

Adult Education Budget Short Course Learner Handbook



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Welcome to GP Strategies

We are pleased to welcome you to your training programme and look forward to working with you to achieve your learning and employment aspirations and goals.

Our staff aim to keep you safe whilst on programme and will go the extra mile to provide you with the best possible learning experience; supporting you every step of the way to ensure your success.

Customer Charter

Thank you for choosing GP Strategies to deliver your training. This Customer Service Charter describes our service standards and guarantees. We truly want to provide our learners and employers with excellent quality service. If you have any feedback at any time, and especially if our service falls short of your expectations, we want to know about it.

Much of the value we include in our service has come directly from our learners and employers suggestions. We welcome yours. You may find it convenient to refer to this Charter when providing any feedback.

When you communicate with GP Strategies we commit to:

- Be courteous
- Be responsive to your needs
- Treat you equally, fairly and professionally
- Provide you with timely verbal or written feedback that is clear, concise, accurate, and complete
- Demonstrate professional competence
- Act on your complaints in the quickest time possible
- Use your feedback to improve our services

Your dedicated GP Strategies' Management Team is composed of:

- Vice President and Director of Quality
- Regional Operations Directors
- Head of Customer Services and Support
- Regional Delivery Team Managers
- Learner Recruitment Consultants
- Internal Quality Assurers
- Skills Coaches
- Information, Advice and Guidance Support
- Maths and English Mentor
- Administrators

After you have engaged with us at GP Strategies, collectively we guarantee regular, consistent and constant service throughout your training including:

- Providing you with your learning process.
- Dealing directly with any queries or complaints with a face to face meeting within a five day period.
- Retaining confidentiality at all times with any issues brought to our attention.

Our Mission

Through inspiring success and developing potential we aim to provide the highest quality training opportunities to all individuals irrespective of their background or ability, ensuring that they acquire the skills necessary to successfully shape their future and fulfil their potential.

Values

GP Strategies fosters community through these core beliefs and guiding principles.

- Making a meaningful impact
- Acting with integrity
- Communicating directly and honestly
- Delivering quality services and products
- Developing innovative solutions based on need
- Striving for continuous improvement
- Demonstrating teamwork
- Respecting others
- Optimising shareholder value

Your Commitment as a Learner

As a learner you will be expected to:

- Treat everyone with respect and consideration at all times.
- Ensure deadlines set are met and that your Skills Coach is notified as soon as possible if you have any concerns with meeting them.
- Comply with our policies and procedures, including health and safety guidelines, as they are there to keep you safe whilst you learn with us.
- Be responsible for your own learning.
- Advise us if you have any special needs or require additional support to enable you to participate in a course. If we know your requirements in advance, we will do our best to provide appropriate assistance for you.

Programme Funding

Most courses we offer are either fully funded (no fee payable) or partially funded (reduced fee payable) by the Education and Skills Funding Agency (ESFA).

The ESFA is responsible for distributing and managing the funding for adult further education (FE) and skills training in England and ensures that the training it pays for supports economic growth.

The ESFA provides funding to colleges and training providers to deliver FE education and skills training, which includes vocational qualifications for adults, apprenticeships and traineeships.

GP Strategies has a duty to ensure this funding is used responsibly to support learners who are committed to achieving. If you are on one of these courses we may need feedback from you on the impact of your learning, for example, whether it led to you getting a job or improved your health and wellbeing. This information will be collected from you at the end of your course, by online or telephone survey.

