



**2024-2025**

# **NPQ Participant Handbook**

# Contents

---

<b>Contents</b>	<b>2</b>
<b>Introduction</b>	<b>3</b>
The Participant Experience Team at TDT	3
<b>Support for You</b>	<b>4</b>
The TDT Values - What they mean within the TDT Participant Experience Team	4
How we support you and who to contact:	5
The Onboarding Process	6
Funding	6
<b>Your Course</b>	<b>7</b>
Your National Seminars	7
Your Local Seminars and in-person Local Workshops	7
Catching up on sessions you've missed	8
Your Engagement	10
Troubleshooting Online Learning Login problems	11
If your personal details change	11
If you move to a new school	11
If you would like to withdraw or defer your place	12
<b>Your Summative Assessment</b>	<b>14</b>
<b>Accessibility</b>	<b>14</b>
<b>Safeguarding</b>	<b>15</b>
<b>Your Feedback</b>	<b>15</b>
Feedback, constructive or otherwise!	15
Complaints	15

# Introduction

You've completed your application and been accepted to an NPQ programme - congratulations! Welcome, we're very pleased to be working with you.

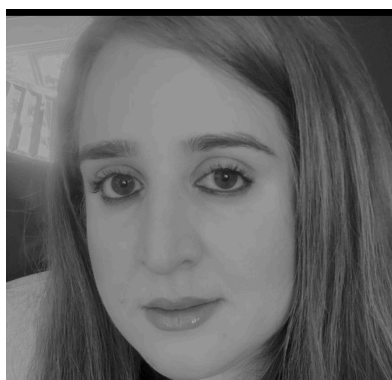
This guide has been created to support you through your NPQ programme with the Teacher Development Trust (TDT) by ensuring you know where and how to access support, and by answering the most commonly asked questions. It also contains links to various useful web pages and to your online learning login page, which you may find helpful.

If you have questions about anything in this document, or any other questions at all, please don't hesitate to **contact the TDT Participant Experience Team at [npq@tdtrust.org](mailto:npq@tdtrust.org) or on 020 3961 6794, Monday-Friday 9am-5pm.**

## The Participant Experience Team at TDT



**Kathleen Temple**  
Participant Experience Manager  
(Maternity Cover)



**Priya Manota**  
Operations Officer  
(Customer Support)



**Victoria Chiles**  
Operations Officer  
(Customer Support)



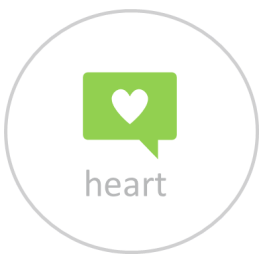
**Ruby Simmons**  
Operations Officer  
(Data and Assessment)

# Support for You

## The TDT Values - What they mean within the TDT Participant Experience Team



We will always be caring and thorough in our responses to your queries because we want you to have a great experience on your NPQ programme.



We will take the time to really listen so we can understand your individual needs and support you through your NPQ journey with TDT in the best possible way for you. Please don't hesitate to contact us with questions at any time - we're here to support you.



We realise that we might not get it right all the time and that every situation is unique. We will use our common sense and kindness to resolve every query as positively and as efficiently as possible.

## How we support you and who to contact:

The following sections are designed to answer the most commonly asked questions by NPQ participants and will help to guide you through the practicalities of your NPQ programme. However, if you have any other queries or if you can't find the answer to your query in these sections, please don't hesitate to contact The TDT Participant Experience Team ([npq@tdtrust.org](mailto:npq@tdtrust.org)/ 020 3961 6794) or your Local Facilitator for support.

For the duration of your NPQ programme, you will be receiving important emails from [npq@teacherdevelopmenttrust.org](mailto:npq@teacherdevelopmenttrust.org) and/or [npq@tdtrust.org](mailto:npq@tdtrust.org). Many of these emails will have links and attachments. Please make sure to add us to your safe senders list to ensure you receive information in a timely manner.

## What is The Teacher Development Trust?

TDT is the Lead Provider for your NPQ programme, and the TDT Participant Experience Team is here to support you with any logistical questions you may have.

Please contact the TDT Participant Experience Team if you have any questions about:

- [Your online login information](#)
- Your place on the NPQ programme
- [A change in your personal details](#)
- [Withdrawing/Deferring/Resuming your place](#)
- [Your National Seminars](#)
- [Catch Up for sessions you've missed](#)
- [Your Course Engagement](#)
- [Your Summative Assessment](#)

(Please see the sections below for more detail)

## Your Delivery Partner/Local Facilitator

Your Delivery Partner is the local Teaching School Hub, Local Authority, or other training organisation you have applied with to complete your NPQ programme, and your Local Facilitator is the person(s) who is delivering your course for your Delivery Partner. You selected your Delivery Partner during the application process, but if you don't know who your local facilitator is please contact the TDT Participant Experience Team and we can provide this information for you.

