

IPHM STANDARDS

Training Providers

Training Courses:

All training providers must ensure their training courses are educational in content, structured coherently, and with clear learning objectives and outcomes.

Tutor Support: All courses must offer the student the necessary support required to complete the program or course work regardless of whether it's online or face-to-face

Exams: An exam must be taken to qualify before awarding any student a qualification using the IPHM logo. The exam should consist of a minimum of 20 questions and a completed case study. A minimum of an 80% pass mark should be achieved.

Case Studies: You should request that your students do a minimum of 5 case studies. As the training provider, you must have seen at least one of their case studies before offering a qualification.

Qualifications: You may show the IPHM Trustmark on your certificates, this will then show that your students have undertaken and completed a course that has been accredited by IPHM. It must be made clear that this is NOT an IPHM course it is an IPHM accredited course. Your student although qualified by you will not be accredited by IPHM until they have applied for accreditation themselves - details on referrals and how to encourage your students to apply can be found on the member's dashboard.



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In our experience, one of the biggest hurdles when writing your own courses is whether to offer this as a certification or a diploma. Although they might sound similar like they could be used interchangeably, but they represent a means of organising qualifications that you'll need to know before offering certain Certificates/Diplomas

It is up to you the course provider whether you offer a certificate, or a diploma please read the following information to help you decide which to choose.

What is a Certificate Qualification?

Certificate qualifications are the next step up from Awards. They vary broadly in terms of IPHM with some Certificates requiring just 40 hours to complete and others up to 200 hours

In the training world, Certificates are often considered a happy middle ground. They offer comprehensive course content to help you master a particular area of study, generally providing all the knowledge you need to take your career to the next level or pursue further education. *To Excellence*

What is a Diploma Qualification?

Within the parameters of IPHM, Diplomas are considered the longest and most comprehensive qualifications available. They generally require over 150 hours of training to complete

Diplomas offer wide-ranging coverage of the chosen subject matter, providing detailed training designed to develop your skills to the optimal level. In-depth and challenging, Diplomas present a significant milestone for learners of all ages but do provide advanced skills and knowledge to help accelerate and drive your career forward.



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Customer Care

Many organisations have a customer care statement, which outlines the standards of service customers can expect. Students want to enjoy their experience and they are paying for a service, It is important that during their studies they are made to feel relaxed and comfortable.

Student care:

Remember that each student will have a different personality and learning needs, requiring an individual approach. A student can be made to feel intimidated, uncomfortable, or ignored – and this can happen without you saying anything! How you look and how you behave in front of your students is important.

Avoiding client dissatisfaction:

Some dissatisfied clients will voice their dissatisfaction; others will remain silent and simply not return. This situation can often be prevented through good customer care and effective communication.

Regularly check your student's satisfaction. If there is any concern, it is possible to make any changes throughout the service

Inconvenience caused by disruption to service can usually be compensated in some way. It is important to resolve problems and keep clients satisfied.

Customer care is vital.

