

IPHM STANDARDS FOR TRAINING PROVIDERS

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TRAINING COURSES

All training providers must ensure that their courses are:

- Educational
- Coherently structured
- Have clear learning objectives and outcomes.

This foundational approach ensures that students receive a comprehensive and meaningful learning experience.

TUTOR SUPPORT

Courses must provide students with the necessary support to complete their program, whether delivered online or face-to-face. This support is crucial to help students overcome challenges and achieve their learning goals.

EXAMS

To qualify for a certification using the IPHM logo:

- Students must pass an exam consisting of at least 20 questions.
- A completed case study is required.
- A minimum pass mark of 80% is necessary to ensure a high standard of competency.

CASE STUDIES

- Students should complete a minimum of five case studies.
- As a training provider, you must review at least one case study before awarding a qualification.
- This ensures that students can apply their knowledge practically.

QUALIFICATIONS

- You may display the IPHM Trustmark on your certificates, indicating that your courses are IPHM accredited.
- It is important to clarify that while the course is accredited by IPHM, it is not an IPHM course.
- Students must apply for their own IPHM accreditation after completing your course. We guarantee acceptance for them to become a practitioner if they have studied with any of our accredited training providers.
- Guidance on referrals and encouraging student applications can be found on the member's dashboard.

CERTIFICATE VS. DIPLOMA QUALIFICATIONS

Understanding the distinctions between certificates and diplomas is crucial for offering the appropriate credential:

CERTIFICATE QUALIFICATIONS

- An advancement from Awards
- Typically require between 40 to 200 hours to complete.
- Provide comprehensive content to help students master a specific area.
- Prepare students for career advancement or further education.

DIPLOMA QUALIFICATIONS

- The most extensive qualifications within the IPHM framework
- Generally, require over 150 hours of training.
- Offer in-depth coverage of the subject matter.
- Equip students with advanced skills and knowledge to significantly enhance their career prospects.

STUDENT CARE

Providing excellent student care is essential:

- Each student has unique personalities and learning needs.
- A tailored approach is required to ensure students feel comfortable and supported.
- Your demeanour and behaviour can greatly impact their learning experience.

AVOIDING CLIENT DISSATISFACTION

Preventing client dissatisfaction is crucial:

- Some clients may express their dissatisfaction, while others may simply not return.
- Effective communication and good customer care can prevent this.
- Regularly check student satisfaction and address any concerns promptly.
- Compensate for service disruptions and resolve issues to maintain client satisfaction.

CUSTOMER CARE

Customer care is a critical component of your service:

- Ensure that students feel valued and supported throughout their studies.
- This will enhance their overall experience and foster long-term relationships.