Learner Journey

Think of your course as a journey towards your personal learning goals and aspirations. Here are some landmarks to expect as you travel on this journey with us as your guide

Step 1	Pre-course Advice and Guidance We will talk to you and direct you towards the right course of study depending on your experience, what you want to achieve and your personal needs.
Step 2	Initial Assessment We will identify what you already know in the subject you want to learn. We will use this information to agree your individual goals with you. We will also ask you to complete an initial assessment to allow us to determine your levels of literacy and ensure the course is suitable for you.
Step 3	Individual Learning Plan (ILP) We will work with you to draw up and agree a plan that will set out stepping stones to your long-term goals.
Step 4	Learning You will receive access to your online learning programme as well as communication from your allocated Skills Coach who will be on hand to help you. You will receive deadlines to which you should work towards for each unit.
Step 5	Support, Assessment and Review Our online learning platform will record this in your ILP so you know exactly where you are and what you need to do next.
Step 6	Achievement and Certification At the end of each unit, we will assess your work and your new knowledge to see if you have achieved your learning goals and the unit aims. Once you have completed all units we will complete a final verification to assure quality controls have been met and apply for your certification.
Step 7	Success and Next Steps — WELL DONE! We will make sure that you have information, advice and guidance on how to move on to further study, or how to move into work. If you need help to find a job, or you wish to change your career path, we can support with this too!

Key Roles

Skills Coach

You will be allocated a dedicated Skills Coach who will be responsible for assessing you against your qualification standards. They will make initial contact with you within seven days of enrolment. It is their role to encourage you to set self-stretching targets. They are at hand to provide support and guidance where required.

Skills Coaches are expected to:

- Agree realistic timescales for completion of work and complete robust feedback and action plans for you
- Support you through the assessments, activities and requirements of the programme including the wider use of technology to encourage you to extend your knowledge even further by providing resources and links for additional research
- Ensure that the programme is completed to GP Strategies and awarding organisation standards
- Ensure robust feedback takes place on a regular basis throughout the process
- Provide you with feedback on how to develop your wider skills, such as spelling and grammar
- Respond to any concerns/problems that you may have with the format
- Make every effort to actively encourage, motivate and assist you to complete your programme
- Submit work to be verified by the internal moderator
- Attend Skills Coach meetings and training development sessions

Internal Quality Assurance

An internal quality assurance representative will quality check your work to ensure it has been accurately and fairly assessed by your Skills Coach.

Internal moderators are expected to:

- Sample feedback and action plans to verify that assessment is correct.
- Maintain appropriate records of the quality assurance process for all learners.
- Mark work and provide feedback.
- Set up standards for awarding body verification requirements and quality assurance policies.
- Ensure learning materials are set and structured to GP Strategies and awarding organisation standards.

External Quality Assurance Representative

The awarding body's external quality assurance representative will check that we are working fairly and to the specified standards.

They will audit your work before allowing us to award a certificate.

Accessing your Online Learning

Welcome email

Following your enrolment session, you will receive a welcome email with your login details. Please check your junk folder if this email cannot be found in your main inbox. If you have not received this please contact us on **0330 100610** or email aeb@gpstrategies.com.

After receiving your welcome email, you will be asked to reset your password. Your password should be at least eight characters long and should include at least one number.

Tip: Make your password hard to guess but easy to remember. However, if you forget your password, don't worry! Simply click the 'Forgot your password' link on the login page and follow the instructions in the email you receive.

Signing in

Once you have reset your password, you will see the login screen. To sign in, you should enter your email address in the username field and type your chosen password in the password field.

Your personal homepage

Once you have successfully logged in, you will see a summary page of your chosen course. This page will be your main overall source of information about your progress through the course (such as the next date of submission and the number of units you will be working your way through), and provides access to your assessments. Your learning resources can be found in the 'Learning' tab.

Your assessment

The 'Assessment' tab gives you a question overview of the unit you have clicked into. In this area, you can navigate to begin inputting answers to your assessment questions. To do this, select the 'Click to answer' button on the right-hand side of the screen.

Questions

By clicking in the box below a question, you will be able to type your answer. When you are finished with a question and wish to continue on to the next, you should use the arrow on the right hand side of the answer box. At any time, you can see an overview of your assessment by clicking the 'Overview' button. 'Copy and paste' restriction.

