLP Qualifications (NLPQ)? 4](#_Toc112225024)

[Who is Ofqual? 4](#_Toc112225025)

[Who are we? 4](#_Toc112225026)

[Centre Policies 4](#_Toc112225027)

[2. Your Qualification 5](#_Toc112225028)

[Learner Contract, ID check and Pre-Screening 5](#_Toc112225029)

[What is a VRQ? 5](#_Toc112225030)

[Are there age limits for VRQs? 5](#_Toc112225031)

[How long will my course be? 5](#_Toc112225032)

[How do I register for a qualification? 6](#_Toc112225033)

[Do I have to pay a separate registration fee additional for every qualification I take? 6](#_Toc112225034)

[What is a Centre Learner Record? 6](#_Toc112225035)

[What are the entrance requirements for NLP Qualifications? 6](#_Toc112225036)

[What books do I need to buy for the course? 6](#_Toc112225037)

[What is a portfolio? 6](#_Toc112225038)

[What if I have already passed a unit in the qualification I want to study, through previous learning? 7](#_Toc112225039)

[Can I study my course online? 7](#_Toc112225040)

[How much will my course cost? 7](#_Toc112225041)

[Do I get a certificate? 7](#_Toc112225042)

[3. Before and During your Study 8](#_Toc112225043)

[What if I have a specific need that may affect my ability to successfully complete my course? 8](#_Toc112225044)

[I’m moving. Can I attend a different centre from the one at which I started my course? 8](#_Toc112225045)

[I don’t want to finish my course; can I still have a certificate? 8](#_Toc112225046)

[If I come across anything that may contribute to the award of fraudulent certificates, what can I do? 8](#_Toc112225047)

[If I have a complaint against my training centre, what can I do? 8](#_Toc112225048)

[Can I retake an assignment/assessment to get a higher grade? 8](#_Toc112225049)

[What happens if I fail my qualification assessment? 8](#_Toc112225050)

[Have I been registered? 9](#_Toc112225051)

[4. Client Practice 9](#_Toc112225052)

[I have been told I have to practice on real clients and I am worried whether it is safe for me to do this. 9](#_Toc112225053)

[How do I find clients for my Client Practice? 9](#_Toc112225054)

[5. How will my qualification be examined? 10](#_Toc112225055)

[What do ‘assessed’ and ‘quality assured’ mean? 10](#_Toc112225056)

[What is plagiarism? 10](#_Toc112225057)

[How many assessments do I have to do for a VRQ? 10](#_Toc112225058)

[What happens if I don’t agree with the assessment decision and I want to complain? 10](#_Toc112225059)

[What level qualification will I get? 11](#_Toc112225060)

[I ’ve been asked for an interview with the External Quality Assure. Do I have to do this? 11](#_Toc112225061)

[6. Once you’ve qualified 12](#_Toc112225062)

[Is there a Professional body for NLP? 12](#_Toc112225063)

[What should I do if I have not yet received my certificate? 12](#_Toc112225064)

[Does my certificate expire? 12](#_Toc112225065)

[What letters can I put after my name, after qualifying? 12](#_Toc112225066)

[If I lose my certificate, can I get another one to replace it? 12](#_Toc112225067)

[If I marry or change my name, can I obtain a replacement certificate in my new name? 12](#_Toc112225068)

[What does it mean to be qualified? 13](#_Toc112225069)

[7 . Policies and procedures 14](#_Toc112225070)

[8. Our Contact Details 15](#_Toc112225071)

# Introduction to this Centre Template

This document is a template for Centres to create their own Learner Handbooks with the type of information a Learner might want to know about the Centre and the Qualifications offered.

If you wish to use this template, please add your own content into each of the sections you require. Sections may or may not be appropriate for the Centre and please amend as necessary. You can add your Centre logo in the document Header.

# 1. Your Awarding Organisation and Centre

## Who is NLP Qualifications (NLPQ)?

NLP Qualifications Ltd (NLPQ) is an Awarding Organisation that is registered and regulated by Ofqual to offer Qualifications in NLP.

NLPQ has undertaken years of research, with NLP Training experience from some of the world’s top Trainers and Master Trainers. NLPQ has also undergone external scrutiny by Ofqual in order to be granted status as an Awarding Organisation. All Centres offering NLPQ Qualifications must deliver them to NLP’s strict standards.

