



**NALP**

National Association of Licensed Paralegals

## **Centre Handbook**

**July 2014**

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## **Introduction and background**

NALP (The National Association of Licensed Paralegals) is an awarding organisation recognised by the Office of the Qualifications Regulator (Ofqual) to offer units and qualifications within the Qualifications and Credit Framework.

The Qualifications and Credit Framework is the national qualifications system for England, Wales and Northern Ireland. All units and qualifications within it can only be submitted by awarding bodies who are approved by Ofqual.

All awarding bodies have to operate according to a set of regulatory criteria which are published by Ofqual. You can find a copy of the criteria on Ofqual's website at [www.ofqual.gov.uk](http://www.ofqual.gov.uk). The regulatory criteria set out the requirements for each area of the awarding organisation's operations, including its relationship with its centres.

A "centre" is defined by NALP as a location where its units and qualifications are delivered and which has the responsibility for conducting the external assessments.

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## Section 1 - Becoming a NALP Centre

If you would like to become a NALP Centre, please phone the NALP on 0845 862 7000 to obtain a Centre Approval form. NALP is required by Ofqual to make sure that Centres meet the requirements to allow fair and appropriate assessment to be carried out.

You will need to supply us with the following information:

1. The contact details of the person in the centre who is responsible for overseeing the delivery and assessment of our qualifications. If this contact changes, you must inform NALP as soon as possible.
2. Evidence that the centre has the staff, resources and systems in place to support the assessment process. This includes details of how examination scripts and multiple choice papers are handled and stored, who will be involved in the invigilation and running of the examinations and the processes for collecting completed scripts and sending them securely back to NALP.
3. The processes used in the centre to record *Recognised Prior Learning* (RPL). This is also known as APL (accredited prior learning) and the centre should have a system in place for recording any instances where learners claim to have already achieved units within one of our qualifications. Where such instances occur, you will need to inform NALP as soon as possible, providing evidence of the achievement (either in the form of a certificate or detail of the course content and assessment). NALP will then assess whether the learner has a legitimate claim for RPL on a case by case basis and inform the centre of the outcome accordingly.
4. The ability to provide learners with a Unique Learner Number (ULN) should they wish to obtain one.

As part of the QCF, the government has set up a learner database which will give all learners registering onto a QCF qualification a Unique Learner Number (ULN). Centres have a responsibility to access the learner database on behalf of the learner to obtain a ULN. In order for a ULN to be generated, centres will be required to provide the:

- Learner name
- Date of birth
- Postcode

For further information and to access the learner database, please go to the website for Managing Information Across Partners (MIAP) at [www.miap.gov.uk](http://www.miap.gov.uk)

5. The ability to track the progress of learners

Every centre should be able to make an assessment of the achievements of the learners to whom they are delivering the course as part of the formative assessment process. Centres should have in place systems which can track both formative and summative achievements.

## 6. Details of partnership arrangements

If a centre has a partnership arrangement with another centre or organisation, it should clearly state the nature of the relationship and the roles and responsibilities of those involved in the partnership so that NALP can have confidence that the assessment process is being managed appropriately.

## 7. Provide access to premises, people and records to NALP and Ofqual and co-operate with monitoring activities

NALP and Ofqual staff may from time to time visit the centre to monitor activities and ensure that the centre is complying with regulatory requirements. As part of the approval process, centres must provide NALP and Ofqual staff with access to any information they need.

### **Benefits of becoming an NALP Centre**

Centres working with NALP will benefit from a wealth of information and materials to ensure that they are able to deliver units and qualifications with confidence. Please see our website [www.nationalparalegals.co.uk](http://www.nationalparalegals.co.uk) for further details about the information and materials we can provide. Our materials are developed by experts in the field and we ensure that any new developments are incorporated into our units and training materials as soon as possible. As an NALP centre you will benefit from the most up to date resources for delivery to your learners.

We also operate a Facebook site so that learners can talk about their experiences and share information.

## **Section 2 - External Assessment Requirements**

This section gives detailed information about the external assessment process that centres are responsible for. It covers the following qualifications:

- Level 3 Award in Paralegal Practice
- Level 3 Certificate in Paralegal Practice
- Level 3 Diploma in Paralegal Practice
- Level 4 Diploma in Paralegal Studies
- Level 7 Post Graduate Diploma in Paralegal Practice

### **Learners' Work**

All learner scripts that have been carried out under external assessment conditions remain the property of NALP and are not returned to centres. Examples of learners' work may be retained by NALP for future use in standardisation exercises. Such work will be appropriately edited to ensure anonymity and may be used in the future as exemplars in training and guidance documents.

### **Question Papers/Booklets and Learner Answer Sheets/Booklets**

External assessment question papers/booklets must be requested by, and will be dispatched to, the named person designated by the centre, who will co-ordinate the external assessment process. This designated person will be responsible for the security and integrity of the external assessment. Every care will be taken to ensure that the question papers/booklets and learner answer sheets/booklets are correctly issued and safely received. NALP will not be responsible for any loss that may occur after receipt at the centre. NALP reserves the right to investigate any irregular circumstances regarding the security of external assessment materials. Photocopying and/or reproduction of the external assessment papers, learner answer booklets or learner answer sheets is strictly forbidden under any circumstances.

