

# Frequently Asked Questions

## Technical

**I have tried to apply for a programme through the direct application system but I have encountered a problem. What do I do?**

Please email [pcdp@bpp.com](mailto:pcdp@bpp.com) and a member of staff from BPP will be able to support you through your application.

**I've been advised that I need to set up an external email for a member of my team. How do I do that?**

You can do this by calling Service line Express on 0131 523 2222.

**I can't launch or see the online learning environment. What do I do?**

You need to use Google Chrome to access the online learning environment. You can get access to Google Chrome by calling Service line Express on 0131 523 2222. If you are experiencing issues when using Google Chrome to access the online learning environment then please contact [bpptac@bpp.com](mailto:bpptac@bpp.com) who will be able to assist with any technical queries.

For more information contact BPP:

✉ [pcdp@bpp.com](mailto:pcdp@bpp.com)

🌐 [thenatwestgroup.bppuniversity.ac.uk](http://thenatwestgroup.bppuniversity.ac.uk)



## People Managers

### **As a people manager, I know I have to add an objective for my team member and discuss it with them in the same way as any other performance objective. How should this be worded?**

You can use the guide linked below to help your team member with adding a performance goal to Workday.

<https://intranet.rbsres01.net/sites/humanresources/Documents/guide-to-creating-performance-and-action-goals.pdf>

Your team member should add some Action goals and update these on a monthly basis as they progress with the programme.

The Action goals should be linked to the monthly goals that are included in their BPP learning plan and also to their embedding activity back at work that they will be logging on the BPP online learning environment.

You will receive regular updates via the BPP Coach during the quarterly review calls on the progress your team member is making so you can keep track and discuss with them in your one-to-ones.

Remember to check what time they will need during working hours each month so that you can plan your resources for the coming months.

### **My team member has fallen behind in their programme, what should I do?**

It's important that you address this immediately. Use the success triangle to plan the discussion with your team member. Use open questions to fully understand the situation and make sure you listen to their responses and ask follow up questions to ensure you understand the situation. Ask yourself:

- Are they getting the right amount of time during working hours to complete the programme activities?
- Are there any factors in their personal lives that could be impacting?
- Do they need your help to prioritise their programme activities?
- Are they getting the right opportunities to put their learning into practice through relevant stretch activities?

Ensure that you attend their next meeting with their BPP Coach to discuss the situation and agree an action plan.

### **What happens if my team member is more than 12 weeks behind their learning plan?**

If an individual falls behind to this extent, they are failing to meet one of their performance objectives, which could impact their end of year rating. You should address this immediately with the individual and their BPP Coach. L&D will also notify your Divisional Learning Representative to understand what further support is needed to get the learner back on track.

### **Due to a change of circumstances, my team member can no longer complete the programme. What do I need to do?**

See the 'Change of circumstances' section below. There are a number of options available, depending on the circumstances that may include taking a break or extending their programme. If the individual must leave the programme, then you should advise their BPP Coach immediately who will escalate to L&D.

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### **My member of staff is part-time. Can they apply for the programme?**

Yes, as long as they are contracted to work a minimum of 16 hours. It may take longer for them to complete the programme depending on how much time they can commit to embedding their knowledge back at work. BPP will ask for working hours as part of the enrolment process and discuss each case on an individual basis. If you or your team member wants to discuss a particular example, you can email BPP at [pcdp@bpp.com](mailto:pcdp@bpp.com).

### **The rest of my team will have to pick up some additional duties to cover for the member of my team who is on the programme. How do I justify this?**

Every programme is designed to drive professional standards and improve efficiency and effectiveness at work. Training is a key element of that and every member of your team will be undertaking training on a regular basis whether GPL, Continuous Professional Development or other PDP activities.

In order to make NatWest Group a great place to work we need to work together and help each other achieve our professional development goals. A PCDP improves the skills an individual can apply at work, so the whole team will benefit if one of them is progressing through a programme.

### **My team member has completed the programme but has announced that they are leaving the bank. Is there any clawback?**

No, the PCDP does not have any clawback.

### **My team member is already on the journey to obtain the professional qualification offered by the programme. Should they move to a PCDP?**

No, they should continue with their professional qualification as planned.

### **Where can I find out more information about the programmes?**

The best place is the Key Facts guides on the PCDP portal. If you want more details on a specific programme or you have more detailed questions, you can contact BPP on [pcdp@bpp.com](mailto:pcdp@bpp.com).