Please contact your Local Facilitator or Delivery Partner with any questions about:

- Your course content and online learning
- Your Local Seminars and in-person Local Workshops
- Your local course dates and times

**Please note, this guide is not personalised - please take note of your local facilitator/delivery partner details when you receive your first email from them, for future reference.**

## The Enrolment Process

Before you begin your NPQ programme with TDT you must complete the full application process so that you can be fully enrolled in your course. Please see our [application process page](#) for more information, and please ensure you have completed each of these steps.

### Your NPQ Agreement

If you have received this guide then you will have been accepted by your delivery partner and offered a place on your chosen NPQ programme. However, please make sure you and your sponsor have also signed your NPQ Agreement. Until this agreement is signed we won't be able to enrol you in your course and you won't be able to begin your online learning journey.

If you have not fully signed your NPQ Agreement reminder emails will be sent to you and your sponsor. If your agreement is not fully signed by the deadline given in these emails then this will cause a delay to your enrollment on your chosen course, and if we do not receive a response by the start of delivery then this will likely result in your place being withdrawn.


### Your Onboarding Module

Once your NPQ agreement has been signed by you and your sponsor, and the application deadline has passed, you will be enrolled in your NPQ programme Theme 1 and Onboarding Module on the online learning platform.

**You must complete your Onboarding Module before the first delivery session (National Seminar 1) in order to retain your place on the course.**

## Your Course

Your blended NPQ has been intentionally designed to ensure you are able to fit your study around your busy role, as well as creating regular opportunities for collaboration with



colleagues in your cohort. Your onboarding course will take you through the programme structure in more detail, but we have also included an overview for you below.

## **Your National Seminars**

Your NPQ National Seminars will be delivered on Zoom by your Lead Provider, the Teacher Development Trust, and they will each be 1.5 hours in length. These sessions happen at the start of a theme and are designed to provide you with opportunities to meet participants from across the country.

You will have 3 National Seminars throughout your course if you are undertaking a specialist NPQ or 4 National Seminars if you are undertaking a leadership NPQ. If you are undertaking the NPQH you will have an additional 4 Specialist Seminars. You will be sent your information for National Seminar 1 as soon as possible after the application deadline has passed.

You will then be able to find all information about your following National Seminars, including the Zoom links, dates and times, and workbooks embedded in your online learning throughout the course. Reminders will also be emailed to you before each seminar.

Please don't hesitate to contact the TDT Participant Experience Team if you have any questions.

## **Your Local Seminars and Local Workshops**

Your Local Seminars and in-person Local Workshops will be delivered by your Local Facilitator/Delivery Partner, and they will contact you with further information, including your session dates/times as soon as possible after the application deadline has passed. You may have already received this information.

You will have 6 Local Seminars if you're undertaking a specialist NPQ and 9 Local Seminars if you're undertaking a leadership NPQ. Please don't hesitate to contact your local facilitator/delivery partner if you have any questions at any time.

## **Catching up on sessions you've missed**

The expectation is you attend all of your NPQ sessions, but in line with our values, we understand that exceptional circumstances arise which may mean you will not be able to. Below are the steps to follow for each type of session if you are unavoidably absent.

As long as you catch up and let us know that you've caught up through your catch-up form, your overall engagement percentage will not be affected.

However, please also remember that your [sponsor has agreed to the following to support](#) you through your NPQ programme:

- Provide support and time for the Participant to engage with the training course, including release time to attend training events or seminars, including half-day in-person local workshops.
- Provide support for the participant to carry out any in-school tasks that are required as part of the training course.

**Please note, These sessions are a valuable part of your learning experience, with opportunities to consolidate learning and connect with your colleagues. Please arrange with your sponsor, wherever possible, to attend these sessions live.**

### **Local Seminars:**

1. Let your local facilitator(s) know in advance by email if you won't be able to attend a Local Seminar, or as soon as you can if you can't attend for an unexpected reason. You will be asked to confirm why you aren't able to attend the seminar, but if you would prefer not to say then you can state "Personal reasons".
2. Please contact your local facilitator after the session for guidance on how to complete your catch-up. There will be catch-up materials embedded into your online learning – these will be slides from the session for you to look through, and there may be a recording to watch, although this is not always the case.
3. To record your catch up please follow the steps in the **Recording your catch-up** section below.