Please note: you are unable to copy and paste answers into the answer box. This system has been put in place to assist in preventing plagiarism.

Tip: *Skills Coaches strongly advise you to work through the learning resources prior to beginning your assessments. The information and activities within this content will help you to answer the assessment questions.*

Submitting your assessment

Once you have completed every question in a unit, you will be directed to the Assessment Overview page to give your answers one final check before submission.

You can go back into any of the questions to change your answer by clicking 'Click to edit' on the right-hand side of the page. When you have checked your answers and are happy with them, just click the 'Submit' button.

After clicking 'Submit,' your assessment will be sent to your Skills Coach for marking. At this stage, you are no longer able to edit your assessment and you will be presented with a screen which shows whether your submission has been successful.

- If your assessment is showing in a blue box – you have not answered this
- If your assessment is showing in an orange box – you have written an answer, but this has not yet been marked
- If your assessment is showing in a red box – your work has been marked by your Skills Coach and they would like you to re-submit some parts of it. Don't worry, just refer to your Skills Coach's feedback to guide you
- If your assessment is showing in a green box – you have passed this subject to moderation

If you have passed the unit

You will be notified by email when your Skills Coach has completed and returned your feedback, so remember to regularly check your inbox and your junk mail for these emails.

You should log back into the learning portal by using your email address as the username and the password you have already created. If you have passed the unit, you will see a message of congratulations.

If you have not passed the unit

Should your Skills Coach require a little more information from you, don't worry! All of the questions you have answered correctly will be highlighted in green, which means there is no more work for you to do on these. However, the questions that are marked red are the ones that require a little more attention.

You should use the feedback from your Skills Coach to help you with your re-submission. Once you are ready to re-submit your assessment questions, you should check your answers in the overview page and then submit them to your Skills Coach for marking.

Introduction video and help articles

An introduction video will be available to watch when you sign into your online account for the first time. It covers all the aspects of the system and what to expect when working through your online learning materials and assessments. If you need to watch this video again at any time, visit the 'Help and Support' section. This area also features numerous articles and video tutorials to help you understand key aspects of the system if you need further explanation.

Programme Delivery

This course is run via distance learning. Distance learning means you can study at a time and a place that is suitable for you.

Getting started is easy. Just make your way through the learning resources to gain all the knowledge you need to successfully answer the assessment questions. Our content is engaging and will get your brain working activities, quizzes and additional reading. All of our courses are written by subject matter experts and approved by nationally recognised awarding organisations.

It is a good idea to work through all of your learning resources before you begin answering the assessment questions.

Course progress

You will be supported by your Skills Coach to reach your training goals; however, you too need to show commitment to your own learning and development. From time to time there will be periods when juggling study and work/life balance can be tricky. If you are struggling to meet deadlines you must talk to us and see what we can do to support you.

Using an e-portfolio puts you in charge of your learning and helps you manage your own progress effectively. Your Skills Coach will help you monitor your progress but only you can make the commitment to your studies. If your progress is not where it should be, you will be notified by email of our concerns. If there is no marked improvement this could result in you being removed from the training but this is very much a last resort, so please keep your Skills Coach informed of any issues you may be having.

Submitting your assessments

Simply log in to your online account, answer your questions and submit to us for marking by the deadlines you have been provided with.

All assessments must be your own work' plagiarism may result in an automatic referral or disqualification from the course.

Feedback will be given to all learners for submitted assessments. You must successfully complete each unit of the courses and gain a pass in order to achieve the programme of study. Your work may also be assessed by internal or external quality assurance to ensure the continued quality of our Skills Coaches and their feedback.

Feedback

Each assessment will be marked by your Skills Coach. They will assess whether or not you have met the criteria and provide written feedback on your answers, which you will receive via email. If you have not met the criteria fully, don't panic – your Skills Coach will guide you on what you need to do to successfully pass the unit.

