

NPA Certificate in Pawnbroking Excellence, and Professional Development Online Courses 2019



Guiding and Evidencing Your Success



NPA Online Education and Courses

More than 1000 members' staff have enrolled on the NPA Certificate in Pawnbroking Excellence qualification and ongoing professional development courses. These members see the value of having qualified staff who once qualified will continue to put into practice the knowledge they have learned. We want as many pawnbrokers as possible to be officially recognised for the high quality and professionalism that we know our members put into practice.

But it doesn't stop at the Qualification, being up to date is crucial for all members at all times. Consequently we have created specialist online learning materials for all our members and their staff. All learning is evidenced based so that staff can prove they have read, learned and passed a test on our learning topics. FCA and HMRC may require evidence of training at any time.

We continually add professional development courses to our training portfolio and update existing ones whenever laws or regulations change.

The Qualification- The Certificate in Pawnbroking Excellence

This consists of 5 modules which can be taken separately with a downloadable document showing you have passed. And if you pass all 5 you will qualify for the 'NPA Certificate in Pawnbroking'

NPA Certificate In Pawnbroking

- Module 1- Metal Testing and Evaluation
- Module 2-Consumer Credit Law and Pawn Contracts
- Module 3- Hallmarking Law
- Module 4- FCA Systems and Process Requirements
- Module 5- Customer Service

All study materials are available online and study can be undertaken at any time such as breaks or at weekends. You can simply carry on from where you left off. When you have studied enough you can sit an online multiple choice exam of 30 randomised questions in 15 minutes.



“We believe that NPA’s new education and training platform demonstrates the professionalism of pawnbrokers and I would encourage you to train as many staff as possible.”



Paul Smit- President

Continuing Professional Development Courses

In addition to the qualification we also provide Continuing Professional Development where you learn the material on slides and sit a short test to prove you understand the topic and evidence your success. These are continuously updated and extended and can be used to demonstrate training to the authorities. These include;

Precious Metals
Treating Customers Fairly
Anti Money Laundering
Complaints Process
History of Hallmarking
Disposition and Settlement
Financial Promotions
Introduction to Diamonds

Armed Robbery
Gabriel Reporting
Identifying Fake Banknotes
(Bank of England endorsed)
General Data Protection 1-Regulation
GDPR 2- Compliance
New- Social Media Skills-Instagram
New- Vulnerability policy
New- Financial Promotion and Social Media

Coming soon- Robbery and Disaster Recovery
Senior Manager Regime Compliance
Identifying Synthetic Diamonds
Valuation of Pearls



Costs and Benefits

Unlimited access to all courses
for just £39 a year.



Cost and Benefits

Individuals registering can study all the materials, sit any of the 5 exams and ultimately gain your qualification.

Alternatively and in addition you may wish to take the quick learn topics to keep up to date with a particular requirement of the business, and importantly evidence your training.

The benefits are;

- 1) The ability to recognise individual skills and competences of your staff.
- 2) Like a University, NPA will keep a log of all successes so it is a way to prove compliance and staff skills to the authorities by referring them to NPA.
- 3) All key people can keep up to date with compliance, for example, by taking a quick learn course.
- 4) Apart from the obvious staff benefit it is a good way to demonstrate to the authorities and evidence that you professionally train your staff who are up to date in regulated and other professional understanding and ability.

Each access pass is made out to the individual who registers, so only that person can sit exams or tests as the result will be recorded against their record.



Guiding Your Success

To find out more and to buy your annual access pass
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