

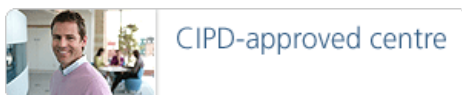


# CIPD Certificate in Human Resource Practice

## Spring 2011



Provided by DPG plc the  
UK's favourite CIPD training provider



### Spring early booking offer:

**\*Book your Spring place before the end of November 2010 we are happy to offer you a FREE £100 shopping voucher of your choice**

\*See terms & conditions page 21

# Welcome & Introduction

Welcome to DPG on behalf of myself and the wider team. Our **innovative approach and commitment to excellence** have placed **DPG plc as the UK's favourite national CIPD training provider**. Highly passionate about Human Resources and Learning and Development we promise to deliver best in class programmes that are based upon modern facilitation techniques and the latest thinking in these areas.

This information pack is designed to give you a clear understanding of the Certificate in Human Resource Practice (Cert HRP) programme and help you decide that **the programme is right for you** and your career development.

The CIPD Certificate in Human Resource Practice is **recognised throughout the UK** as the **benchmark qualification for entry level Human Resource professionals and those wanting a strong grounding in HR essentials**.

## Important info:

**The CIPD Certificate in Human Resource Practice replaced the old Certificate in Personnel Practice in January 2010. DPG plc was the first national centre to gain approval to run this new programme.**

**According to Stephanie Bird, director of HR capability at the CIPD, the former CPP was taken from old professional standards, and the institute was getting feedback that the course was "slightly out of alignment" with the HR world.**

"We recognised we needed to reshape the qualification, building strategy insights and a solutions piece in right from the early stages." [Personnel Today, 13<sup>th</sup> November 2009.](#)

Once you have read this information pack, and you're ready to book your place or discuss any aspect of the programme please call **the DPG team on 0161 975 7777**. Here you will receive tailored information and advice about the right way forward for you.

**Alternatively:** e-mail: <mailto:cipd@dpGPLC.co.uk>  
Web: <http://www.dpgplc.co.uk>

Sarah McEvoy  
CIPD Centre Director  
0161 975 7777  
[Sarah.mcevoy@dpGPLC.co.uk](mailto:Sarah.mcevoy@dpGPLC.co.uk)

# Contents Page

Top 10 Benefits you get when you choose DPG plc	4
DPG's Nationwide Venues	6
Feedback about DPG	7
Background to the Certificate in HR Practice programme	9
Programme Overview	10
Your Programme in Outline	13
CIPD Membership	14
How to Book your Place	16
Booking form	17
Questions & Answers	18
Terms of Business	20

## Look at the top 10 benefits you get when you choose DPG

- 1. DPG is the UK's favourite CIPD training provider** – the majority of our business comes from recommendation. We are more than happy for you to speak to our facilitators or past participants to get a real feel for the programme.
- 2. Guaranteed refund if you do not pass** – so confident in the quality of our programmes and support we'll refund your fees if you don't pass. All we ask is you attend all the workshops and hand in your assessments on time.
- 3. Only 9 workshops spread over 8 months** - allowing you to fit your work and personal commitments around your study, **minimising your time out of the office**. All workshops are 9am to 5pm, so there are no evening or weekend sessions to interfere with your home life either.
- 4. Innovative design & cutting edge content** – designed with the latest thinking in mind our programmes are based upon modern facilitation techniques. Designed to improve your performance and success our programme guarantees a highly enjoyable and interactive experience.
- 5. Real world application** – Designed to enhance your effectiveness as an HR or L&D professional our programmes enable you to immediately apply your learning within your workplace and gain instant recognition.
- 6. Unique case study approach** – we pride ourselves on being different from the rest. We've created a case study organisation that reflects the practical nature of our programmes, enables you to benchmark your organisation against and/or to base your assessments around if you're not working. Our case study organisation is alive and kicking and has its own website that really brings it to life. All the resources you'll need for your programme are available to download from this website, helping you to study smartly at a time that suits you.
- 7. UK wide coverage & Flexibility to visit any other venue** - if you're unable to make any of your workshop dates you can simply visit one of our venues. This is a complementary service offered to all participants. Our venues are top class and provide you with lunch and refreshments at all events.