### **Observation of External Assessment**

NALP reserves the right to observe the external assessment process, without prior notification, to confirm that these regulations are being adhered to. A completed *External Assessment Monitoring Visit* report will be made available to the centre. If an NALP representative observes any malpractice or non-compliance with these regulations, he/she has the right to declare the assessment void. In such cases, the NALP representative will report the incident and NALP will arrange to carry out an investigation.

### **Centre Responsibilities**

Centres are responsible for:

- providing a named person who is responsible for co-ordinating the external assessment process

- registering learners with NALP and requesting the external assessment in line with the required number of working days in advance of the centre's intended external assessment date
- providing suitable accommodation and equipment for the external assessment
- informing learners of the date, time and location of the external assessment
- providing suitably trained Invigilators for each external assessment and ensuring they are familiar with the content of these regulations and any other specific regulations for certain qualifications
- providing Invigilators with all resources and documents necessary for the conduct of the external assessment, including question papers/booklet, learner answer sheets/booklet
- maintaining the confidentiality of external assessments at all times
- ensuring that any centre personnel does not have the opportunity to read the question paper, completed answer booklets or completed answer sheets; unless they are acting as an authorised reader for learners who require reasonable adjustments in line with NALP's *Reasonable Adjustments and Special Considerations Policy*
- ensuring all question papers/booklets (used and unused), learner answer sheets/booklets and
- any registers taken by the Invigilators are returned within one working day of the external assessment taking place. Any question papers/booklets that are not received within 4 working days of the external assessment will not be marked
- ensuring that no copies of question papers, learner answer booklets or learner answer sheets are retained in any format under any circumstances and that no external assessment is tampered with
- making any application for reasonable adjustments for learners within the timescales stipulated in NALP's *Reasonable Adjustments and Special Considerations Policy*
- making Invigilators aware of any reasonable adjustments arrangements agreed for any learners

## **Invigilation**

Invigilation is the supervision of learners during the external assessment process

### **Selection and Number of Invigilators**

Invigilators must be appointed by centres and briefed on the requirements for the conduct of external assessments. Invigilators should be suitably trained people whose integrity may be relied upon. They act for the centre and the centre is responsible for their conduct. NALP does not accept responsibility for the payment of fees or expenses to Invigilators. No person may be appointed to invigilate an external assessment involving learners who have been taught, assessed or moderated by that person. When readers/writers are provided for learners with reasonable adjustments requirements, an Invigilator must also be present. Readers/writers must not also act as Invigilators. The minimum number of Invigilators required in each room used for the external assessment of learners is:

- 1 Invigilator for 30 learners or less

- 2 Invigilators for 31 to 70 learners
- 3 Invigilators for 71 or more learners.

When there is only one Invigilator he/she must be able to summon assistance easily, without leaving the room, in case of emergencies, eg a sick learner. The number of Invigilators must never fall below the number specified, and under no circumstances must learners be left unsupervised or unattended.

### **Instructions for Invigilators**

Invigilators play a key role in the quality control of the external assessment process and are required to:

- arrive at the external assessment location in good time
- ensure that the room is set up in accordance with the guidelines on page 6, of these regulations
- ensure that the appropriate instructions are read out to learners prior to the external assessment
- Invigilators must check that the external assessment reference numbers on question papers and pre-printed answer sheets correspond for each learner, especially where there are large numbers of learners or more than one external assessment taking place in the same room at the same time
- distribute question papers/booklets and learner answer sheets/booklets to learners
- allow time before the start of the external assessment for learners to check their personal details on the learner answer sheet/booklet
- ensure that learners know how to show their preferred answer, and how to alter their answer if they change their mind, on the learner answer sheet/booklet
- instruct learners to open their question papers/booklets at the specified start time for the external assessment and advise them to read all instructions carefully
- provide learners with additional paper if required
- be alert and observe learners at all times during the external assessment. Invigilators must not read or carry out any other activities
- ensure that the external assessment is supervised continuously
- ensure that the length of time allowed for the external assessment does not fall short of the authorised time specified on the question paper/booklet to the detriment of learners
- ensure that the length of time allowed for the external assessment does not exceed



the authorised time specified on the question paper/booklet

- take question papers/booklets and learner answer sheets/booklets from any learners who leave the external assessment location before the specified end of the external assessment
- collect in all reading matter, question papers/booklets (used and unused) and learner answer sheets/booklets at the end of the external assessment
- ensure that each learner's NALP number is included on his/her learner answer sheet/booklet
- ensure learners enter their personal information and external assessment reference number (as shown on the front cover of the question paper) into the learner answer sheets if this is not already pre-printed
- check that the number of completed learner answer sheets/booklets agrees with the names and number of learners attending the external assessment
- complete an Invigilators register
- seal all papers before taking them from the external assessment location

## **Conduct of the External Assessment**

### **Before the External Assessment**

Upon receipt of the external assessment materials, the person responsible for coordinating the external assessment process must ensure the pack is placed in secure storage until the day of the external assessment. The external assessment papers must only be opened by the Invigilator when the learners are assembled in the external assessment location (room). If the Invigilator notices any discrepancies or missing papers/learner answer sheets, then please contact NALP immediately.