### **My team member has received their enrolment details and I've been asked to confirm that they are in a relevant role. How do I do that?**

You need to ensure that the programme will result in a significant increase in the knowledge and skills of your team member. Review the application of learning agreement (ALA) provided and consider:

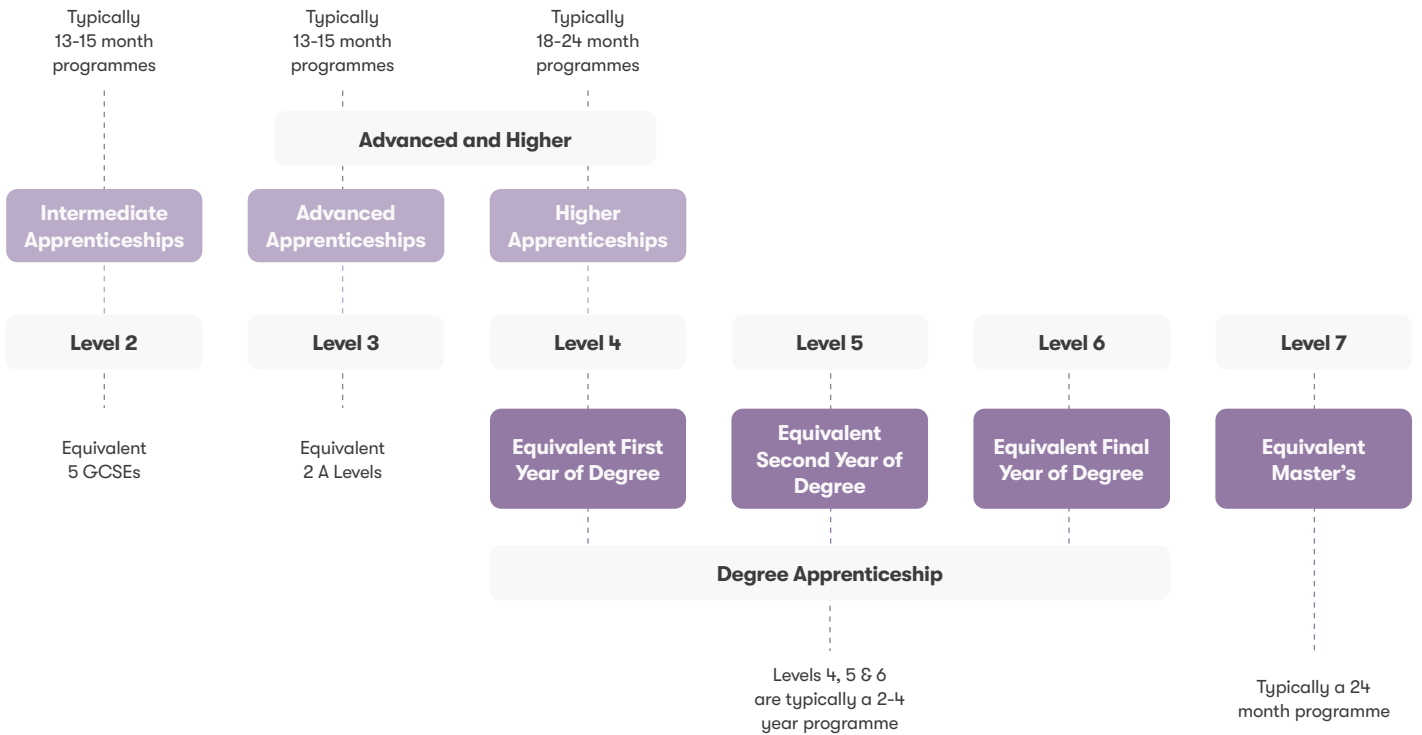
- Does the role description and examples of roles provided match with your team member's role?
- Will they be able to apply their new knowledge and skills in their current role?
- Will acquiring the knowledge, skills and behaviours shown in the programme Key Facts guide result in a significant uplift in knowledge and skills for your team member by the end of the programme?

If you can answer yes to these three questions, then you should be confident to sign them off so that they can start their programme.

## Participant FAQs

### I'm unsure which level is right for me to choose?

If you choose to apply for a programme, it must clearly align to your job role, and your line manager will be asked to confirm this. The below diagram explains more about the levels available.



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## Participant FAQs

### **I know that I'm entitled to time during working hours to complete the programme but I'm not getting the time I need. I've raised it with my manager and nothing has changed. Can I escalate it?**

This is a government funded programme and receiving time during working hours is required in order to be able to access this funding, so it's important that you get the time you need. Make sure you have been clear as to when you need study time so that your line manager can plan their resources.

All of the scheduled webinars are recorded so they can be reviewed at times to suit you and your team. Although coursework deadlines are rigid, you can work with your manager to agree a suitable time to complete the activity. If you're still not happy with the outcome, mention it to your BPP Coach who will escalate it on your behalf. Remember that completion of this programme is one of your performance objectives and your line manager signed to confirm that they would support you with time during working hours before you started on the programme.