8. **No hidden costs & flexible payment for self-funders**– our price includes a **comprehensive suite of interactive materials (highly commended in CIPD feedback reports)** including **2 core textbooks**, lunch and refreshments at our venues, personal facilitator support and our **unrivalled guarantee of success**.
9. **Your own personal facilitator** is available to support you face to face at workshops or by telephone and e-mail outside of workshop events. From time to time your facilitator may also host conference calls with your group throughout the programme. This **dedicated support increases your success** and helps to keep you on track.
10. **Gives you the underpinning knowledge for the new CIPD Associate professional level of membership (Assoc CIPD)** - this is a **brand new professional grade of CIPD membership** that recognises the knowledge, skills and behaviours needed to make a significant supporting contribution and deliver excellent results in the workplace.

**NO other provider offers you all these benefits and fees if you do not pass.**



**to refund your**

## DPG's Nationwide Venues

DPG is a national provider of CIPD programmes and uses high quality venues across the UK that are convenient, accessible and offer a first class service.

Click on the venue name to see their individual WebPages:

[Glasgow - Go Group Training Centre](#)

[Leeds – De Vere Oulton Hall](#)

[Warrington – De Vere Daresbury Park](#)

[Nottingham – Village Nottingham](#)

[Birmingham – Sapphire Training Centre](#)

[Milton Keynes – De Vere Harben](#)

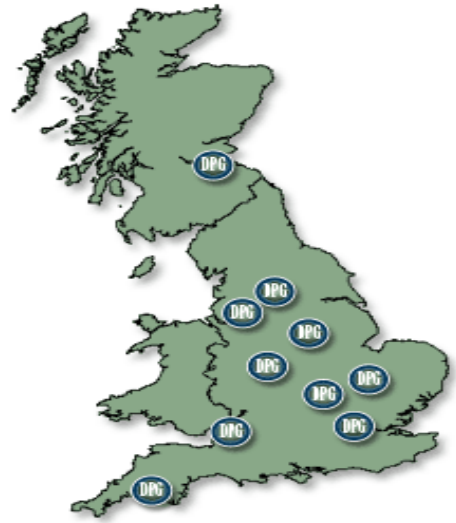
[Bristol – Engineers House](#)

[London – Euston – De Vere Portland Place](#)

[London – Kensington – Thistle Hyde Park](#)

[Cambridge – De Vere University Arms](#)

[Edinburgh – Malmaison](#)



**In Company Programmes Also Available  
for Groups of 6 or more...recent clients include**





## Feedback about DPG?

### Participant feedback

"I found the course very interactive, having a thorough and patient tutor. **I have really enjoyed it for someone who is not a natural student.** Everything was really nicely laid out in a clear concise pattern, and the **content relates 100% to the certificate criteria.** Excellent!

I would definitely recommend DPG to any of my colleagues. **I have received a great experience right from the start at the enrolment stage throughout programme. You should all be very proud of the service you provide to students. Keep up the good work."**

**Debra Farmer, Dudley Lodge.**

"Completing the **programme with DPG** was one of the best moves I've made with regard to **personal development.** Many Thanks".

**Andrew Brazier, Schering-Plough.**

"**The Programme content is excellent, informative, challenging and rewarding.**

I would recommend this programme to a friend or colleague as the practices learnt are realistic to use in the work environment."