### **Local Workshops:**

1. Let your local facilitator(s) know in advance by email if you won't be able to attend an in-person Local Workshop, or as soon as you can if you can't attend for an unexpected reason. You will be asked to confirm why you aren't able to attend the session, but if you would prefer not to say then you can state "Personal reasons".
2. Please contact your local facilitator after the session for guidance on how to complete your catch-up. There will be catch-up materials embedded into your online learning – these will be slides from the session for you to look through, and you will also need to work through the application of learning case study.



3. To record your catch up please follow the steps in the **Recording your Catch Up** section below.

### **National Seminars:**

1. You will find registration links to all of your National Seminars in the 'Reflection and next steps: National Seminar dates' section of your onboarding course on [TDT learn](#). If you have problems with registering for the seminar, you can use the registration link to join directly once the session has started. You will also find registration links at the start of each Theme. For example, at the start of Theme 2 you will find the registration link for National Seminar 2.
2. After the session, the TDT Participant Experience Team will send out an email within one week with a link to your community space where the recording of the National Seminar will be uploaded. You can access your community space from your [TDT learn](#) dashboard and the recording will be posted in the 'Seminar Recordings' section of your community space (Please keep checking back if it isn't there yet). Please watch this recording to catch up on the Seminar.
3. To record your catch up please follow the steps in the **Recording your Catch Up** section below.

### **Recording your Catch Up:**

Once you have completed the catch up for the session you have missed, you will need to report this to TDT so that it can be recorded on your attendance record. **Please follow these steps:**

1. TDT will send you a **unique link to your catch up form** periodically throughout your course (these are mass emails sent once per month to anyone with outstanding catch up to complete) and this form will show all sessions you have missed.
2. You will then be able to indicate on this form when you have completed the catch up for a session and add any notes on your absence.
3. You can then submit this form back to TDT and this will then automatically update your attendance record.

If your catch up form is showing a session which you actually attended, please email the Participant Experience Team at [npq@tdtrust.org](mailto:npq@tdtrust.org) to let them know. They can amend your attendance record to reflect this. This can happen for a number of reasons:

- If you attended with a colleague on their device
- If you attended using a colleague's link to the session
- If you attended using an email address which we don't have on record

- Sometimes this is just a technical glitch in Zoom

## Your Engagement

Your engagement throughout your NPQ programme is very important and there are continuous milestone points by which we expect that you will have completed a certain amount of the coursework, and attended or caught up on a certain number of sessions.

The Participant Experience Team continuously monitors engagement and will be in touch with you to offer support if they are concerned about your engagement. The escalation of this engagement process works as follows:

- If you have not logged in or engaged in any sessions for 2 months the Participant Experience Team will email you to offer support.
- If we receive no response from you after 3 months of non-engagement the Participant Experience Team will email you to offer support and note a more significant concern.
- If we receive no response from you after 2 further weeks then the Participant Experience Team will email you again, and they will also send an email to your sponsor for further information and again to offer support.
- If we receive no response from you after 2 further weeks then the Participant Experience Team will email you again to confirm that your place on the course will be withdrawn if we don't receive a response within 2 weeks of the date of the email. We will copy in your sponsor so they're aware.
- If we receive no response from you after 2 further weeks then the Participant Experience Team will withdraw your place on the course and email you, your sponsor and your delivery partner to confirm that this action has been taken.

**Please note that if you withdraw from your NPQ programme after you have started due to non-engagement, then you will not receive funding if you apply to take this specific NPQ programme again in the future.**

## Troubleshooting Online Learning Login problems

If your TDT Online Learning login has stopped working then please follow these steps to troubleshoot the problem:

1. First, Make sure you are using an up-to-date browser.
2. Next, please check you're logging in here: [https://learn.tdtrust.org/users/sign\\_in](https://learn.tdtrust.org/users/sign_in)
3. If you're still unable to log in, please try following the forgotten password link to reset your password. Your username will be the work email you entered on your application, unless you have specifically requested for another email address to be used as your primary email address.
4. If steps 1 and 2 don't work, then please contact the TDT Participant Experience Team at [npq@tdtrust.org](mailto:npq@tdtrust.org) and we will assist you. We can send you a quick login link, or we may need to reset your password, or some of your other login details.

