

# Biz Training Solutions

## Frequently Asked Questions (FAQs)

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- **[Why do I have to pay for the course, when there are free ones out there?](#)**

You may come across funded courses, which are free to the end user. These are generally longer courses which have been approved by the Skills Funding Agency (SFA). To qualify for these you must not have a level 3 or higher qualification and there are other restrictions.

Our courses are short individual unit based courses, which are not funded by the SFA, therefore we have to charge. However, included in the fee is:

- Your chosen mobile online course available 24/7 for 365 days
- Trainer support (online)

All of this incurs an expense, so we have to charge for the courses.

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- **[Will the accreditation hold up should an instance occur where we are called into investigation?](#)**

All of our courses have been signed off as meeting the learning outcomes and assessment criteria by the external verifier at Open College Network West Midlands, so yes, the accreditation will hold up as it has been agreed with the awarding body. We can only give advice and guidance to our learners, should they choose to ignore our best practice guidelines we cannot be held responsible.

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- **[My staff don't have time during their normal working day to complete this – how can we fit it in?](#)**

We are a flexible mobile e-learning solution. This means that learning can take place 24 hours a day/7 days a week. If a learner has to stop and start their learning, no problem, the course will take them straight back to where they left off. This means they can fit their learning into their schedule. All courses are iPad and tablet compatible so wherever a learner is, at home, in the office even on the train, they can learn! They even work on mobile phones. However, this is not the best viewing experience for the learner, unless you have a larger screen.

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- **Will we have to renew the qualification every 12 months?**

No. It is the course licence that is valid for 12 months. This means that the learner can access the course as many times as they want to within that 12 months and use the subject matter expert if they need to. Different subjects have best practice attached to them, for example; safeguarding learners will need to refresh every 3 years and designated people every 2 years although it is good practice for DP's to refresh yearly.

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- **My staff are at different stages in their career and have different learning abilities – can one course suit all?**

Our courses are at a standard equivalent to a GCSE A-C (level 2). We word things very clearly in all of our courses avoiding acronyms and 'agency speak'. We also have a variety of resources to help embed the learnings, such as; podcasts, videos, etc. Our subject matter experts on hand to support learners, email, Facebook or Tweet us your questions.

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- **I have a number of staff wanting to do online training – can I get a 'bulk buy' discount?**

We pride ourselves in providing a service to suit everyone's needs and budget, so will be more than happy to talk to you about discounts.

We have two main options:

CPD certified course: The course has been externally certified, the learner can self-print a certificate upon completion and learning hours can be counted towards annual CPD (Continuous Professional Development) .

Accredited course: This is when the learner is registered with the Awarding Body, their learning is linked to their Unique Learner Reference number and credits can be used as APL (Accredited Prior Learning) on other qualifications in the future.

The course content is the same, however, the learner submits a learner file for the accredited version and received feedback, hence the increased cost.

We offer discounts on both options, however, CPD certified offers the greatest discounts as we don't incur costs for formal accreditation.

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- **Can I 'try before I buy'?**

Yes! We have a free signs and symptoms lesson that you can access

Step 1 – Click this link <http://www.thenationaltrainingacademy.com/bts/index.html>

Step 2 – Create an account

Step 3 – Try the free lesson and improve your safeguarding knowledge as a result!

We also offer a money back guarantee so if you are not completely satisfied that we've not met our promise to you.

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- **What support do you as a business offer me?**

We offer a whole learning package which e-learning is just a part of. In addition to the accredited mobile e-learning courses, we have subject matter experts available to support

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you. If you were learning in a classroom you would only have the tutor for the days course, with us you get access for 12 months!

If you have bought a corporate package for multiple learners we can also provide you with reports on learners' activity. Instead of you having to learn another IT system, we do this for you providing a personal service. All you do is email us asking us for an activity report for your learners and we'll have this to you in less than 24 hours.

We also offer technical support as standard.

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- **I need something slightly different – can you design a bespoke course for me?**

We are instructional design specialists not a reseller so we design all of our courses in house. This means that we can bespoke any courses that you want, we will work with you to meet the needs of your organisation and learners

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- **What is the difference between accredited and endorsed?**

An accredited qualification means it is nationally recognised and has been set against very specific guidelines and sits on a national framework. It is verified both internally and externally to ensure competencies are being met. Learners are registered with an Awarding Body and their credits registered against their unique learner reference number.

An endorsed product means that it has been quality checked and met specific standards but this does not mean the individuals learning is not accredited.

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- **Why should I use Biz Training Solutions?**

- We offer a mobile learning solution that will save you time and money
- Subject matter experts on hand for the duration of the 12 month course licence
- Courses are designed by subject matter experts
- Access to learning 24/7 for 12 months
- Access to a range of learning materials; video's, podcasts, learner workbooks and more.
- Live Q and A sessions each week on Periscope
- Learn at a time and place that suits you
- Technical support
- Money back guarantee
- Discount deals for bulk buying
- All of our courses are compatible with tablets, desktops and laptops, therefore you can enjoy a fully mobile learning experience
- All of our courses are CPD certified as standard and we offer optional formal accreditation by a national awarding organisation.

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