If the external assessment materials appear to have been significantly damaged in transit, NALP must be informed immediately. NALP must also be informed immediately if the integrity or security of the external assessment papers is put at risk by theft, loss, damage, unauthorised disclosure, fire or any other circumstances.

All external assessments must be kept in a secure place which is only accessible to the person responsible for coordinating the external assessment process. This will require a safe, non-portable, lockable steel cabinet within a secure room. The room must also be secure from non-authorised entry, have restricted access and be locked when not occupied by the person responsible for coordinating the external assessment process.

The centre must be able to satisfy NALP of the security of such arrangements. The external assessment materials must be collected from their secure storage on the day of the external assessment by an Invigilator or another person authorised by the centre. It is the centre's responsibility to ensure safe transit of the external assessment materials to the nominated location. Stationery and any specified items must be made available to learners, and learners must have been informed what they will need, or are allowed, to bring, for

example, HB pencil, pen or dictionary.

### **The External Assessment Location (room)**

The external assessment must take place in a suitably quiet, undisturbed location, with adequate space, heating, lighting and ventilation. Only learners registered for the external assessment in question and the person responsible for coordinating the external assessment process should be allowed in the room immediately before, during or after the external assessment. Learners must be in the room at least 10 minutes before the start of the external assessment in order to complete the external assessment documentation. They should not be allowed into the room until the Invigilator is satisfied that the room is ready and can indicate where each learner should sit. NALP recommends a seating plan that follows the order of the names as stated on the *Invigilator's Register*. This is particularly important where a centre is using NALP pre-printed learner answer sheets that include learner and centre information, eg name. No pre-printed learner answer sheets/booklets may be used for any learner other than the one named on the sheet/booklet. Seating arrangements must prevent learners from seeing each other's work, intentionally or otherwise. NALP requires that:

- the minimum distance between the centre of each learner's chair is 1.25 metres in all directions
- all learners face the same direction unless they are working at drawing boards, easels or computer workstations, in which case learners should be arranged in an inward-facing pattern (or similar pattern that ensures the minimum distance requirement is satisfied)
- each learner should be seated at a separate desk, table or workstation
- a sign should be placed on the outside of the door to the location to indicate that an external assessment is in progress
- all posters, displayed materials etc, which may be relevant to the external assessment, should be removed or completely covered
- all learners must be able to see a clock without turning around
- the start and finish times of the external assessment must be displayed where all learners can see them without turning around

Where the external assessment comprises practical tests or the use of equipment, eg computers, then an Assistant familiar with the equipment must be present in addition to the Invigilator. Assistants should be available in case of equipment malfunction only, and should have no other involvement with the external assessment. More than one external assessment may be held in the same room as long as this does not disrupt any learner.

### **Starting the External Assessment**

At the Invigilator's discretion, learners may be allowed to enter the room late within the parameters below, but no extra time may be given. Where a learner has been allowed into the room after the start time, the question paper/booklet and learner answer sheet/booklet

should be submitted in the usual manner and the full circumstances of the late arrival should be recorded on the Invigilator's register.

For external assessments lasting 2 hours or more:

- learners will not be permitted to enter the external assessment location one hour or more after the timetabled start of the assessment (even if the actual start time differs from that which was timetabled)
- learners will not be permitted to leave the external assessment location during the first hour of the assessment

For external assessments lasting less than 2 hours:

- learners will not be permitted to enter the external assessment location after half of the assessment time has passed
- learners will not be permitted to leave the external assessment location before half of the assessment time has passed.

If a learner needs to leave the examination room temporarily during the external assessment because he/she is unwell or needs to go to the toilet, then he/she must be accompanied by an Invigilator who must ensure that they do not speak to anyone else, consult any notes, make a telephone call or otherwise breach the security of the external assessment whilst they are out of the room. The number of Invigilators present in the external assessment location must not fall below the number specified.

Any disturbance in the conduct of the external assessment should be detailed on the Invigilator's register. Unless this is done, no consideration may be given for the learner(s) affected.

## **Emergencies**

If an emergency occurs during the external assessment, eg fire alarm, bomb warning etc:

- the external assessment room must be evacuated in accordance with the instructions of the appropriate authority
- learners must leave question papers/booklets and learner answer sheets/booklets on their desk in the room

If the learners have been closely supervised and the Invigilator can assure that there has been no breach of external assessment security, i.e. learners did not converse with each other or any other person, nor consult any other books or notes during the enforced break in the external assessment, then the external assessment may be resumed and the full remainder of the allotted time may be given. Details of the emergency and the actions taken when the emergency arose must be recorded on the Invigilator's register.