## Who is Ofqual?

The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments in England. Ofqual are a non-ministerial government department with jurisdiction in England.

## Who are we?

[CENTRE TO COMPLETE THIS SECTION]

## Centre Policies

We have a number of policies which are available to you to read and understand how we run this Centre and the quality standards we are accountable for to NLPQ and Ofqual. When you register for an NLPQ Qualification, you will be asked to sign a Lerner Contract stating that you have read and understood these policies and how they apply in the different situations they have been written for.

# 2. Your Qualification

### Learner Contract, ID check and Pre-Screening

We ask all Learners to complete a Pre-Screening Declaration and sign a Learner Contract. This sets our responsibilities to you and your responsibilities when you register for a course. You can contact us to see this contract before you register on your course.

We must also check your ID and ask for various evidence of who you are and where we can contact you. This is to prevent any fraudulent use of identities. We store all the information you provide securely and process it in accordance with our Privacy Policy (DPA 2018 and GDPR 2018).

### What is a VRQ?

A Vocationally Related Qualification (VRQ) is designed to provide the knowledge and practical skills required for particular job roles through a structured study-based training programme. They are assessed to the same competence standards as National Vocational Qualifications (NVQs).

VRQs are a popular type of qualification because they are nationally recognised, flexible and offer routes for progression to employment or further study.

NLPQ Qualifications are VRQs.

### Are there age limits for NLPQ Qualifications?

NLPQ has designed each qualification to be specifically available to certain ages and above. This is because some of the techniques that are learned during the training can have a profound effect on the Learner or the people they are working with when using the techniques.

Each qualification has an age specified on it and you must meet the minimum age required to study for that particular qualification. We will be able to guide you on this if you have any questions.

### Which qualification should I choose?

NLPQ qualification levels are in line with UK Government specifications as follows:

|  |  |
| --- | --- |
| **Level** | **Equivalent** |
| 2 | GCSE Grade 4+ or C and above |
| 3 | ‘A’ Level |
| 4 | Higher National Certificate (HNC) |
| 5 | Foundation Degree or Higher National Diploma (HND) |
| 6 | Honours Degree |
| 7 | Masters Degree |

At each level, there are three categories, Award, Certificate or Diploma, depending on the amount of study, assessment and additional practice required. If you intend to use your NLP qualification in your career, we would recommend choosing the Diploma option.

You can check the NLPQ website to see the full range of NLP qualifications and the [CENTRE NAME] website for the ones we offer.

### How long will my course be?

Each qualification has a different duration dependent on the course content. The time spent on a course is generally split into two parts, Guided Learning Hours (GLH) and Total Qualification Time (TQT):

GLH is the number of hours you will have with the Lead Trainer, Assistant Trainer or Tutor to guide you and to ensure you are learning and understanding the contents of the course.

TQT includes GLH and is also the amount of time you will be spending on your research, practice, supervised sessions, building your portfolio of evidence, writing your essays and anything else related to the course that you are asked to do outside of the GLH.

Both GLH and TQT are specified on each Qualification Specification (available from the Centre) and are the minimum hours to be spent on a particular qualification.

### How do I register for a qualification?

[ENTER YOUR REGISTRATION PROCESS HERE]

For all levels we need certain details so the NLPQ Learner Registration Form can be completed.

For Level 3 and above, a Pre-Screening Declaration is required

For Level 4 and above, a Professional Pre-Registration Interview is required

For more advanced qualifications, there are additional entry requirements (which include either lower level qualifications or Professionally recognised certificates).

### Do I have to pay a separate registration fee additional for every qualification I take?

[THIS IS UP TO THE CENTRE AND GENERALLY, REGISTRATION FEES ARE ONLY PAID FOR THE FIRST QUALIFICATION THE LEARNER DOES AT THE CENTRE (TO COVER THE ADMIN OF REGISTRATION). SUBSEQUENT QUALIFICATIONS DO NOT NORMALLY HAVE A REGISTRATION FEE. REPLACE THESE WORDS WITH HOW YOU DEAL WITH THIS QUESTION.]

### What is a Centre Learner Record?

Your Learner Record holds a number of different things. During your study, this will be where your submissions for assignments (including your portfolio) are stored along with all your details including all the qualifications you are studying for and the records of certificates you already hold.

