



Accredited Learning Support Provider (ALSP) scheme - guidance for applicants

Introduction

This document sets out the process and criteria for the recognition of learning support provided by third parties to individuals undertaking **LIBF's** specialist and regulated advice qualifications.

LIBF considers the learning support that it provides to students to be sufficient for the average learner to successfully complete the programmes. Nonetheless it acknowledges that some students may benefit from additional learning support, delivered either in a classroom or online, and as such offers a number of optional, complementary learning aids.

We are keen, however, to work with third party providers of additional learning support to ensure they are appropriately promoted, fit for purpose, and deliver positive learning experiences to students that help to enhance knowledge and encourage high professional standards. This is known as the Accredited Learning Support Provider (ALSP) scheme.

It should be noted that ALSPs are positioned as external third party providers and do **not** provide learning support on behalf of **LIBF**. Therefore **LIBF** is not responsible for the content and quality of an ALSP's learning provision.

Scope of recognition

The scope of recognition available is limited to the learning support itself rather than the organisation or individual providing the service and on a per qualification basis.

If the applicant offers a variety of learning support materials/tools to students, all such provision must be submitted for recognition. Further, if the applicant wishes to gain recognition for the support it offers for multiple **LIBF** programmes, this can be applied for on one application form provided full information is provided for each qualification. A separate application must be made if an ALSP wishes to receive recognition of its support for a further programme at a later date.

Recognition is only available for additional learning support related to qualifications where such support is also provided by **LIBF** and that is comparable in content and level. A list of qualifications where recognition is currently available can be found in Appendix 1.

Recognition is given for a twelve month period.

Application

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To apply for recognition the applicant must pay the appropriate non-refundable initial application fee as detailed below, submit a fully completed recognition application form and provide supporting documentary evidence. Incomplete applications will be returned and no assessment made.

Please note **LIBF** will only accept applications from providers that can demonstrate a successful track of delivering learning programmes/courses for the relevant qualification(s), usually for at least 18 months.

LIBF reserves the right to not accept an application.

Initial Assessment

LIBF will assess applications using the information and evidence provided and by review of the organisation's published material and website.

It will also require attendance to the programme to observe a live class-based or online workshop (or access in the case of online provision) as part of its assessment. Where this is not possible, a link to view recent recorded workshop sessions is acceptable.

A judgement will be made under the following general themes where applicable:

1. Accuracy of information
2. Comparability to **LIBF** programmes
3. Accuracy of content
4. Quality of delivery
5. Credentials of tutors/trainers
6. Procedures for monitoring and review

More detail on these themes is provided in Appendix 2.

Communication of findings

Provided comprehensive information has been received in support of an application, the assessment should be complete within 28 calendar days of receipt. Once the assessment is complete and the application fee has been paid **LIBF** will communicate its findings accordingly.

If the application has been rejected, the reasons for doing so will be clearly communicated and the provider will usually be invited to re-apply once any deficiencies have been rectified. Depending on the extent of changes to the initial application, **LIBF** reserves the right to charge an additional recognition fee or part thereof. The extent of any additional fee will be agreed with the applicant in advance of the work commencing.

However, **LIBF** reserves the right to not accept such a resubmission if the first application falls below expected standards.

Recognition

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Once formal recognition has been given, both parties will sign an agreement that sets out the obligations of each under the recognition arrangement.

The provider will be able to use relevant **LIBF** trademarks in their promotional material and a statement of recognition appropriate to the qualification for which the learning support is designed e.g. *'Accredited CeMAP® Learning Support Provider'*.

Monitoring

Under the recognition agreement, **LIBF** will reserve the right to attend face-to-face sessions and/or participate in online activities if it so wishes at any time during the recognition period. It may also request data or information from the provider on customer feedback for review.

To assist with the monitoring process, the ALSP is expected to submit an annual report according to the template issued by **LIBF**.

LIBF will not escalate, investigate or mediate any complaints it receives from students related to recognised support provision but will refer them directly to the provider in question. It will however provide support in instances where a complaint relates to errors in learning materials published by **LIBF**. **LIBF** reserves the right, at any time during the recognition period, to discuss delegate feedback or complaints with the course provider if it becomes aware of issues or complaints being raised by several delegates or on a regular basis.

Withdrawal of Recognition

The conditions under which recognition may be withdrawn by **LIBF** will be set out in detail in the recognition agreement.

No refund of fees will be made if the Institute withdraws its formal recognition of the training provision / provider or the training provider no longer wishes to hold formal recognition from **LIBF**.

Renewal

Recognition is for a period of 12 months. One month before expiry the provider will be invited to renew its recognition.

Providers will be liable to pay the annual recognition fee set out below before the new recognition agreement is finalised/signed.

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As part of the renewal process **LIBF** may request access/ attendance to the programme as it sees fit to assure it remains largely unchanged from the initial application.

Should the provision have changed substantially the provider may be asked to submit a new application for recognition.