If the Invigilator believes that there has been a breach of assessment security, then the external assessment is void. Details of the emergency and the actions taken when the emergency arose must be recorded on the Invigilator's register and all learner question

papers/booklets and learner answer sheets/booklets must be returned to NALP **immediately**. The learners affected must be re-entered for the external assessment at a later date.

### **At the End of the External Assessment**

Before the end of the external assessment the Invigilator should remind the learners of the time remaining. It is suggested that this warning should be given between 15 and 5 minutes from the end. When the allotted time has ended, learners must be told to stop writing or working.

In the case of paper-based assessments, learners should be instructed to check that their name, centre number, learner and paper number are on their learner answer sheet/booklet and are correct, and that any extra sheets of paper used have their names on them and are securely fixed to their learner answer sheets/booklets. String or treasury tags should be used for this, not paper clips or staples

Where computers have been used and a printout is to be submitted, the Invigilator should check that each page of the printout can be identified on a learner-by-learner basis. Only one copy should be printed and the files must be erased from the computer immediately

The Invigilator must collect all external assessment materials before learners leave the room to ensure that no learner accidentally takes their question paper/booklet or learner answer sheet/booklet with them. The Invigilator should check that learners have entered all their details correctly on their learner answer sheet/booklet.

### **Returning external assessment paperwork**

All external assessments must be returned to NALP by special delivery **on the day of the external assessment** wherever possible, using the addressed envelopes supplied. If this is not possible, then they must be kept in locked storage under the same conditions as unused external assessment papers. They must then be returned by special delivery to the address stated within **one working day** of the assessment taking place.

### **Conduct of the External Assessment**

#### **Generic Instructions (to be read to learners by the Invigilator before the start of the examination)**

- Please check that your personal details, learner number and external assessment reference appear on your answer sheet and inform me/us (Invigilators) immediately if any detail is incorrect. If this information is not pre-printed please complete by hand
- Read each question carefully and attempt to answer all questions in the question paper/booklet
- Please ensure that your answers are clear and legible
- Do not turn over your question paper/booklet until I/we instruct you to do so
- You must not have any notes, books, dictionaries or other information with you unless it is specifically allowed by the rules of the external assessment. If you have brought

anything into the room you must give it to me/us before the external assessment begins

- Mobile phones, pagers and other means of communication are not allowed in the external assessment. If you have brought these into the room they must be switched off and placed in your bag. Bags, coats and any other belongings should be left at the front of the room
- You must not communicate with anyone other than me/us in any way. If you have any problems and need to speak to me/us, please raise your hand to attract my/our attention. Do not make a noise or distract other learners
- I/we will not be able to explain questions
- There must be no eating, drinking or smoking during the external assessment
- If you finish your work and wish to leave, please raise your hand and I/we will check the time before giving you permission to go. Please leave as quietly as possible, so as not to disturb other learners. Make sure that you have left your work behind. Please note that you will not be able to return to the room
- By starting the external assessment you are agreeing that you have understood and accepted these rules

### **Additional Instructions:**

#### **For Multiple Choice Question Papers**

- Use an HB pencil as answer sheets are optically marked (scanned)
- Please complete all compulsory boxes
- Boxes must be filled in from left to right and not from top to bottom
- Read each question carefully and attempt to answer all questions on the learner answer sheet provided. Make no marks on the question paper – they will not be taken into account
- Please take care when answering questions. Mark your answers only as instructed on the learner answer sheet
- If you make a mistake, follow the instructions on the learner answer sheet about how to correct the mistake
- If you provide more than one answer to a question, and the correct answer cannot be easily identified then that question will be void and you will receive no marks for that question

#### **Timescales for marking assessments and receiving Certificates**

Learners can expect to receive the results of their assessments within 6-8 weeks of NALP receiving the assessments from the Centre and Learners can expect to receive their

Certificates on successfully passing the assessments 2 weeks after receipt of their results.

### **Section 3 – Equal Opportunities and fair access to assessment**

#### **Equal opportunities and fair access to assessment – our commitment to learners and centres**

We aim to ensure that equality of opportunity is promoted in all areas of our products and services and that unlawful or unfair discrimination, whether direct or indirect, is eliminated.

As an awarding organisation, we ensure that:

#### **This policy is widely publicised to all our customers**

This policy will be made freely available all our customers, including learners and centres.

#### **Learners have fair and equal access to assessment opportunities**

- The widest possible diversity of learners can access the content and assessment of our products and services
- The entry requirements, content and assessment demands of our products and services are appropriate to the knowledge, understanding and skills specified and do not act as unnecessary barriers to achievement
- Where there are unavoidable barriers to access, we will make these clear to learners and centres and manage their expectations appropriately
- All our products and services will ensure fair assessment for all learners
- The language we use in our materials is clear, free from bias and appropriate to the target group
- We aim to produce and endorse material that is free from bias, clear and uses plain English

#### **We review and evaluate our products and services against this policy**

- All our qualifications, course materials and distance learning services are reviewed against this policy
- All our services to centres and learners are reviewed against this policy
- We will always act fairly when working with centres and learners
- We will always support and demonstrate the principles of equality of opportunity.