### What are the entrance requirements for NLP Qualifications?

The Professional Pre-Registration Interview Matrix lists any requirements needed to be able to register to study for each qualification.

You may be able to claim Recognition of Prior Learning (RPL) if you have current, relevant experience or certificates that give you credits towards a qualification or to enter a course. RPL requires evidence and our investigations may be lengthy. You may be charged an administration fee to verify the evidence you present for RPL. You can see our Recognition of Prior Learning (RPL) Policy for more information and we will be able to guide you on this if you have any further questions.

### What books do I need to buy for the course?

We will be able to supply you with a list of books that are relevant for the qualification you would like to achieve. Some books may be mandatory whilst others may be required for deeper knowledge or understanding of particular aspects of the course…and to enhance your learning experience.

### What is a portfolio?

This is a record of supporting evidence you will compile to confirm that you have the skills necessary to complete the qualification. We will advise you on the best way to build your evidence and will enable you to choose how you wish to collect it. At the end of your course, your portfolio will become your property to show to potential employers or as reference for future qualifications and further study.

### What if I have already passed a unit in the qualification I want to study, through previous learning?

As mentioned above, this may be possible through RPL. Our Recognition of Prior Learning (RPL) Policy has all the details to tell you how we assess RPL. RPL can only be claimed if your prior learning is at the same level or higher as the course you are applying for.

### Can I study my course online?

We use the term “virtual” to describe training delivered by means of online streaming. Virtual training is always live and interactive (and may be recorded for further reference). Some of our materials may be pre-recorded video materials and these are resources to augment the virtual sessions. They are never to be used as replacements for virtual sessions.

For some lower-level qualifications, it may be possible to complete the qualification and assessment using virtual sessions only. For higher levels, observation and assessment are necessary and this may require in-person, on site attendance.

### How much will my course cost?

Each qualification and all associated fees are listed in our [CENTRE NAME] Guide to Fees [and available on the website?].

### Do I get a certificate?

Yes. Once you have successfully completely your course and all assessments, we apply to NLPQ, who will issue a certificate once further quality assurance checks have been carried out. NLPQ issues certificates within 6 weeks of our claim and these will be [SENT DIRECTLY TO THE LEARNER OR SENT TO THE CENTRE FOR DISTRIBUTION – REPLACE THESE WORDS WITH HOW YOU HAVE CHOSEN TO DEAL WITH CERTIFICATES FOR LEARNERS].

# 3. Before and During your Study

### What if I have a specific need that may affect my ability to successfully complete my course?

We have an Access Arrangements, Reasonable Adjustments and Special Considerations Policy. If you let us know in good time, before you start the course, we can work with you to best accommodate your needs. If you find that there are circumstances that affect you after you have started the course and that may affect your attendance generally or at an assessment session or in meeting an assignment deadline, you can also apply for a special consideration. The sooner you let us know, the more likely it is that we find ways to support you, if possible.

### I’m moving. Can I attend a different centre from the one at which I started my course?

Yes, provided you go to another NLPQ Approved Centre and assuming that an alternative Centre is available to you in your new location. You may need to pay additional fees at the new Centre. If a new Centre can be found, we will let NLPQ know that you have moved Centre and the necessary changes will be made to your records. We will also transfer your portfolio to the new Centre.

### I don’t want to finish my course; can I still have a certificate?

Yes. Any unit of a qualification that you have completed, been fully assessed on and passed can be recorded on a certificate of unit credit.

### If I come across anything that may contribute to the award of fraudulent certificates, what can I do?

We have a Whistleblowing Policy which outlines our process for notifying us of this. If you notice anything that you think is potential malpractice or maladministration or may be unethical, immoral or illegal, you can use the Whistleblowing Policy to raise the issue with us. If you believe the incident or observation is in reference to something we are doing, you can raise your concerns directly with NLPQ using their Whistleblowing form on the NLPQ website.

### If I have a complaint against my training centre, what can I do?

We have a comprehensive Complaints Procedure and Policy available to you. Please follow the Complaints procedure to raise a complaint with us and we will deal with it fairly and honestly with agreed deadlines on the process.