**Mary O'Donnell, Hill Biscuits.**

"I am surprised at how 'useable' the participant pack is. I had a feeling before I started the programme that it would all be theory that could not be used in practice, but **I have been given very useful information and tools which can be used within my work.**

**I would definitely recommend DPG and I will be looking to enrol on another DPG course once I have completed this one, if supported by my company. Thanks!"**

**Laura Boxall, Early Learning Centre.**

"**I particularly liked the fact that the course is focussed on business needs and not a purely academic approach".**

**Branwen Jones, Millward Brown.**

"The course supplied me with good knowledge on what training is and how it should be designed. **It was very useful and it provided me with the confidence, the skills and the knowledge needed to become professional in what I do".**

**Daniela Bultoc, University of Northampton.**

## Participant feedback about the programme facilitators

"My facilitator was brilliant. **He is very enthusiastic and really knows his stuff. He coaches us as apposed to telling us so we discover the answers for ourselves.**"

"My facilitator was very patient, always attentive to our needs and you know you can go to him with any queries and he will be supportive. **He is an excellent role model.**"

**"I like that the facilitator is a HR Professional rather than just a trainer. He therefore has masses of experience to call upon."**

"I am finding the facilitator to be really enthusiastic and really supportive. I had problems with my time management but after talking to him I was fine. He made me realise what I was doing wrong and **I am really happy he was my facilitator because he inspired me.**"

"The facilitator is very professional, supportive to all on the course and always willing to offer guidance, but **most of all approachable.**"

# Background to the Certificate in Human Resource Practice

## The programme is available from DPG plc in two ways

1. Open, public programmes where you will have the opportunity to learn and network with other like minded participants from a wide variety of organisations.
2. Delivered within your organisation. If you have 6 or more participants wanting to become professionally qualified at the same time DPG can tailor a programme to suit your needs running over any period from 6 to 18 months.

Whichever route you choose, the programme provides you with a means of becoming **professionally qualified** with the CIPD Certificate in Human Resource Practice.

The way we deliver the programme is predominantly skills based, rather than wholly academic. This allows you to easily transfer the learning from the programme straight back into your day-to-day role.

## Overview of the Programme Workshop Schedule

To successfully complete the Certificate in Human Resource Practice you must attend all 9 workshop events. **Workshop days** run from **9am to 5pm**, with your facilitator being available before and after the events if you need to discuss anything on a one-to-one basis.

At DPG we keep the **group sizes** down to a **maximum of 12**, this ensures everyone gets the support and attention they need to be successful.

## To pass the Certificate in Human Resource Practice you must

- Complete the DPG programme which meets the Chartered Institute of Personnel and Development (CIPD) professional standards
- Successfully pass all pieces of assessment
- Complete a record of your continuous professional development (CPD)
- Attend all 9 workshop events

## Programme Overview

### The Certificate in Human Resource Practice consists of the following units

1. Understanding organisations and the role of HR
2. Developing yourself as an effective HR practitioner
3. Recording, analysing and using HR information
4. Supporting change in organisations
5. Coaching for Performance
6. Resourcing Talent
7. Supporting good practice in performance and reward management

### Certificate in HR Practice Unit overviews

#### 1. Understanding organisations and the role of human resources:

This unit provides an introduction to the role of human resource operations within an organisation and environmental context. By the end of this unit you will have developed your understanding of how HR activities support an organisation's strategy and assist the achievement of business objectives and how these are shaped by internal and external factors.

#### 2. Developing yourself as an effective practitioner:

The CIPD has developed a map of the [HR profession \(HRPM\)](#) that describes the knowledge, skills and behaviours required by human resource and development professionals. This unit is designed to enable you to develop a sound understanding of the knowledge, skills and behaviour required of a professional practitioner, whether your role is generalist e.g. HR based or specialist in nature e.g. Learning and Development based. This unit will enable you to develop a personal development plan, following a self-assessment of learning and development needs that meets your personal and professional requirements.

#### 3. Supporting change in organisations:

This unit covers the main factors that need to be considered in the change process and will enable you to understand why organisations need to change with reference to key internal and external factors. Change concepts and different ways of managing change will be introduced. People also respond to change in different ways and this manifests itself in a variety of ways. This aspect will be given particular attention along with the implications for the human resources function.

Throughout this unit you will develop a better understanding of the change process and enhance your ability to support your organisation and employees.