Fees

Description	First year fee*	Renewal fee**
Initial application fee for recognition of one course and the organisation's programme management, policies and procedures	£5,000	£2,500
Recognition of second course	£3,000	£1,500
Recognition of third (or more) course(s)	£2,000	£1,000

*chargeable on first application for learning support related to any given qualification or where significant changes have been made to an existing recognised programme

**chargeable at the commencement of every subsequent year of recognition

LIBF Qualifications applicable for learning support recognition include:

1. Certificate in Mortgage Advice & Practice (CeMAP®) *
2. CeMAP® Diploma
3. Diploma for Financial Advisers (DipFA®)*
4. Level 6 Pension Transfers (PETR)
5. Certificate in Regulated Equity Release (CeRER)
6. Advanced DipFA®
7. Trade finance qualifications, e.g. CDCS, CSDG, CITF, CTFC, CertPAY

Applications for learning support for other LIBF awards can be considered.

*NB: New applications for CeMAP® and DipFA® learning support are currently closed.

Appendix 2

Assessment themes for learning support recognition

Theme	Description
1. Accuracy of information <i>Information provided to prospective purchasers of the provision is comprehensive, clear and transparent</i>	<ul style="list-style-type: none">• <i>Information sets out fully what the learning support consists of in terms of materials provided, hours of learning, length of access, learner support etc.</i>• <i>The fee for the provision is clearly stated including whether qualification registration and exam fees payable to LIBF are included and what these are.</i>• <i>The nature of the relationship between the provision and the qualification and the provider and LIBF is clear and transparent.</i>• <i>The provider's website must make it clear, in a prominent position, that the ALSP's course fee does not include LIBF's programme registration/ exam fees. Furthermore, it must provide a direct website link to the relevant qualification page so learners are aware of the total cost of their study and that buying an ALSP course is optional.</i>• <i>LIBF trademarks are correctly acknowledged.</i>• <i>Any regulatory requirements for or job role (e.g. regulated mortgage adviser) are explicitly and comprehensively stated and no misleading claims are made about the learning support providing access to a profession and that statements regarding possible salary/earnings should be realistic and not exaggerated.</i>
2. Comparability to LIBF programmes <i>The provision is comparable and/or complementary to additional learning support programmes offered by LIBF</i>	<ul style="list-style-type: none">• <i>The provision relates to a qualification listed in appendix 1 of this document.</i>• <i>Content is generally matched in terms of learning outcomes and hours of study to that of LIBF support programmes (though delivery format may differ)</i>
3. Accuracy of content <i>The content provided by the support programme is accurate, comprehensive and at the appropriate level</i>	<ul style="list-style-type: none">• <i>The content of the provision covers all learning outcomes/ syllabus areas covered by the qualification/module</i>• <i>The content is delivered at a level appropriate to the qualification</i>• <i>The content is reflective of, and up-to-date with, the latest materials and course information provided to students by LIBF</i>
4. Quality of delivery	<ul style="list-style-type: none">• <i>The structure of face-to-face support is appropriate to the content being delivered in terms of length and encourages effective</i>

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<p><i>The delivery method is appropriate for the content, enables effective learning and is of sufficient quality</i></p>	<p><i>learning (e.g. suitable number of breaks and variation of activities such as lecturing, case studies, group work, quizzes and tests etc)</i></p> <ul style="list-style-type: none"> • <i>Any face-to-face / physical classroom delivery is held in a suitable venue with adequate facilities</i> • <i>Online provision is via a robust website that is easy to use, reliable and responsive and is structured encourage effective learning (e.g. variation of activities such as reading, researching, working with case studies, quizzes and tests etc)</i>
<p>5. Credentials of tutors/ trainers/ authors</p> <p><i>Learning is delivered/authored by individuals who can demonstrate a high level of competence and relevant experience</i></p>	<ul style="list-style-type: none"> • <i>Tutors, trainers, authors are appropriately qualified and knowledgeable. They should hold the LIBF qualification in question as a bare minimum and ideally at a higher level.</i> • <i>Tutors, trainers, authors should have appropriate experience and qualifications in training or education</i> • <i>Tutors, trainers, authors can evidence maintenance of knowledge through appropriate CPD activities</i>
<p>6. Procedures for monitoring and review</p> <p><i>Feedback from students is routinely sought, analysed and acted upon</i></p>	<ul style="list-style-type: none"> • <i>A system is in place to gather feedback from students</i> • <i>This feedback is regularly reviewed and a process is in place for enhancing the provision accordingly</i> • <i>An effective complaints procedure is in place and clearly communicated to students</i>
<p>7. Commercial information</p>	<ul style="list-style-type: none"> • <i>The fees charged to participants is set at a reasonable level and there is clear information on what the fee covers (and does not cover, i.e. registration with the LIBF)</i> • <i>The LIBF should be notified of any discounts available beyond the standard fees stated on the organisation's website and by what means these are communicated</i> • <i>That all marketing and advertising activities are carried out in a professional manner and are not detrimental to LIBF and the other members of the ALSP scheme</i> • <i>Any advertising is clear, accurate and complete in terms of helping potential participants to make an informed decision on which additional provider to choose</i> • <i>Such advertising, especially where it carries LIBF branding, should only appear on appropriate and reputable platforms.</i>