### Can I retake an assignment/assessment to get a higher grade?

NLPQ Qualification have a pass or fail. If you wish to achieve a higher level (e.g. a certificate instead of an award or a diploma instead of a certificate), this may be possible and you may be able to claim RPL towards the higher qualification. We will be able to advise you what you are able to do depending on the qualification you are applying for.

### What happens if I fail my qualification assessment?

Unless specifically mentioned in the qualification specification, you can retake the qualification as many times as you like. [ENTER YOUR SPECIFIC ARRANGEMENTS RE COURSE ATTENDANCE AND ADDITIONAL FEES HERE].

### Have I been registered?

You must be registered on an NLPQ Qualifications course within 8 weeks of starting the course. We will do this for you by uploading the details provided on your Learner Registration Form to the NLPQ system. You will receive a [CENTRE NAME] Learner number once you have been registered on the course.

# 4. Client Practice

### I have been told I have to practice on real clients and I am worried whether it is safe for me to do this.

Some of the qualifications do not require any interaction with clients as they are purely for personal development and/or Continuing Professional Development (CPD).

Some of the qualifications do require practise with real clients and require your reflections and observations to be recorded in a journal that makes up part of your portfolio of evidence. Some of these sessions may be observed to carry out an assessment. Your Lead Trainer and Assistant Trainer will ensure that you are prepared before you undertake any practice with real clients and will guide you through the process at each step.

### How do I find clients for my Client Practice?

We will give you guidance on who to begin with and where you can progress with your practice.

# 5. How will my qualification be examined?

### What do ‘assessed’ and ‘quality assured’ mean?

VRQs have practical performance as part of the qualification assessment requirement. Some of your practical performance will be observed by your Lead Trainer, Assistant Trainer or Tutor and these observations will be recorded on your Learner Record. This is part of the assessment process. You may also be asked to produce written work for assignments and this will also be assessed to ensure it meets the criteria set out in the qualification specification. This is also part of the assessment process. If your assessor does not believe you to be fully competent on a particular aspect of the practice, you will be given guidance on what you need to do before being re-assessed.

These assessments are then checked again by an Internal Quality Assurer (IQA). The IQA checks to see that the assessment has been performed consistently and without bias across all Learners taking the qualification.

The final part of quality assurance is carried out by NLPQ who use the External Quality Assurer (EQA) to double check that the assessments have been carried out to their requirements and met their quality standards. Once the EQA is satisfied that all the correct procedures have been followed, the certificate can be issued to the Learner.

### What is plagiarism?

Plagiarism and cheating are covered in our Plagiarism and Cheating Policy. To answer this question, we use the following definition:

Plagiarism is defined as:

* 1. Using information from published sources (for example books, magazines, the internet) as the basis for a submission for assessment may be necessary to demonstrate knowledge and understanding in some cases. However, care should be taken to always reference the source of the information.
	2. Unreferenced copying from published work or from the work of other people in any form constitutes plagiarism and is considered to be an offence by NLP Qualifications Ltd (NLPQ), the regulatory authorities and other awarding organisations. Plagiarism puts a Learner’s qualification completion in jeopardy.

We ask all Learners to sign a Learner Declaration of Authenticity Form for their portfolio, which is countersigned by your assessor.

### How many assessments do I have to do for a VRQ?

Your Lead Trainer, Assistant Trainer and/or Tutor will decide on the number of assessments you will have to do based on your level of competence.

### What happens if I don’t agree with the assessment decision and I want to complain?

We have an Appeals Policy which outlines how you can complain if you disagree with an assessment decision. If you are unable to resolve your challenge through our process, you can appeal directly to NLPQ once our processes have been exhausted. The NLPQ Appeals Policy is available on the NLPQ website.

### What level qualification will I get?

Each qualification specification gives the criteria that are required to be met for an Award, Certificate or Diploma. Some qualifications only offer one level whilst others offer more. The depth to which you provide evidence of your learning is part of the criteria in determining the level of qualification you will achieve.

### I ’ve been asked for an interview with the External Quality Assurer. Do I have to do this?

Ideally, if you are invited for a chat with an EQA, it would be helpful for you to participate. If required, it will be arranged for a mutually convenient time. The EQA may ask you about your qualification, the training you are receiving and the Centre. Your feedback is vital to make sure we are doing what we say we are doing. This is both NLPQ’s way and ours of making sure we deliver qualifications to the highest standards.