#### **4. Developing coaching skills for the workplace:**

This unit is intended to provide you with an introduction to the theoretical aspects of coaching and an opportunity to develop coaching techniques where appropriate, for example in the capacity of a line manager. This unit is ideal for those looking to create a coaching culture within their organisations.

#### **5. Resourcing Talent:**

Organisational success depends on having the right skills mix. This unit provides you with an introduction to the resourcing and talent planning process. You will gain insight into the factors that impact on an organisation's resourcing and talent planning activities and will learn about the relationship between recruitment and selection by identifying the key stages in each separate but related process.

The benefits to the organisation of attracting and retaining a diverse workforce will be emphasised. As an outcome of this unit you will be able to make a positive contribution to the recruitment and selection process by:

- developing your knowledge and skills in defining and writing job descriptions
- contributing to the job advertisement process
- shortlisting
- conducting face-to-face or telephone interviews
- contributing to job offer and rejection letters.

Key legislation relating to recruitment and selection will be covered throughout this unit. You will also learn more about good practice in employee induction and retention and the importance of collaborative working with other stakeholders.

#### **6. Supporting good practice in performance and reward management**

This unit provides an introduction to the purpose and processes of performance and reward management and the role of human resources in promoting and supporting good practice. You will develop your understanding of how motivational theories and associated tools can be used within the context of performance and reward management and how these can have a positive impact on your organisation's business objectives.

In addition you will gain an understanding of the appropriate skills and good practice associated with performance management reviews, follow-up and the data management aspects. You will understand the role of financial and non-financial benefits and important determinants of reward decisions. On completion, you should feel more confident in providing first-line support to managers and employees on the subject of performance and reward management.

## 7. Recording, analysing and using human resource information

This unit will help to develop your understanding of the important contribution that accurate data, whether stored manually or electronically, can make to the human resources function.

The unit is intended to span the remit of data management for all areas including but not limited to:

- HR planning
- recruitment and selection
- performance and reward management
- absence management
- disciplinary and grievance procedures
- electronic record management for L&D.

It covers the legal implications of storing HR data and will enable you to record data and information and to interpret, analyse and present information clearly and accurately in an appropriate format. The presentation of this data/information will be used to support decision-making to meet your organisations objectives and support L&D solutions for individuals and groups within your organisation. The unit also introduces you to the key concept of return on investment (ROI).

## Your Commitment

To successfully complete the Certificate in Learning and Development Practice you need to commit to some personal learning time. In addition to attending the 9 workshops you need to complete open learning through our participant packs and submit and pass 8 unit assessments. Please see the Programme Outline on the next page that indicates how the workshops, participant packs and assessments link together.

### How much time do I need to commit to my programme?

You need to commit a minimum of 6-8 self-study hours per week. How you do this is entirely up to you. The beauty with flexible learning is that you decide where and when you complete your self-study. 6-8 hours is just an estimate, some people may find that they want to commit to more time than this. You may find it useful to plan this time in advance so you know you are able to commit to the self-study required to be successful.

## Your Programme in Outline

Date	Workshop	Open Learning	Assessment	CIPD Unit
Pre-programme	Welcome Pack	Introduction Activities including Learning Contract		Developing yourself as an Effective HR Practitioner
Month 0	Welcome*. Introduction to your Programme (plus, the L&D Role and Developing Yourself)	Developing yourself as an Effective HR Practitioner	HR Map Note Short report CPD Plan and Record	Developing yourself as an Effective HR Practitioner
Month 1	Supporting Change	Supporting Change within Organisations	Newsletter article Internal briefing	Supporting Change within Organisations
Month 2	Coaching for Performance	Coaching for Performance	Skills' demonstration Template report	Developing Coaching Skills for the Workplace
Month 3	Success Factors Behind Resourcing Talent	Success Factors Behind Resourcing Talent	Talent Planning report	Resourcing Talent
Month 4	Resourcing Talent: Preparing for Success	Resourcing Talent: Preparing for Success	Skills' demonstration	Resourcing Talent
		Recording and Analysing HR Information	Speech Report into absence	
Month 5	Resourcing Talent: Skills Demonstrations	Resourcing Talent: Selection Interviewing	Skills' demonstration	Resourcing Talent
Month 6	Essentials of Performance Management	Essentials of Performance Management	Report on links	Supporting Good Practice in Performance and reward Management
Month 7	Reward and Managing Different Performance Levels	Reward and Managing Different Performance Levels	The manager briefing guide	Supporting Good Practice in Performance and reward Management
Month 8	The Performance Review Meeting and Celebrate your Success	Reward and Managing Different Performance Levels	Skills demonstration	Supporting Good Practice in Performance and reward Management
		Understanding Organisations and the role of HR	4-page info sheet Short report	
Month 8 plus one week	None		CPD Record Reflection on skills' development	