### **My line manager has declined my application. Is there an appeals process?**

No, this is a discretionary programme (i.e. there is no mandatory requirement as part of your role) and your line manager needs to consider the full impact on customers and the business as a whole before they can approve your application. You are entitled to a clear explanation of the decision making process and also the alternative development opportunities available to you. Ask your line manager for a full explanation of the reasons behind their decision, whether or not that may change in the future and support to identify alternatives (see the Learning Hub on the HR Portal) if this programme isn't an option in the short term.

### **How much of my own time is required for study?**

This varies programme by programme and for each individual but the majority of learners should be able to complete their programme within required working hours.

### **I don't work 9-5. What is meant by working hours?**

For the purposes of the programme, we mean standard contracted hours which for most NatWest Group employees is between the hours of 8am and 8pm, 35 hours per week.

### **Is the programme available in the Republic of Ireland?**

No, this is a UK Govt initiative and funding is only available for individuals who have been resident in the UK for at least three years.

### **Will there be any monetary incentive or promotion, once you complete a PCDP?**

No, this is a discretionary programme to support our employees to achieve and improve professional standards within the bank. Your future career prospects may improve as you will have been recognised as a professional in your field in line with industry standards and how you then decide to progress your career is up to you.

### **This isn't like stand-alone Professional Qualifications. Do you still get study leave in the same way?**

Yes, the 20% time commitment allows for study days but this will vary depending on the professional qualification, so refer to the Professional Qualifications policy for more details.

### **Can I still do a professional qualification if it's not included in a PCDP?**

Yes, follow your normal business process to apply for a discretionary professional qualification.

### **I want to do a professional qualification that's included in a PCDP but I don't meet the eligibility criteria. Can I still apply for a discretionary qualification on its own?**

Yes, you should follow your normal business process to apply for a discretionary professional qualification providing clear reasoning on the application form for choosing to study as a discretionary professional qualification rather than studying through PCDP.

### **My line manager has changed and I'm no longer getting the support I need on the programme. What can I do?**

Invite your line manager to your next scheduled call with your BPP Coach to discuss the support you need. If this doesn't help or your line manager doesn't attend, let your BPP Coach know, so that they can support your line manager with more information about their responsibilities and the consequences if you fall behind in your learning.

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## Change of Circumstances

### **I'm leaving the bank with a redundancy package. Can I still finish the programme?**

This will depend on your specific circumstances including how long you have remaining on the programme. If you have less than six months till completion it is likely BPP will be able to support you through to completion. If you have more than six months to go, you can take a break in learning until you find a new role where you can apply the programme. BPP can help with this so keep them updated with your position as they can give you support and advice specific to your individual circumstances.

### **I'm moving to a new role on secondment. Can I still finish my programme?**

Your programme has to be relevant to your current role so that you can apply your knowledge and skills at work. BPP and your new line manager can help you determine if your new role will qualify.

If your new role is no longer suitable, you may be able to take a break in learning until you return to your previous role at the end of your secondment.

### **I'm going on maternity leave? What options do I have?**

You can take a break in learning until you decide what you want to do when you return from maternity leave. If you decide to return to a similar role, you can simply continue where you left off. Keep your BPP Coach up to date with your plans and they can advise you on all your options when you return.

### **I'm moving to a new role. Can I continue with my programme?**

Your programme has to be relevant to your current role so that you can apply your knowledge and skills at work. Your BPP Coach and your new line manager can help you determine if your new role will qualify. If the role is significantly different, you may have to leave the programme.

### **I need to stop my programme because I'm moving to an alternative role. I'm half way through the professional qualification and would like to complete it. Can I get support from my business area?**

Possibly, depending on budget availability and the type of programme. Ask your new line manager if they would be prepared to support you using their discretionary professional qualifications budget. If so, let your BPP Coach know and we'll contact the provider of the professional qualification to see if arrangements can be made.

### **I've started a programme and realise it's not right for me. Can I change to a different programme?**

This will normally be identified during the enrolment stage of a programme but if you have started and there is an alternative programme that is suitable, you may be able to transfer. Contact your BPP Coach who will escalate to L&D so we can provide you with suitable options.

### **I've failed my exams. What happens next?**

Your BPP Coach will discuss the additional learning needed to ensure you pass next time round. Resits are not automatically covered in your programme funding, so your business area will be required to pay for the resit. Remember this is one of your performance objectives, so failure to pass at your resit could impact on your ability to complete the programme and therefore your end of year performance rating. Ensure you discuss any additional support you need to achieve success with your BPP Coach and your line manager.

### **My line manager is leaving. Will this affect my programme?**

Advise your BPP Coach that your line manager is changing. They will contact your new line manager and brief them on the programme and your progress to date.

### **I have a serious illness and I'm not sure when I'll be back at work. What will happen to my programme?**

BPP can agree an official break in learning whilst you are not in work. When you return to work you will be able to continue with your programme where you left off.

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