



## The Quality Training Portal (QTP) Frequently Asked Questions

We are here to make finding the best training for you easy. If you have a question about the QTP site, please look at our FAQs below:

### 1) Who uses the QTP?

The QTP is designed for existing and potential learners or employers to source continuing professional development (CPD) training that has been quality assured by SkillsActive through its endorsement process. Training providers offering qualifications also go through a quality assurance process with us before being able to list their qualifications on the QTP.

### 2) What is the benefit of using the QTP?

The QTP is the only dedicated training search portal for the Active Learning, Leisure and Well-being sector, which includes sport, fitness, playwork, the outdoors, caravans, hair and beauty, and all the Endorsed Providers listed have been through our quality assurance process. All the CPD training meets industry standards, and you will find generic qualifications such as first aid or management as well as sector qualifications.

### 3) Why should I use Endorsed Providers?

By using a SkillsActive Endorsed Provider you will have the peace of mind that they have the staff, policies and procedures in place to ensure that the endorsed CPD training they offer is safe, effective and fit for purpose. After successfully completing a training programme through one of our Endorsed Providers, be it CPD or qualifications, learners will also receive a predetermined number of CPD points, which can be used towards the CPD commitment of SkillsActive's [professional registers](#).

### 4) Do I need to pay to use the QTP website to find training?

No, QTP is completely free to use.

### 5) How do I pay for the training I decide to book?

Payments are made directly to the organisation operating the training you have selected.

### 6) Can I pay for the training in instalments?

Payment options will vary depending on the organisation delivering your training. Please check with them directly.

### 7) How can I tell if a Training Provider has been endorsed?

All our Endorsed Providers have access to the QTP to promote their training; they will also display our endorsement logos on their marketing and will advertise CPD points.





**8) If I use a training provider that is not SkillsActive endorsed, can I still get CPD points to maintain my status on the professional register?**

You will still be awarded 2 CPD points for any sector training programme that you take with a non endorsed training provider. Providing that you can detail how this has developed your career and enhanced the skills gained in your qualifications then you are able to log points. Please note that this training programme will not be listed in any of the SkillsActive professional registers' member areas as it is not endorsed. Please also note that by undertaking training with a non endorsed training provider SkillsActive will not be able to verify the content nor will you be covered by the [Code of Practice for Training Providers](#) should you have any concerns or complaints.

**9) My training provider is not listed on the QTP but is delivering an accredited qualification that gives entry to one of SkillsActive's professional registers. Will I still gain entry and receive CPD points?**

Our recommendation would be to only use Endorsed Providers on the QTP as this means you will be covered by the [Code of Practice for Training Providers](#) should you have any concerns or complaints. However, in the event that you do decide to use a training provider that is not listed, please ensure that you contact the relevant Awarding Organisation (AO) to confirm that this qualification will give you entry to a SkillsActive register and provide CPD points. If the AO is unsure then please contact our Registers department by calling 020 7840 1919

**10) How do I find the training or qualifications I want on the QTP?**

From the [QTP home page](#) you can search by keyword, sector and discipline. By clicking 'Search', you will be offered a more detailed list of search criteria such as date and distance as well as price. NB: the QTP will tell you where the training is taking place, not where the Endorsed Provider is based.

**11) What information will I see in the results of my search?**

You will see the Endorsed Provider's logo, which is hyperlinked to their own website; you will also see a brief description of the training on offer. Our CPD point logo will be displayed showing how many points you will earn after successfully completing the training, and there may be the date and cost of the next training day. If you want to explore the training further, there is a 'Read More' option.

**12) Why aren't there any dates or costs?**

If you are interested in a particular programme but the Endorsed Provider hasn't provided dates or costs, this may be because there are variables involved. You can access their website by clicking on their logo to find more information.





### **I3) How can I sort the results?**

The QTP automatically displays training offered by our Lead Providers first, but you can further sort your results by name, price or date using the options at the top of the list.

### **I4) What other information can I find about the training?**

Once you select 'Read More' on any training, you will be given some information about the Endorsed Provider and more details on the training itself i.e. content, prerequisites, assessments and contact details. The Endorsed Provider may also include a venues and dates schedule, with the option for you to express your interest through the 'Enquire' button. This goes directly to the Endorsed Provider and simply requires your contact details and professional register number if you have one, and they will respond back to you.

### **I5) What if I have a question?**

If you have any questions about CPD, endorsement, or the QTP, please contact the Professional Development team at [endorsement@skillsactive.com](mailto:endorsement@skillsactive.com) or 020 3434 4384. We also welcome your feedback.

### **I6) I need to raise a complaint - how can I do so?**

If you have any problems with the training you receive, please contact your training provider directly and follow their internal process for complaints. If the issue cannot be resolved by the provider please email [endorsement@skillsactive.com](mailto:endorsement@skillsactive.com) and one of our team will contact you, or visit our [website](#) for details of our complaints procedure. **NB:** if the complaint is regarding the delivery of qualifications, you will need to contact the awarding organisation that the training provider is accredited through, not SkillsActive.