# CIPD Membership

CIPD membership changed on 1 July 2010. CIPD Membership now recognises the impact that HR and L&D professionals are making in the workplace and is based on what HR and L&D professionals know, do and deliver.

There are now three professional membership levels:

## **Associate, Chartered Member and Chartered Fellow.**

The DPG Certificate in Learning & Development Practice has been approved by CIPD as meeting the knowledge criteria for CIPD Associate membership. To gain the professional level of Associate membership you also need to show the CIPD evidence of your practice in the workplace.

More information about the CIPD's new membership structure can be found at <http://www.cipd.co.uk/Membership/transformingmembership/default>

**CIPD membership benefits** (Full details of CIPD membership benefits can be found at <http://www.cipd.co.uk/Membership/benefits>)

The CIPD is Europe's largest human resource and development professional body. Globally recognised the CIPD now has over 135,000 members. Tasked with supporting those who are responsible for the people management and development of others the CIPD's objective is to drive sustained performance within organisations; building both future fit leaders and organisations.

**There are many benefits to becoming and remaining a member of the CIPD e.g.**

### **Discounts**

- Professional indemnity insurance
- Save 10% on books, training courses, conferences
- Exclusive discounts on business/leisure products and services

### **Access to professional resources**

- Books, publications and toolkits
- Company profiles
- Member-only website resources
- Online journals and magazines
- People Management magazine

- Survey, reports and research

### Career development

- CIPD's HR profession Map
- Access to HR & L&D jobs
- CIPD qualifications
- CPD tools

### Keeping up to date

- Email alerts/newsletters
- Employment Law resources
- People Management

### Networking opportunities

- CIPD branches
- Communities
- Conferences/exhibitions
- Special interest forums
- Podcasts

## CIPD Membership Fees

Membership fees differ depending on the time of year when you join. For up to date details about membership fees please go to <http://www.cipd.co.uk/membership/membershipfees>

## CIPD contact details:

CIPD, 151 The Broadway, London, SW18 1JQ

Phone 020 8612 6200, Fax 020 8612 6201, Web: <http://www.cipd.co.uk>

For enquiries about membership and studying CIPD qualifications

0208 612 6208

For Membership renewals

0208 612 6242

## How to Book Your Place

Now you have decided **you want to become professionally qualified** and that the **Certificate in Human Resource Practice delivered by DPG is right for you** follow this step by step guide to ensure your place is secured ASAP.

### Step 1 – Choose a date & location

The programme is running every Autumn & Spring, locations and venues typically include:

London Euston	28 <sup>th</sup> Feb – De Vere Portland Place
Warrington	11 <sup>th</sup> March – De Vere Daresbury Park
Birmingham	15 <sup>th</sup> March – Sapphire Training Centre
Bristol	15 <sup>th</sup> March – Engineers House
Nottingham	21 <sup>st</sup> March – Village Nottingham
London Kensington	22 <sup>nd</sup> March – Thistle Hyde Park
Cambridge	24 <sup>th</sup> March – De Vere University Arms
Leeds	25 <sup>th</sup> March – De Vere Oulton Hall
Edinburgh	31 <sup>st</sup> March – Malmaison
Glasgow	31 <sup>st</sup> March – Go Training Centre
Milton Keynes	31 <sup>st</sup> March – De Vere Harben

### Step 2 – Let us know your choice

You can either call us direct on **0161 975 7777**, complete the booking form at the back of this pack and fax it back to us on 0161 975 7575 or drop an email to [cpid@dpGPLC.co.uk](mailto:cpid@dpGPLC.co.uk) Whichever way you chose to make your booking you can be assured of a prompt and friendly response. We do recommend that you book your place now because **places are limited** and they do sell out fast.