If you have to re-submit any part of the assessment, your Skills Coach will contact you directly. They will agree an action plan with you, which will support you in providing the correct level of information in order to pass your assessment.

Plagiarism

At the start of each programme, learners should be advised as to the difference between acceptable and unacceptable forms of work. Plagiarism is one of the most serious forms of academic cheating and should be reflected on prior to submitting any work for assessment.

GP Strategies take plagiarism very seriously and material submitted for assessment must represent the learner's own efforts. Some awarding organisations require learners to sign that the work they are submitting is their own work. Learners whose submitted work contains material from unacknowledged sources may be withdrawn from the programme.

Examples of plagiarism include:

- Copying the exact words of another source without using quotation marks and/or without referencing the source
- Using the ideas of another without referencing the source
- Copying another learner's work (current or previous) in written, word processed or electronic form
- Using pictorial work without permission or referencing the source

Spelling, punctuation and grammar (SPaG)

To support your wider skills progression, our curriculum is designed to promote your literacy skills. As such, Skills Coaches will highlight any areas of development in your spelling, punctuation, and grammar when assessing your work. Your Skills Coach will provide feedback and guidance in your summary and action plan, however, please remember it is your knowledge and understanding of the course content that will determine if you have met the learning outcomes. You will not be required to correct any spelling, punctuation, or grammar.

Supporting our Learners

Equality & Diversity

GP Strategies and our funding providers are committed to allowing access to education for all learners and users of educational services. We will ensure there is no discrimination on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity leave, race, religion or belief, sex, or sexual orientation.

Our Equality & Diversity Policy can be found [here](#).



Safeguarding

Abuse can take many forms: physical, sexual, discriminatory, psychological, emotional or financial. We want our learners to feel able to discuss their concerns with a member of staff in confidence.

If you have concerns about your own safety, or the safety of someone you know, please talk to your Skills Coach or get in touch with our dedicated support line: **0330 0183 531** (available 24/7) or email: **safeguardingreporting@gpstrategies.com**

GPSTL Designated Safeguarding Lead:

Martin Keightley - email: safeguardingreporting@gpstrategies.com - Mobile: 07917 193029

You can find out more by accessing our Safeguarding Policy **[here](#)**.

Prevent

GP Strategies responds quickly to safeguarding concerns for children, young people and adults who may be vulnerable to the messages of extremism and the risks of radicalisation.

Extremism is vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. Radicalisation is the process by which people come to support terrorism, extremism and, in some cases, to then participate in terrorist groups. Prevent is a government strategy, its aim is to stop people becoming terrorists or supporting terrorism.

Early intervention is at the heart of 'Prevent' in diverting people away from being drawn into terrorist activity. Prevent happens before any criminal activity takes place. It is about recognising, supporting and protecting people who might be susceptible to radicalisation.

Reporting concerns is everybody's business. If you have any Prevent concerns, you can raise these concerns in exactly the same way as any safeguarding concern.

British values

As an organisation we believe in and promote the four Fundamental British Values, which are defined as:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect for and tolerance of those with different faiths and beliefs, and for those without faith

We believe people of all races and cultures including those with or without faith should behave with mutual respect and tolerance. We are all subject to British civil and criminal law and are proud to be part of a democracy encouraging individual liberty.

Health & safety

All learners should have a healthy, safe, supportive and inclusive environment in which to learn. To help us to achieve this aim:

- All our delivery staff are checked by the disclosure and barring service (DBS) formally known as the criminal records bureau (CRB).
- We train our staff in health and safety policies and procedures, safeguarding, first aid, risk assessment and personal safety.
- We are all responsible for our own health and safety, and the health and safety of others so please let us know promptly if you identify anything that might be a danger or hazard, or if you have any concerns about your own safety or the safety of others.
- You may be asked to wear some form of PPE (Personal Protective Equipment) in any of our centres, if you are exempt from this for any reason, please let your Skills Coach know. This does include face masks following Covid-19.
- We ask that you respond positively to your Skills Coach's advice about safe practice in your learning environment.
- When studying online for your assessments you may find the following tips useful:
 - Raise your screen - make sure your screen is raised so that the top of the screen is at eye level. This can be done using an adjustable laptop stand, a box or some books if necessary.
 - Use a separate keyboard and mouse - this allows the laptop screen to be positioned correctly.
 - Adjust your chair height - your arms should be at right angles, with forearms horizontal and lightly supported by the work surface.
 - You may need a footrest if your feet are not firmly on the floor.
 - Make sure the lower back is well supported - support for your lower back will help encourage good posture.
 - Take regular, short breaks - move around for five or ten minutes every hour, aiming for frequent, short breaks.
 - Consider taking microbreaks to stretch, move around, and change activity by taking a phone call, doing some reading or getting a drink to avoid prolonged static postures.

e-safety

GP Strategies is committed to e-safety and raising awareness of how you can be a victim of an activity that utilises ICT to endanger your personal safety, mental health or financial wellbeing or that of another individual. Infringement of the policy may include:

- Accessing inappropriate content
- Cyberbullying or harassment
- Fraud or identity theft

It is important to keep safe, respect others and report any incidents of concern to a member of staff.

Sexual consent

As mentioned earlier under safeguarding, abuse can take a number of forms. GP Strategies is committed to looking after all of our learners, particularly younger learner and those adults considered vulnerable. We aim to raise awareness of sexual consent and ensuring that feel confident in setting your own personal boundaries, as well as respecting those of those around you.

If you would like to discuss any concerns around sexual consent, please contact one of the Designated Safeguarding Officers above, or speak to your Skills Coach.

Confidentiality

The majority of our programmes are supported by funds from the Education and Skills Funding Agency (ESFA). We need to keep data for them. We require you to complete a number of forms during your course, although we try to keep this to a minimum. Please co-operate with us by providing the information we require.

The privacy notice included on your enrolment is issued by the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE). It is to inform learners how their personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations.

For the purposes of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA. Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR).

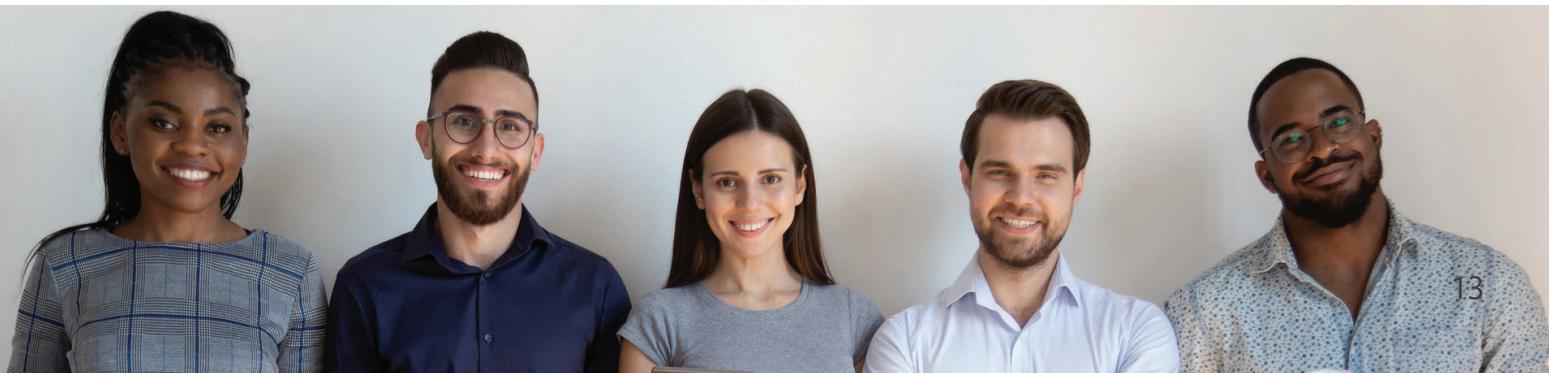
Your information will be securely destroyed after it is no longer required for these purposes. Your information may be used for education, training, employment and well-being related purposes, including for research.