#### **All centres approved by us to offer our qualifications will adhere to this policy**

- The conduct of assessment is carried out in a fair and objective manner

- centres continue to adhere to current equal opportunities legislation
- centres continue to operate an effective equal opportunities policy, with which learners are familiar and which applies to all learners using our products and services
- centres continue to operate an effective appeals procedure, with which learners are familiar and which applies to all learners using our products and services.

## Section 4 – NALP INVOICING POLICY

### 1. General Scope

This policy document covers the charges and invoicing for all provision accredited by the National Association of Licensed Paralegals (NALP) as an awarding organisation licensed by Ofqual, and for all provision offered by NALP as an accrediting organisation.

Our aim is to have a pricing structure and associated invoice arrangements that are:

- Fair and appropriate and provide value for money for centres
- Understandable and transparent, with no hidden costs or details This document will be reviewed annually when charges are set for the forthcoming year and whenever changes are made to associated procedures.

### 2. Operating year

The NALP operating year runs from 1st October to 30<sup>th</sup> September.

### 3. Fees and Charges

NALP Fees and Charges are published annually and are available on the NALP website (<http://www.nationalparalegals.co.uk>) a printed copy will also be sent out to all current recognised centres annually and to all new centres recognised during the year.

### 4. New Centre Recognition Fee

**4.1 Charge for:** the recognition of a new centre or a centre whose recognition status has lapsed for one year or more. The New Centre Recognition fee includes the Annual Fee (see 5) for the current year. New centres will receive:

- All of the services covered by the Annual Centre Recognition fee
- An additional Quality Reviewer “health check” visit to provide full support and guidance
- Advice on Training and CPD opportunities
- One to one mentoring and support as required

**4.2 Issue of invoice:** the invoice will be sent to the Finance contact identified by the centre on the Centre Recognition application. The invoice will be sent out within 15 working days of the receipt of a correctly completed Centre Recognition application.

**4.3 Payment Terms:** must be paid in full prior to Centre Recognition status being confirmed in the event of a successful application and within 30 days of the date of the invoice. The fee is not refundable if Centre Recognition status is not achieved.

**4.4 Information on the invoice and included with the invoice:** The invoice will contain the following information: NALP – Annual Centre Recognition Fee *and the year that the fee applies to* “Please note that Centre Recognition will not be granted until the non-refundable fee has been paid in full and all conditions in relation to your application have been met.



New centres will be formally notified of the outcome of their application by NALP and, if successful, only then can they register learners.” No additional information will be sent with the invoice.

## **5 Annual Fee**

**5.1 Charge for:** an annual fee to recognised centres based on the number of learner registrations during the preceding year. The number of learner registrations is counted by the number of times any learner is registered, if a learner is registered multiple times during the year then this will count as multiple registrations. The minimum annual fee will be invoiced even if no learners have been registered during the preceding year. The annual fee covers the costs of:

- Support and advice from NALP staff on curriculum development and accreditation administration Quality audit and centre risk assessment
- Up to two Quality Reviewer visits per year
- Access to units accredited by NALP,
- Administration and account management costs

**5.2 Issue of invoice:** the invoice will be sent to the Finance contact identified by the centre on the Centre Recognition application or as amended by any subsequent Centre Amendment form received by NALP. The invoice will be sent out in July each year for the forthcoming year.

**5.3 Payment Terms:** the invoice must be paid in full within 30 days of the date of the invoice.

### **5.4 Information on the invoice and included with the invoice:**

The invoice will contain the following information: NALP – Annual Centre Recognition Fee *and the year that the fee applies to*. No additional information will be sent with the invoice.

## **6. Charge for learner registration**

**6.1 Charge for:** the registration of learners, there is no additional charge for the certification of successful learners. Registration charges are based on either the qualification charge where learners are registered on a full qualification and this is indicated at registration or by the Intended Credit Value (ICV) of the class being registered. Centre Purchase Order (PO) numbers will be recorded and included on the invoice and the Learner Listing supplied with the invoice if they are supplied at registration. If a centre requires that a PO must be included on all registrations then NALP will make this a mandatory requirement of learner registration.

**6.2 Issue of invoice:** the invoice will be sent to the Finance contact identified by the centre on the Centre Recognition application or as amended by any subsequent Centre Amendment form received by NALP. The invoice will be issued within 30 working days of the receipt of the correctly completed learner registrations or within 15 working days of the notification of the registration of the learners whichever is soonest.

**6.3 Payment Terms:** the invoice must be paid in full within 30 days of the date of the

invoice.