### Step 3 – Make payment

Once you've booked your place we will send you an invoice for the full cost of the programme (£2490 + VAT).

### Step 4 – You'll receive your welcome pack

Around **two weeks before your programme starts you receive a welcome pack** from us. This pack will confirm the dates, venue and gives you the contact details for your facilitator. There is a small amount of **pre-programme preparation** that we ask you to complete so you are **fully ready to start your programme**.

## Certificate in Human Resource Practice Spring 2011 Booking Form

Programme	Start Dates	Price (plus VAT)	Places
London Euston	28 <sup>th</sup> February	£2490	
Warrington	11 <sup>th</sup> March	£2490	
Birmingham	15 <sup>th</sup> March	£2490	
Nottingham	21 <sup>st</sup> March	£2490	
London Kensington	22 <sup>nd</sup> March	£2490	
Cambridge	24 <sup>th</sup> March	£2490	
Leeds	25 <sup>th</sup> March	£2490	
Glasgow	31 <sup>st</sup> March	£2490	
Milton Keynes	31 <sup>st</sup> March	£2490	
Edinburgh	31 <sup>st</sup> March	£2940	
Glasgow	31 <sup>st</sup> March	£2490	

Delegate Name: \_\_\_\_\_ Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

Invoice Address: \_\_\_\_\_

---

Delegate Managers Name: \_\_\_\_\_ Email: \_\_\_\_\_

Tel: \_\_\_\_\_

**Registration forms and invoice will be sent within 7 days of receipt**  
**Email to [cipd@dpgplc.co.uk](mailto:cipd@dpgplc.co.uk)**  
**Fax to DPG on 0161 975 7575**

## Questions & Answers

### Guaranteed refund if you do not Pass

#### Q. What's the catch with this guarantee?

A. None. You just need to attend all your workshops and submit your assignments on time.

### Completion of the Cert HRP Programme

#### Q. What does this programme lead to?

A. Attainment of a level 3 CIPD Certificate in Human Resource Practice - an internationally recognised HR qualification.

#### Q. What can I do once I have completed this qualification?

A. Your options are wide ranging e.g. Level 5 Diploma in Human Resource Management with DPG, Coaching, Assessor or further CIPD qualifications.

### The Cert HRP Programme

#### Q Why is your programme 8 months and other providers take longer?

A. Because our programme uses a blended approach of workshops and open learning, we are able to reduce the length of the programme without impacting on your work and home life.

#### Q. What happens if I can't make one of the events?

A. Don't worry, we offer flexibility across the programmes so you can visit another venue for the event you are unable to make Please refer to our Terms and Conditions page and look at our flexible workshop attendance policy to find out how to organise this.

#### Q. What happens if I become ill and can't complete the programme?

A. Don't worry you have the option to defer to another programme, as long as you complete within 2 years. If you are unable to complete within the 2 year period, we can accredit you for what you have completed.

#### Q. Do I have to complete an exam for this qualification?

A. No.

### Cost & Payment

#### Q. How much does the Cert HRP programme cost?

A. £2490 plus VAT

#### Q. My organisation won't pay for my programme – is there any funding available?

The Direct Gov helpline may be able to provide some advice – you can visit them online at <http://www.direct.gov.uk/>

**Q. Do you have any payment plans for self funding participants?**

A. Yes. You can pay by a deposit and interest free instalments. Email [cipd@dpgplc.co.uk](mailto:cipd@dpgplc.co.uk) for more information.