The other way of giving feedback directly to NLPQ about our service provision is via the Learner Feedback Form, which is available on the NLPQ website [LINK TO FORM]. We encourage all our Learners to complete this form.

# 6. Once you’ve qualified

### Is there a Professional body for NLP?

The independent Professional body for NLP is ANLP International CIC (ANLP). Your qualification with us entitles you to 3 months free trial Membership of ANLP.

### What should I do if I have not yet received my certificate?

We claim your certificate from NLPQ once all assessments have been carried out. NLPQ issues certificates within 6 weeks of our claim and these will be [SENT DIRECTLY TO THE LEARNER OR SENT TO THE CENTRE FOR DISTRIBUTION – REPLACE THESE WORDS WITH HOW YOU HAVE CHOSEN TO DEAL WITH CERTIFICATES FOR LEARNERS]. If you have not received your certificate, please call us and we can let you know where we are in the process.

### Does my certificate expire?

NLPQ Qualifications certificates do not expire unless it is specifically stated on the qualification specification and on the certificate that is issued. It is strongly recommended that you continue your CPD in the field and keep your knowledge current for your own benefit and for anyone you may work with as a client.

### What letters can I put after my name, after qualifying?

Once qualified, you can use the appropriate letters after your name in the format specified.

|  |  |  |
| --- | --- | --- |
| **NLPQ Qualification** | **Certificate** | **Diploma** |
| Award in Effective Communication Skills (Level 2) |  |  |
| Fundamentals in NLP Coaching Practice (Level 3) | CertNLP(3)  | DipNLP(3)  |
| Effective NLP Practice (Level 5) | CertNLP(5) | DipNLP(5)  |
| Advanced NLP Knowledge and Practice (Level 6) | CertNLP(6)  | DipNLP(6)  |
|  | CertNLP(7)  | DipNLP(7) |

### If I lose my certificate, can I get another one to replace it?

Yes. There are certain requirements you will need to satisfy and there is a fee for this service outlined in our Guide to Fees. We will call you so you can make an electronic payment for the fee. Please contact us if you need to get a replacement certificate.

### If I marry or change my name, can I obtain a replacement certificate in my new name?

Yes. There is a fee for this service outlined in our Guide to Fees. You will need to provide the following information:

* Your original certificate
* A signed letter explaining why you are requesting a change of name on the certificate. The letter must include a return address and telephone number. We will call you so you can make an electronic payment for the fee.
* A certificated copy of your identification (passport, driving license, EEA Members state identity card, national ID card showing your new name) – PLEASE DO NOT SEND ORIGINALS
* A certified copy of the legal documentation confirming the change of name (marriage or civil partnership certificate (UK or overseas), enrolled deed poll, change of name deed, statutory declaration or affidavit, baptismal or confirmation certificate) – PLEASE DO NOT SEND ORIGINALS

The above documentation must be posted to us by recorded delivery. Once received, we will call you so you can make an electronic payment for the fee. We reserve the right to refuse to issue a new certificate with the change of name if you do not provide the required documentation or if there is any doubt as to the validity of the documentation provided.

### What does it mean to be qualified?

Having an NLPQ Qualification means you have full competence and skills at the level you have been assessed at.

# 7 . Policies and procedures

These are the main policies that we need you to be aware of and have read. They are important because they govern how we deal with you and to ensure that we are fair and reasonable in all our dealings with you. These policies (and others) are available on our website.

* Access Arrangements, Reasonable Adjustments and Special Considerations
* Appeals
* Assessment
* Complaints
* Conflict of Interest
* Equal Opportunities and Diversity
* Health and Safety
* Learner Identity Check
* Lost Portfolio
* Malpractice and Maladministration
* Plagiarism and Cheating
* Privacy Policy (DPA 2018 and GDPR 2018)
* Quality Assurance
* Recognition of Prior Learning (RPL)
* Whistleblowing

# 8. Our Contact Details

If you would like to contact us, here’s the options:

Address: [CENTRE ADDRESS]

Telephone: [CENTRE PHONE NUMBER]

Email: [CENTRE EMAIL ADDRESS]

Website: [CENTRE WEBSITE URL]

[CENTRE SOCIAL MEDIA LINKS IF APPLICABLE]