The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting on their behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

Your information may also be shared with other third parties for the above purposes, but only where the law allows it and the sharing is in compliance with data protection legislation.

Further information about use of and access to your personal data, details of organisations with whom we regularly share data, information about how long we retain your data, and how to change your consent to being contacted, please visit:

www.gov.uk/government/publications/esfa-privacy-notice



Additional Learning Support

If you have a learning difficulty, disability, or health condition, including mental ill health, that might affect your learning, then please let us know at enrolment or discuss this in confidence with your Skills Coach or another member of staff. We will do everything we can to offer additional support or adjustments in your class if required. You may be eligible for:

- Additional learning aids or equipment, such as screen readers or hearing loops
- Examination access arrangements, subject to approval by the examination body
- Individual support or extended course timescales
- Help with reading, writing or maths

Please talk to your Skills Coach in the first instance if you are worried about your progress or are not happy with any aspect of your course. Please note that we will need reasonable notice to put appropriate support in place.

Appeals procedure

If you are dissatisfied with an assessment outcome, you have the right of appeal. There are 3 stages in the Appeals Procedure and each stage must be exhausted before proceeding to the next one. More information can be found [here](#).

Complaints procedure

GP Strategies is committed to providing the highest quality of service to learners, employers and customers. We recognise that learners, employers and customers have the right to raise concerns or complaints about our services and have access to clear information on how to voice complaints or concerns.

We will take any concern or complaint made against the company or any member of staff seriously and will investigate it promptly, for resolution as quickly as possible. We will ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames.

There are three stages to the complaints procedure:

- Stage One - Informal
- Stage Two - Formal
- Stage Three - Appeal

For further information you can access our Complaints Policy [here](#).



Command verbs/terminology

These command verbs define the type of answers that are required from learners, be it a list, a detailed explanation, a definition, or an opinion for example.

Please read through them before making a start on your assessment questions.

Analyse	Examine in detail in order to identify components and their characteristics. Show how the main ideas are related and why they are important.
Apply	Using existing/relevant skills, knowledge and understanding appropriately link to context.
Assess	Express an opinion or reaction.
Comment	Express an opinion or reaction.
Compare	Examine subject matter to note the similarities and differences.
Consider	Express opinions or views on subject matter as a result of careful thoughts.
Define	State the meaning or major parts of the subject matter.
Demonstrate	Show an understanding in an explicit way.
Describe	Provide and account of or outline the main features of the subject matter.
Discuss	Identify and debate the main points of a particular subject matter or idea.
Explain	Make the subject matter clear by expanding upon details or relevant facts, perhaps giving reasons.
Evaluate	Consider several options, ideas or arguments and come to a conclusion about their importance/success/worth.
Formulate	Express the subject matter in a precise or methodical format or prepare a plan to do so.
Identify	Establish the name in a precise or methodical format.
Implement	Put an idea or plan into action.
Justify	Support an argument or conclusion.
Outline	Give a general description or summary of the subject matter.
Plan	Consider, set out and communicate what is to be done in an appropriate format.
Produce	Present something for use.
Select	Choose the most suitable for the task.
State	Express clearly and briefly.
Summarise	Sum up the main points of the subject matter in a more concise format.
Verify	Demonstrate that the subject matter is accurate or relevant.

Progression routes

The team will provide you with information on progression pathways before you start your course and your Skills Coach will discuss opportunities for progression with you during your programme and on completion of your current qualification.

There is a broad range of qualifications on offer from level 1 for those just about to enter the workplace for the first time, to higher apprenticeships of degree level for those that are more experienced. Whatever your learning aims are, we want you to progress and develop your learner journey with us to achieve your full potential.