**Q. Are there any hidden costs?**

A. No. The programme fees include materials, moderation/certification fees, and lunch at the venue.

**CIPD**

**Q. Do you have to be a member of CIPD to study for the Cert HRP?**

A. Yes – please see our section on CIPD Membership for further information.

## Terms of Business

### Address

All correspondence should be addressed to DPG plc, The Ellesmere, 93 Walkden Road, Manchester, M28 7BQ.

### Registration

All registrations for the Certificate in Human Resource Practice programme must be made on the official registration form. This becomes a binding contract when the participant signs it. The person who completes the registration form is considered to be the participant. Where a company or organisation is also named, they are also jointly and severally liable with the person who completes the form.

### Charges and Payment

#### Sponsoring Employers

On receiving the registration form, an invoice for the full programme fees will be issued by DPG plc to be paid within 28 days.

### Self Funding Participants

For self funding participants only, upon prior agreement with DPG plc payment may be made by deposit and interest free instalments.

### Cancellation

If a booking is cancelled, the following fees apply:

More than 3 months before the start of the programme – 10% of fees.

2 – 3 months before the start of the programme – 25% of fees

1 – 2 months before the start of the programme – 50% of fees

Less than 1 month before the start of the programme – 100% of fees

The prices quoted are correct at the date of publication. DPG plc reserves the right to adjust these prices. The company reserves the right to increase or decrease the charges at its absolute discretion.

DPG plc reserves the right to re-allocate the programme place to another person if fees are not paid on time. If you defer to a later programme there will be an administration charge equal to half the cancellation fee. If you withdraw from the programme and are paying in instalments the full amount is due immediately.

### Cancellation of Programme by DPG plc

DPG plc reserves the right to alter or cancel a programme/published dates at any time without liability. In these circumstances, you will be offered an alternative programme, a credit note or a full refund.

### Withdrawal from the programme

If you decide to withdraw from the programme for any reason there is a charge of £495 + VAT to rejoin the next programme at the same point you withdrew.

### DPG Flexible Workshop Attendance Policy

Should there be any difficulty in attending scheduled workshop events you must notify the CIPD Project Manager (Jane Stanley on [jane.stanley@dpGPLC.co.uk](mailto:jane.stanley@dpGPLC.co.uk)) to make arrangements to attend one of our other UK wide workshop events.

This CIPD's award policy requires you to attend 100% of the programme's workshops. We recognise that at times, it may be difficult to attend a planned workshop event in your programme. If this occurs we will look to offer you alternative dates/locations and you can change to a different workshop event without charge. All we ask is you request the move at least 7 days before your scheduled workshop date.

If you need to move workshops within 7 days of your scheduled workshop event date you can still do so. However we do make a small admin charge of £25. This is to cover our costs for cancelling your place with your original venue at short notice. You will be asked to pay the £25 fee by debit or credit card at the time of workshop change.

### Changes

DPG plc reserves the right to change the programme scheduled, trainers, dates and venues at any time. DPG plc reserves the right to alter any of the content of the programme without prior notice.

### Guaranteed Pass Conditions

As a delegate on the DPG Certificate in Human Resource Practice programme, DPG plc guarantees you will pass the qualification within the CIPD's two-year time limit. This guarantee is a reflection of the quality of our programme and associated support. If you do not meet the CIPD's standards within this timeframe DPG will refund your course fee (excluding CIPD membership fees) in full.

### In order to qualify for a refund you must meet the following two conditions:

1. You must attend every workshop (not necessarily at the same venue)
2. You must submit all your written assignments on or before the date agreed with your tutor.

If you do not to attend every workshop or submit any assessment late then DPG will continue to support, coach and mentor you, but do not guarantee you will pass within the two year time frame allocated by CIPD.

### Spring Early Booking offer

\* Terms & Conditions - Applies to brand new bookings only made before 30<sup>th</sup> November 2010. £100 voucher sent to you upon receipt of full payment for the programme. Offer can not be used in conjunction with any other offer or incentive. Not available to DPG employees or family members.

