

NPA Certificate in Pawnbroking Excellence, and Professional Development Online Courses 2021



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 Excellence

- 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.

**From Spring 2021
It will be possible to sit
courses using a
smartphone or
tablet as well**



“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

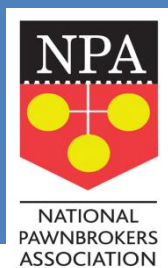
Continuing Professional Development Courses

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;

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|----------------------------------|--------------------------------------|
| Precious Metals | General Data Protection 1-Regulation |
| Treating Customers Fairly | GDPR 2- Compliance |
| Anti Money Laundering | Identifying Fake Banknotes |
| Customer Complaints Process | (Bank of England endorsed) |
| History of Hallmarking | Promotion and Social Media |
| Disposition and Settlement | Social Media Skills-Instagram |
| Financial Promotions | Intro to Synthetic Diamonds |
| Introduction to Diamonds | Vulnerability 1- Policy |
| Armed Robbery | Vulnerability 2- Mental Capacity |
| Gabriel Reporting | Vulnerability 3- Debt Advisers |
| Valuation of Pearls | Introduction to Watches |
| Senior Manager Regime Compliance | |

New -Introduction to Diamonds for Pawnbroking- 6 modules

New- NPA Pawnbroking Certificate in Diamonds-10 modules



NPA Introduction to Diamonds for Pawnbroking -6 modules

This Online Course focuses on key skills and core knowledge that you and your staff need to efficiently, effectively and responsibly lend on diamonds to grow your business.

The seven new modules are simple to follow, and should take around 30 minutes a module – something that can be fitted in during a quiet period in the day (we hope you don't have too many of these in your stores!), and built up to complete the course. Once complete students will gain a certificate of completion to validate their learning. It serves as an excellent introduction for new or inexperienced staff as well as a useful revision for those of you who have been doing this for years. It also acts as the foundation for a new module due to be released for the Certificate in Pawnbroking in October 2020, which covers more advanced topics for those experienced in diamonds identification and assessment.

Modules include;

1 Introduction, Price & Value

2 Identification

3 4C's Cut

4 4C's Colour

5 4C's Clarity

6 4C's Carat 10 question from database on subject, certificate available.

The topics and content cover the essentials of what is needed on a daily basis to provide an excellent pawnbroking service on diamonds efficiently to your customers.



NPA Pawnbroking Certificate in Diamonds -10 modules

Having studied the introduction modules, the next progression is to the full NPA Certificate. The course develops skills, knowledge and understanding to a greater degree, covering the topics in more detail. Staff should be able to judge diamonds more efficiently, effectively, and responsibly and be even better placed to lend against diamonds to grow your business.

Details of the new Certificate in Diamonds Courses

There are ten modules including a half hour online exam. At the end of each module there is a short test against the clock comprising 10 randomly generated questions. The certificate for each module can be printed as evidence of passing that module. Once all modules are completed and passed the student is ready to sit the main exam with 50 randomised questions to answer. Once passed they will gain the NPA Certificate in Diamonds qualification. The modules cover.

- 1) Understanding and using diamond reports
- 2) Reviewing and recognising special treatments
- 3) Identifying synthetics
- 4) Understanding and establishing carat
- 5) Recognising and interpreting colour
- 6) Analysing clarity
- 7) Recognising different cuts
- 8) Understanding and evaluating fluorescence
- 9) Interpreting price and understanding value.
- 10) Final exam.



Costs and Benefits

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



Cost and Benefits

Individuals registering can study all the materials, and sit any exams 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
call 07735 886930 or e mail sonia.sahota@thenpa.com



National Pawnbrokers Association