## If your personal details change

If your personal details change, such as your email address or name, please contact the TDT Participant Experience Team at [npq@tdtrust.org](mailto:npq@tdtrust.org) to let us know. We will amend your details accordingly and confirm with you by email.

However, please note:

1. If your email address has changed then this will also be amended on the online learning platform, so your username will then be your new email address.
2. If you ask us to change your name - Any documentation you receive at the end of the course will be in the name held by the Department for Education (DfE) so you may also need to contact them to have this changed. There are full details on how to do this on the DfE website.

## If you move to a new school

### Moving schools:

If you move to another school/organisation in the middle of your course, you can still continue with your NPQ, you just need to let us know so we can amend your details and send a new NPQ Agreement to you and your new sponsor for signature as we need to have this in place with your current school/organisation. We'll need the following information:

- The start date for when you will begin working at your new school/organisation
- Your new work email address (You'll also need to provide us with the email address you applied with initially so that we can find your record)
- Your new school/organisation name
- Your new sponsor's details (email address, full name, role title)
- Your new job title

Please note, your eligibility to continue with the course, including your funding status, will not be affected by you moving schools as long as you have started the course.

### Moving schools and moving to a new location:

If you are moving schools and also moving to another part of the country, we can help you to look at alternative delivery partners closer to your new location which you may be able to transfer to. Please complete the steps above, and then contact the TDT Participant Experience Team at [npq@tdtrust.org](mailto:npq@tdtrust.org) to discuss this. Please also see our [delivery partner map and list of courses](#) on our website. Please note that if you are moving overseas we are not offering remote-only NPQs at this time. Please contact us to explore your options.

## If you would like to withdraw or defer your place

You can withdraw or defer your place on your NPQ programme at any time throughout the course by contacting the TDT Participant Experience Team at [npq@tdtrust.org](mailto:npq@tdtrust.org). However, there are different steps and considerations for each option:

### Withdrawing your place on your NPQ programme

To withdraw your place on your NPQ programme you just need to contact the TDT Participant Experience Team, and we will do this for you. When you ask for a withdrawal, we will need to understand the reason why. We are required to report the reason to the DfE. We will also confirm the withdrawal by email with your delivery partner.

However, before deciding to withdraw from your NPQ programme, please consider that if you withdraw after starting the course (attending one session or completing any online learning, including your onboarding module), you may not be eligible to apply for a funded place on this same NPQ programme again in the future with any lead provider.

## **Deferring your place on your NPQ programme**

If you would like to defer your place on your NPQ programme you can contact the TDT Participant Experience Team and we will support you with this. You have the following options:

1. You can put your place on hold indefinitely and then let us know when you're ready to return to it. It's absolutely fine to do this, and it may be the best option for you, but please be aware you can only return to the course if it is still being offered when you wish to rejoin. This is called a deferral of your place.
2. You can defer your place directly to another cohort which is about to start running (any season that applications are open for) or is currently running, as long as the Delivery Partner (DP) agrees and there are spaces available in your chosen cohort. This is called a season transfer rather than a deferral of your place.

Whichever option you select, it will not affect your funding status or eligibility for the course, as long as the specific course you have been enrolled in is still being offered when you choose to return.

**Please note**, if you are deferring or transferring your place you will need to start any unfinished Themes again on your online learning as these are specific to the cohort you are enrolled in. Therefore, before taking this action, please complete any Themes you have full access to up to 100% where possible, or you will need to complete them from the beginning. When you return to the course you will be expected to attend all sessions from the Theme you are resuming from. For example, if you defer at the end of Theme 1 and resume from the start of Theme 2 you will need to attend all sessions from the beginning of Theme 2 onwards.

## **Resuming your place on your NPQ programme**

The Participant Experience Team will contact you when a place becomes available on a cohort with your chosen delivery partner. If you are resuming from Theme 1 we will contact you when applications are open for the new season. If you are resuming from a later Theme we will contact you 2-3 weeks before the relevant Theme is due to be released to

participants. Alternatively, you can contact us at any time and we can discuss your options for returning to your course.

It may be that the delivery partner you were studying with previously will be offering the same course which you can rejoin, but if this is not the case you will need to find an alternative delivery partner to rejoin the course with. Please see our [delivery partner map](#) to help you with this.

Once a suitable cohort has been identified for you to rejoin, and if the delivery partner has agreed to you joining the cohort (if relevant), then the Participant Experience Team will process your resumption for you. You will be enrolled in the course on TDT Learn, and you will receive information about your new cohort from TDT and from your delivery partner as soon as possible.

