



NALP

NALP

National Association of Licensed Paralegals

Centre Handbook

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Introduction and background

The National Association of Licensed Paralegals (NALP) 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. 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.

Section I - Becoming an NALP centre

If you would like to become an NALP centre, please phone the NALP on 0203 176 0900 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

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 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 4 Diploma in Paralegal Studies
- Level 7 Diploma in Paralegal Practice

Learners' Work

All learner scripts which 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:

- One 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-authorized 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

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 - 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).

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 5 - 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
The National Association of Licensed Paralegals
Unit 3.08 Canterbury Court
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 General Secretary 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 308 Canterbury Court, 1-3 Brixton Road, London SW9 6DE

Section 6 - Malpractice

If any of the regulations for external assessment are broken by a learner, Invigilator or other person involved in the conduct of the external assessment, then NALP may declare the assessment void. In the event of a suspected or actual contravention of these regulations by learners:

- the work completed by the learner(s) concerned must be confiscated
- all learners suspected of contravening these regulations should be instructed to leave the room immediately
- at the end of the external assessment the Invigilator must report all relevant facts on the Invigilator's register
- the Invigilator should also indicate on the learner answer sheet/learner answer booklet that the learner was expelled from the external assessment
- the Invigilator should also then report the incident to the Head of Centre
- the centre should conduct its own investigation into the incident and report the incident and their findings to NALP

NALP will investigate each case of alleged or actual irregularity committed by a learner, Invigilator or other person involved in the conduct of the external assessment in order to establish all of the facts and circumstances surrounding the case. This investigation may be carried out in accordance with NALP's *Malpractice Policy*, available from the NALP website (www.nationalparalegals.co.uk). Each case will be considered by NALP on an individual basis in the light of all available information.

Failure to comply with these regulations may result in a centre's approved status being temporarily or permanently removed and/or learners being withdrawn from the qualification.

Section 7 - Status in Wales and 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 and Wales. (NALP is able to provide *Qualification Specifications* and assessment materials in the Welsh and/or Irish language where requested and appropriate.)

Welsh/Irish Statement

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

- that the assessment will be translated into Welsh or 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 8 – 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 020 3176 0900. 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 or by using our e-mail contact form on our website at 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, Unit 3.08 Canterbury Court, 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

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 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

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.