

Applicant onboarding guidance

At the end of the recruitment period for each new cohort of NPQ participants, there will follow a two-week onboarding period immediately prior to the cohort commencement date. For information and dates for onboarding periods and cohort commencement, please refer to the relevant cohort Programme Planner. The cohort commencement date is when successful applicants will be sent their account details for the Online Learning Platform and will be able to start their course.

It is worth noting that at this stage, candidates are considered to be 'successful applicants'. A 'successful applicant' will become a 'participant' only when they have met the engagement criteria for Output 1 and an Output declaration has been made (as detailed in the Engagement & Participation Guidance document).

Depending on when an applicant submits their application and it is assessed, there may be a significant period of time between the date they receive notification that their application was successful and the start of the onboarding period. We therefore recommend that you send occasional 'keep warm' emails to any successful applicants that will be waiting for several weeks before the start of the onboarding period. You will be able to view and track these applicants via the DP Portal.

Onboarding period:

Please see below some suggested activities to undertake during the two-week onboarding phase. Please note that there is no expectation that Delivery Partners will complete all these activities, but instead plan the onboarding period to ensure that successful applicants are provided with the key information they need and experience a smooth start to their course.

- Send a welcome email to all successful applicants. This could contain:
 - Key Delivery Partner contacts
 - Information about you as a Delivery Partner
 - A reminder of the cohort commencement date
 - The Participant Handbook (Specialist/Leadership as relevant)
 - Any planned dates for Block 1 face-to-face events and/or Live Webinars.
- A virtual onboarding session via Teams/Zoom (this could be one session with all participants or separate tailored sessions for each NPQ, depending on your preference and capacity).
- One-to-one calls (this could be appropriate where there are a small number of participants for an individual NPQ, or to brief late successful applicants that come through towards the end of the onboarding period).

Please note: it is possible, due to a delay in completing the application process, that some successful applicants may join the programme once you have already completed onboarding activity. In these instances, we ask that at a minimum they receive a welcome email (please see above) prior to the cohort commencement date.