#### **6.4 Information on the invoice and included with the invoice:**

The invoice will contain the following information:

NALP – Learner Intended Credit Charges Purchase Order (PO) number(s) (if supplied or required)

Or

NALP – *Qualification name* Learner Registration Fee Purchase Order (PO) number(s) (if supplied or required)

In addition to the invoice and included with the invoice will be:

a) **A printed invoicing spreadsheet** with the following information:

- the name of the Centre
- the name of the site delivering the course (if notified at registration) o the NALP programme ID as allocated by NALP and specified on the Recommendation of the Award of Credit (RAC) issued to the Centre Admin contact after registration
- the Course title as specified by the Centre on the registration form and included on the RAC
- the Course start date as specified by the Centre on the registration form and included on the RAC
- the NALP Run ID as allocated by NALP and included on the RAC
- the Tutor's name for the course as specified by the Centre on the registration form and included on the RAC
- the number of learners registered
- the Qualification registered for or the ICV as specified by the Centre on the registration form and included on the RAC
- the charge per learner o the total charge for the course for learner registrations
- a Y/N (Yes/No) indication of whether or not a late registration fee is being applied
- the total cost of the late registration fee if applicable o the total cost of replacement certificates if replacement certificates are being issued

b) **A printed copy of the Learner Listing** with the following information:

- The name of the programme
- The name of the Centre
- The name of the site (if included in registration)

- Provider Reference (if included in registration)
- Tutor's name
- Start date of the course o End date of the course
- the NALP Run ID as allocated by NALP and included on the RAC
- the ICV (if not registering for a full qualification)
- The Course name (as supplied by the Centre) o For each learner registered – the NALP learner ID, Surname, Forename, Date of birth, date registered
- The total number of learners registered on this course o Purchase Order (PO) number(s) (if supplied or required)

## 7. Late Registration fee

**7.1 Charge for:** there will be a per learner late registration fee for all registrations received after the deadlines given below:

- For courses of 15 weeks or less, the registration form must be received by NALP within **25 working days** of the start date of the course
- For courses of more than 15 weeks, the registration form must be received by NALP within **60 working days** of the start date of the course

Where registrations are received after the deadlines the registrations may be refused or a late fee will be charged.

**7.2 Issue of invoice:** the invoice will be sent to the Finance contact identified by the centre on the Centre Recognition application or as amended by any subsequent Centre Amendment form received by NALP. The invoice will be issued within 30 working days of the receipt of the correctly completed learner registrations or within 15 working days of the notification of the registration of the learners whichever is soonest.

**7.3 Payment Terms:** the invoice must be paid in full within 30 days of the date of the invoice.

### 7.4 Information on the invoice and included with the invoice:

The invoice will contain the following information: Late Learner Registration Fee In addition to the invoice and included with the invoice will be: A printed invoicing spreadsheet – as at 6.4 a) A printed copy of the Learner Listing – as at 6.4 b)

## 8. Replacement Certificate fee

**8.1 Charge for:** replacement certificates where the original certificates have been lost or damaged or if certificates have been incorrectly issued due to an error by the Centre. The centre is required to complete a Replacement Certificate Request – Centre form and return to NALP with the incorrectly issued certificates and a full explanation of the reason for the request.

**8.2 Issue of invoice:** the invoice will be sent to the Finance contact identified by the centre on the Centre Recognition application or as amended by any subsequent Centre Amendment form received by NALP. The invoice will be issued within 15 working days of receipt of the correctly completed Replacement Certificate application.

**8.3 Payment Terms:** the invoice must be paid in full within 30 days of the date of the invoice.

**8.4 Information on the invoice and included with the invoice:**

The invoice will contain the following information:

Replacement Certificate fee In addition to the invoice and included with the invoice will be:  
A printed invoicing spreadsheet – as at 6.4 a)  
A printed copy of the Learner Listing – as at 6.4 b)

**9. Additional Quality Assurance fee**

**9.1 Charge for:** where additional Quality Assurance measures are required to ensure centre compliance with terms and conditions or where the verification of the award of credit makes it necessary, the centre may be invoiced at the current rate for additional Quality visits. The decision to apply additional Quality Assurance measures will be made by the NALP Director of Quality and notified to the Centre by email to the named Centre Quality contact.

**9.2 Issue of invoice:** the invoice will be sent to the Finance contact identified by the centre on the Centre Recognition application or as amended by any subsequent Centre Amendment form received by NALP. The invoice will be issued within 15 working days of the notified additional visit by the NALP Quality Reviewer.

**9.3 Payment Terms:** the invoice must be paid in full within 30 days of the date of the invoice.

**9.4 Information on the invoice and included with the invoice:**

The invoice will state: *Additional Quality Reviewer Visit and include the date of the visit and the name of the Quality Reviewer who attended.*

**10. Consultancy fee**

**10.1 Charge for:** consultancy work previously and separately agreed with organisations and which falls outside NALP's standard offer. This will be charged by the full day or half day and will be agreed with the organisation in advance of the work being undertaken by NALP. This also includes recognition/validation of courses for Access to HE programmes for those centres not using the NALP Common Access Framework. This rate will also apply to credit development and bespoke training.

**10.2 Issue of invoice:** the invoice will be sent to the Finance contact identified by the centre on the Centre Recognition application or as amended by any subsequent Centre Amendment form received by NALP. The invoice will be issued within 15 working days of the agreement with the organisation.

**10.3 Payment Terms:** the invoice must be paid in full within 30 days of the date of the

invoice.