Good luck!

Whatever your learning and development goals are, GP Strategies are here to support you. Whether you are training as part of your first job or looking to improve your skills and develop with your employer, we hope that you enjoy your time with us and we wish you well for your future.

Next steps

To help you plan job or career changes, or the next steps in learning, free careers and learning advice, or to find out more details of our courses please call **0330 100610** or visit www.gpstl-apprenticeships.co.uk/adult-education-budget. We would also like to hear from you if you are unemployed and would like some support in finding work.



Who are distance learning courses for?

Almost anyone – many people are unable to visit colleges or training centres due to a number of reasons: location, unsociable or irregular work hours, personal/family commitments etc. Distance learning provides the flexibility to study in your own time, at your convenience.

Can I do more than one course?

Absolutely! At GP Strategies we want to help people to upskill themselves in multiple ways. On successful completion of one course, you will be able to apply to access funding for your next course through our website.

Will distance learning programmes help me to get a job?

Yes, we think so! Your course is likely to have a positive impact on your approach to your current job role, or on your career progression. In addition, completing a course can improve your transferable skills, such as time management or confidence, which employers look for in potential new employees.

How long will the course take?

When you start your course, you will sign an Individual Learning Plan (ILP) which identifies key deadlines and completion dates. Everyone learns differently, but, on average, a course can take between six to 16 weeks to complete, depending on the qualification. However, as this is a distance learning course, it is possible to complete in a shorter period of time, depending on the time you are able to dedicate to your studies.

Who should I contact if I have a problem?

If you have any queries about your assessments, you should contact your Skills Coach via email or phone. For all other queries please contact us on **0330 1000 610**.

Can I extend the deadline for submitting my work?

The short answer to this is usually no. The reason for each assessment due date is that we need to be able to maintain funding for your course. If you do not submit your work by the due date provided by your inductor, this may jeopardise your funding. You should contact your Skills Coach if you have any problems in completing your work by each assessment due date. Please note we cannot normally offer extensions if learners are away on holiday, so please plan your coursework hand-in schedule in advance.

Should I complete and submit my assessments one by one or all together?

Our advice is to continue working on your assessments in accordance with your assessment due dates. If you wait until you receive your Skills Coach feedback you might not have time to complete all your assessments by the course end date.

What happens if my work has to be resubmitted?

If any of your assessments do not meet the assessment criteria, you will be given the opportunity to resubmit that part of your assessment. You will receive written feedback from your Skills Coach highlighting what you need to do to pass the assessment. Once this assessment has been resubmitted and reassessed, you will receive email confirmation that you have passed the assessment.

Sometimes your Skills Coach will contact you via phone or email if corrections can be made more quickly to enable you to pass the assessment. This is why it is important to let us know how best to contact you and convenient times to do so. If you are asked to resubmit work, it is important you complete your amended answers within seven days and return these to the office for assessment. This will ensure you complete your qualification by the agreed completion date.

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

If you are dissatisfied with an assessment outcome, you have the right of appeal. There are three stages in the Appeals Procedure and each stage must be exhausted before proceeding to the next one. More information can be found [here](#).

I want to withdraw from the course. How do I do so?

As most of our fully funded courses are oversubscribed, we need to know if you cannot continue through to completion so we can offer your place to another learner on the waiting list. Clearly, we hope all of our learners can complete their studies. However, if you do wish to withdraw, please contact your Skills Coach as soon as possible.

I have completed all of my work and it has been passed, when do I receive my course certificate?

We will post out your certificate directly to you when all of your work has been passed by your Skills Coach. Your portfolio will be signed off by our team of verifiers and then we will request certification from the awarding organisation. This can take up to 12 weeks; at peak periods (May–August) the process may take a little longer than usual, so please be patient. All certificates for students completing before 31st July should be dispatched by the end of September at the latest.

