

## Dear NHSS Training Providers,

We are committed to working closely with our Training Provider network to uphold the highest standards of quality assurance and transparency.

Concerns have been raised regarding third parties advertising training and assessment services, using Lantra accredited Instructors and Assessors without clearly stating who the affiliated NHSS Training Providers are.

This practice creates confusion for learners and employers, who believe that they are dealing with a single organisation when, in reality, they are engaging with multiple companies.

To ensure transparency and correct lines of accountability Lantra has set out the following guidelines:

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### Key Guidelines for NHSS Training Providers:

#### 1. **Transparency with Third Parties:**

- It is imperative that any third-party organisation advertising training and assessment services makes it clear which Lantra-approved Training Provider they are partnering with.
- All promotional materials and communications should explicitly state the name of the registered Training Provider responsible for registering the training and assessment, including the official Lantra reference number.

#### 2. **Clarity for Learners and Employers:**

- Learners and employers have the right to know which NHSS Training Provider is responsible for their training and assessment registration.
- Ensure that all Instructors and Assessors clearly communicate their affiliation with the registered Training Provider to avoid any misunderstandings.

#### 3. **Compliance with Lantra Standards:**

- Training Providers must ensure that their business relationships with third parties comply with Lantra standards and guidelines.
- Any third party using Lantra's logo or promoting Lantra approved training and assessment must have explicit permission and must clearly state their partnership with the registered Training Provider.

#### 4. **Actions Against Non-Compliance:**

- Lantra will take the necessary actions against organisations that misuse our logo or misrepresent their affiliation with our accredited Training Providers.
  - This includes legal action where appropriate to protect the integrity of our brand and the interests of Learners and employers.
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## Role and Responsibility:

NHSS Training Providers must maintain transparency and uphold the quality assurance standards set by the Awarding Organisation. We encourage you to:

- Review your partnerships with third parties to ensure compliance with Lantra's guidelines
- Educate your Instructors and Assessors about the importance of clear communication regarding their affiliations
- Report any instances of non-compliance or misuse of Lantra's logo to our quality assurance team

By working together, we can ensure that Learners and employers receive accurate information and high-quality training experiences.

Thank you for your cooperation and commitment to excellence.

**Best Regards,**

**The Lantra Team**

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