#### **10.4 Information on the invoice and included with the invoice:**

The invoice will state: Charge for NALP consultancy service provided for the development of *and include details of the specific service provided and name of staff undertaking it (if appropriate)*

#### **11. Other charges**

Other charges for services agreed with NALP will be levied at the discretion of the NALP Chief Executive Officer. These will be agreed in advance with the organisation and will be invoiced within 15 working days of this agreement or where otherwise agreed with the organisation. The invoice must be paid within 30 days of the date of the invoice.

#### **12. Late Payment Terms**

It is stated in the NALP Fees and Charges that: It is the responsibility of the providing organisation to pay fees and charges within 30 days of the invoice date.

**Late payment charges will be incurred beyond this period of 2% of the invoice value per month. Centres should note that enquiries relating to invoices should be made within 20 working days of the date of the invoice. No adjustments or credit notes will be produced after this deadline and the original invoice will be due for payment.**

#### **13. Information on all NALP Invoices**

The following statements are included on all NALP invoices:

**TERMS ARE STRICTLY 30 DAYS FROM THE DATE OF THIS INVOICE**

**Please make any queries regarding this invoice to the Finance Officer on 0845 862 7000 as soon as possible or alternatively you may e-mail:-**  
[accounts@nationalparalegal.co.uk](mailto:accounts@nationalparalegal.co.uk)

**May we remind you that your membership may be suspended or withdrawn for late payments as stated in the Centre Recognition Application form.**

**Please make cheques payable to 'NALP' and send it to the Finance Officer, NALP, LG.02 Lincoln House, 1-3 Brixton Road, London SW9 6DE. Alternatively you may prefer to pay by BACS, remembering please to quote the invoice number(s) of those invoice(s) being paid and also please send us a remittance note. For BACS details please phone our Finance Officer at the number or email above.**

#### **14. Records**

In accordance with HMRC guidelines we will keep records of all invoices issued and received so that your centre or other relevant parties (such as the regulators) can be provided with an auditable trail of transactions if required.

## **Section 5 - Special Considerations and Reasonable Adjustments**

NALP seeks to provide equal access to assessment for all learners taking its qualifications. NALP recognises that reasonable adjustments or special considerations may be required at the time of the external assessment where:

- learners have a permanent disability or specific learning needs
- learners have a temporary disability, medical condition or specific learning needs
- learners are indisposed at the time of the assessment

In the cases of requests for external assessment materials to be made available in Braille, requests must be made at least 30 working days prior to the proposed assessment date.

In the cases of requests for modified external assessment papers, requests must be made at least 15 working days prior to the agreed external assessment date.

For further information about these arrangements please refer to NALP's *Reasonable Adjustments and Special Considerations Policy* which is available from the NALP website ([www.nationalparalegals.co.uk](http://www.nationalparalegals.co.uk)).

It is expected that centres will have a mechanism in place by which external assessment materials are signed for upon receipt. Once signed for, sole responsibility for the security and integrity of the external assessment materials lies with centres.

## **Section 6 - Appeals and enquiries**

If a learner wishes to make a complaint or appeal against any aspect of the assessment process they may do so in writing to:

The Chief Executive,

NALP ( The National Association of Licensed Paralegals)

LG.02 Lincoln House,

1-3 Brixton Road,

London,

SW9 6DE

Complaints and appeals by learners will be considered if they concern:

- The conduct of the assessment within the centre
- Appeals against marks or grades awarded

### **Complaints about the conduct of the assessment**

If a learner has a complaint about the conduct of an assessment, they can contact the National Association of Paralegals by telephone, e-mail or in writing stating their name, the centre they are being assessed in and the nature of the complaint. The National Association will follow up the complaint and investigate whether any malpractice has taken place. If the learner feels that this has directly affected the mark or grade they are awarded they may proceed to the four stage appeals process. If the complaint involves suspected malpractice at the centre, this will be investigated in accordance with the published malpractice procedures.

### **Appeals against awarding organisation decisions on special considerations or reasonable adjustments:**

A learner may make an appeal against the awarding organisation, for example if the awarding organisation has declined a request for a special consideration or reasonable adjustment. In these cases, The Chief Executive and the Disciplinary and Appeals Panel will review the application and make a final decision about whether the grounds for refusal was justified in terms of the equal opportunities and fair access to assessment policy and the policy for reasonable adjustments and special considerations. If a learner wishes to take their appeal further, they can contact the regulatory authorities.

For further information and a copy of the Appeals Policy, please contact NALP at LG.02 Lincoln House, 1-3 Brixton Road, London SW9 6DE

## Section 7 – Malpractice & Maladministration

### What is malpractice?

Malpractice is defined as any activity or practice which deliberately contravenes regulations and compromises the integrity of the assessment process and/or the validity of certificates. For the purpose of this policy this term also covers misconduct.

The categories listed below are examples of potential centre and learner malpractice. Please note that this is not an exhaustive list.