When you resume your place on an NPQ programme, you will be expected to start at the beginning of the last Theme you didn't complete. So, for example, if you completed Theme 1 before deferring, but not Theme 2, then you will need to rejoin the course at the beginning of Theme 2. You will also be expected to attend all sessions from the Theme you are resuming from. For example, if you are resuming from the beginning of Theme 2 you will be expected to attend all sessions from Theme 2 onwards.

**Please note**, we will complete a progress check two weeks after you are due to resume. If you have not attended a session or completed any online learning we will be in touch and you will be removed from the cohort and your status will remain deferred.

## Your Summative Assessment

At the end of your NPQ programme, you will be given a summative assessment to complete over an 8 day period called an Assessment Window. For this assessment, you will be asked to respond to a case study in no more than 1500 words.

In preparation for the summative assessment, **you must ensure you have an overall course engagement percentage of at least 90%**, as this is the requirement set by the DfE for you to progress to the assessment. This includes ensuring that you are up to date with your online learning, and that you have caught up with any sessions you have missed following the process above.

The TDT Data and Assessment Officer will be in contact with you in advance of your Assessment Window to confirm your overall engagement percentage and the date by which you need to reach 90% and with guidance on what you need to do if it is below 90%. You will also be provided with a calculation tool which you can use to enter your online learning

progress percentages and your session attendances to calculate your overall engagement percentage as you approach the Assessment Window.

**Please contact the Assessment and Data Operations Officer in the TDT Participant Experience Team at [npq@tdtrust.org](mailto:npq@tdtrust.org) if you have any questions at all.**

## **Results**

Results will be released to you in an email from TDT. You should expect this email approximately three months after the assessment was submitted. Therefore it is important to keep TDT up to date with both your current email address as well as a backup email address. This will ensure you get your results in a timely manner.

If you have passed, a certificate will be provided for you by the DFE. The DFE should release certificates approximately one month after your results are sent out by TDT on the Teaching Regulation Agency (TRA) portal. More information about certificates will be provided by email after the assessment.

Should you fail your assessment, you will have the opportunity to resit once at no further cost to you. The earliest possible date for your resit will be provided in the email with your results. Any further attempts will incur a cost. Please note that you must opt into your resit. You will not automatically be entered.

## **Deferral - Assessment**

If you are not going to be able to complete your assessment during your allocated window, you do have the option to defer. In order to defer your assessment, you must first reach the 90% engagement detailed above.

If you make your request to defer before the assessment window opens, you can defer your assessment for any reason.

You also have the option to defer during the assessment window. This will only be considered if the reason for your request is one which could not have been predicted before the window opened. Examples of this include illness, other medical emergencies, or bereavement.

The assessment window cannot be extended for any reason. If you are not going to be able to complete the assessment within the allocated time, you need to consider deferring as described above.

# Accessibility

In your application, you will have been asked to provide any accessibility requirements you have, but if you find you have any additional accessibility support requirements at any stage throughout the course, please don't hesitate to contact the TDT Participant Experience Team. We will discuss your requirements with the wider team and your Delivery Partner to see how best we can support you.

# Safeguarding

During your time as a participant on any NPQ programme, all colleagues at TDT have a duty of care towards you. We enact this in several ways; for example by keeping your data safe in accordance with GDPR stipulations. We also take appropriate steps to ensure that those who engage in the delivery of our programmes, whether our partners or facilitators, meet our TDT-required professional standards and have robust checks in place to ensure that they do.

TDT promotes an open and positive culture, where we strive to ensure that all participants feel able to report concerns around potential or suspected harm.

Should you wish to make a disclosure you can do so at any time throughout our course by **contacting the TDT Participant Experience Team at [npq@tdtrust.org](mailto:npq@tdtrust.org) or on 020 3961 6794, Monday-Friday 9am-5pm.**

TDT's safeguarding policy is available upon request.

# Your Feedback


## Feedback

If you have any feedback we would love to hear from you! We're always striving to improve our courses and services and we greatly value what you have to say from your experience. Please email any feedback you have to [npq@tdtrust.org](mailto:npq@tdtrust.org) at any stage during your course, and it will be passed on to the relevant team or colleague who may contact you for further details.

## Complaints

If you have a complaint about any aspect of your NPQ programme, please don't hesitate to contact us, and please be assured that your complaint will be handled with care, discretion and efficiency.





Please email [npq@tdtrust.org](mailto:npq@tdtrust.org) and you will receive a response as soon as possible, and at the least within 3-5 working days. Our Complaints Policy is also available on request.

