

# 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.