- Contravention of our centre approval conditions
- Contravention of our programme approval conditions
- Intentional or withholding of information from us which is critical to maintaining the rigour of quality assurance
- Plagiarism of any nature by learners
- Falsification of records

Examples below are advisory in nature and do not constitute an exhaustive list of possible instances of malpractice:

Contravention by centres and their learners of the regulations for external assessment, e.g.:

- Insecure storage of external assessment papers
- Non-adherence to our invigilation requirements by centre staff and learners
- Plagiarism of any nature by learners
- Unauthorised amendment, copying or distributing of external assessment papers
- Submission of false information to gain a proxy or a qualification
- Disruptive behaviour by learners
- Failure to adhere to the requirements of our *Reasonable Adjustments and Special Considerations Policy. Failure to satisfactorily implement conditions of approval within stated timescales*
- Denial of access to resources (premises, records, information, learners and staff) by any authorised representative and/or the regulatory authorities
- Failure to adhere to our learner registration and certification procedures
- Failure to continually adhere to our course/centre approval criteria
- Failure to maintain auditable records, e.g. certification claims
- Fraudulent claim for certificates

Contravention by distance learners of NALP policies and procedures e.g.:

- Plagiarism of any nature by learners
- Submission of false information to gain a proxy or a qualification
- Fraudulent claim for certificates
- Intentional withholding of any information from us which is critical to maintaining the rigour of quality assurance.



## **What is maladministration?**

Maladministration is defined as any activity or practice which results in non-compliance with regulations. Anybody identifying cases of maladministration should report them to The Chief Executive at the NALP.

We are obliged to investigate all cases of maladministration in liaison with the parties concerned. If an investigation results in evidence of maladministration, we will need to impose the appropriate sanction and take the necessary steps to ensure that the learners' interests are protected as far as is reasonably possible. This may include making arrangements for re-assessment or certification, as appropriate.

## **How to notify us of suspected or actual cases of malpractice or maladministration**

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time must immediately report their findings to The Chief Executive by post, telephone or e-mail.

Postal address  
The National Association of Licensed Paralegals  
LG 02 Lincoln House  
1-3 Brixton Road  
London SW9 6DE

E-mail: [info@nationalparalegals.co.uk](mailto:info@nationalparalegals.co.uk)

Tel: 0845 862 7000

### **Monitoring:**

NALP will make random spot checks of the arrangements put in place by a Centre for preventing and investigating Malpractice and Maladministration.

### **Sanctions:**

For further information on Malpractice or Maladministration and any sanctions that NALP may impose on a Centre for non-compliance, please refer to the Malpractice and Maladministration Policy and Procedure which can be found on the NALP website.

### **Advice and Guidance for Centres:**

Please contact the Chief Executive using the above contact details.

## **Section 8 - Status in Northern Ireland**

Currently, NALP intends to provide its qualifications to centres in England and appropriate resources are available to produce both specifications and assessment materials for these centres. In England, *Qualification Specifications* and assessment materials are expressed in English.

*Qualification Specifications* and assessment materials can be made available to centres in Northern Ireland. (NALP is able to provide *Qualification Specifications* and assessment materials in the Irish language where requested and appropriate.)

### **Irish Statement**

If a centre requests external assessment in Irish, NALP will ensure:

- that the assessment will be translated into Irish (Gaelige) by a professional translation agency, which can currently take up to 4 months
- that the assessment produced by the learner is translated into English by a professional translation agency for marking purposes

## **Section 9 – Customer Service statement and contacting NALP**

### **Our commitment to customers**

As part of our commitment to customer service, we aim to make ourselves available to answer questions or queries in a variety of ways.

#### **By telephone**

You can contact us on 0845 862 7000. We are open from 9.30-5.30, Monday to Friday and if you call outside of these hours please leave a message on our answer phone with your

name, contact number and a brief description of your question/query and we will get back to you the next working day.

### **By e-mail**

Please e-mail us at [info@nationalparalegals.co.uk](mailto:info@nationalparalegals.co.uk) or by using our e-mail contact form on our website at [www.nationalparalegals.co.uk](http://www.nationalparalegals.co.uk). We will respond to your question within 48 hours of receiving it.

### **In writing**

If you want to write to us, please address your letter to The Chief Executive at National Association of Licensed Paralegals, LG.02 Lincoln House, 1-3 Brixton Road, London SW9 6DE and we will respond within 48 hours of receipt.

### **Appeals or complaints**

If you want to make an appeal against marks given or a complaint about the centre or awarding organisation, you can do it by telephone, e-mail or in writing. Please note that we treat all appeals or complaints in the strictest confidence. Please see our appeals and complaints procedure for further information.

### **Malpractice or Maladministration**

If you want to bring an issue of malpractice to our attention, you can do so by telephone, e-mail or in writing. Please note that we treat all such correspondence the strictest confidence. Please see our malpractice and maladministration procedure for further information.

### **Dedicated support to learners**

Learners can access our courses, units and qualifications in a variety of ways, either through one of our approved centres or via distance learning. We have a wide range of information, support and resources available on our website at [www.nationalparalegals.co.uk](http://www.nationalparalegals.co.uk)

### **Dedicated support to centres**

We provide advice and support to our centres through the production of our *Centre Handbook* which is available on our website, along with information and materials for course delivery at [www.nationalparalegals.co.uk](http://www.nationalparalegals.co.uk).