Menopause Workplace Training Network
FAQ

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Before the Training Programme - Application, Course Requirements & Trainer Assessment

Q. Why do I need to complete the initial training programme?

A. Accessing the learning content and delivering demonstrations of your training will allow you to experience the content you will be certified to deliver and build on your menopause in the workplace knowledge.

Q. I've applied online to become a Henpicked Licensed Menopause Workplace Trainer, when will I hear a decision on my application?

A. We aim to respond to all applications and to schedule your initial screening conversation within 10 working days of application.

Q. I don't have a menopause related qualification/professional background – can I become a Henpicked Licensed Menopause Workplace Trainer?

A. Yes. We will provide you with in depth training on menopause as part of becoming a licensed trainer. We don't expect our licensed trainers to be experts – in fact, it's almost impossible to be a true expert in the menopause as it's such a huge subject. We welcome applicants from a diverse range of professional backgrounds.

We're looking for individuals with a real passion to make an impact. We want to welcome people who wish to build and share their knowledge, making menopause an inclusive

subject that no one is afraid or embarrassed to talk about. Your efforts will help make organisations a great place to work and will give employees the confidence to ask for help and support if they need it.

The ideal trainer will have a positive and empathetic attitude towards individuals who are struggling with the impacts of menopausal symptoms. This could come from involvement with a menopause initiative at your workplace, having sought out menopause education and support previously, from your own lived experience of menopause, supporting someone through the menopause or voluntary work. Please refer to the Training Application Criteria guidance on the skills and experience needed to become a Henpicked Licensed Menopause Workplace Trainer.

Q. I don't have any training/teaching experience - can I become a Henpicked Licensed Menopause Workplace Trainer?

A. While the majority of the course will be spent learning the content of the training courses and developing your knowledge of menopause, you will be given guidance and tips on how to best deliver the content. Through training videos, training notes and 1-2-1 support (if required) you will have the tools to develop your delivery style and techniques ahead of assessment on your delivery. It would be beneficial for you to have prior experience of delivering training or facilitating learning, but it's not essential.

Q. Once accredited, would it be up to me to organise the delivery of courses in my local community?

A. Yes. Henpicked Licensed Trainers are either self-employed or sponsored by their employer. You will be required to promote the training courses independently within your area. We also have occasional requests for local training which we will either email out to trainers or will signpost organisations to our licensed network: these are not guaranteed pieces of work.

Once you are an established Licensed Trainer, there may be the opportunity to join the Henpicked: Menopause in the Workplace Associate Trainer network, working with our Customer Relationship Management Team who organise business-to-business deliveries with large organisations. Licensed Trainers who have been successful in joining the Associate Trainer Network are those who have demonstrated excellent feedback and experience in delivering in various or specialised sectors.

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Q. I want to start a business delivering menopause workplace training courses – can you offer advice on how to do this? How viable is delivering Henpicked Menopause Workplace Training as a business opportunity?

A. We recognise that many of our Licensed Trainers incorporate menopause workplace training courses successfully into their training businesses or as an addition to other work. There is huge demand for workplace menopause training across SMEs, the education sector, the independent healthcare sector and the third sector.

While we do not offer bespoke business advice to our Licensed Trainers, we will equip you with guidance and promotional materials to support you in your work. We advise that anyone considering becoming a Henpicked Licensed Trainer does some research to understand the local demand for the training and considers this against how many courses they feel they would be able to deliver, taking into account running expenses.

Included within your license you'll have access to our Trainer Success Programme that will offer support in signposting organisations to target, your approach, building your personal brand, sales and marketing best practice as well as advice on your legal obligations and considerations for being a business owner.

Q. Do I need Public Liability Insurance and Professional Indemnity Insurance cover to deliver Menopause Workplace Training courses?

A. Yes. Whether you deliver Menopause Workplace Training courses independently, or on behalf of your employer, Public Liability Insurance and Professional Indemnity Insurance must be in place prior to delivering the courses. You will need a minimum coverage of £1 million.

If you are planning to deliver Menopause Workplace Training courses as an independent trainer or as part of your own business, you will need to arrange these insurances yourself. Henpicked: Menopause in the Workplace cannot provide insurance for Licensed Trainers, but many insurance providers offer this at a reasonable price. If you will be delivering Menopause Workplace Training courses through the organisation you work for, it is likely you will already be covered through your employer's insurance. Please check your insurance cover with your employer.

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Q. I am interested in becoming a Henpicked Licensed Menopause Workplace Trainer, but the programme is too expensive. Can I get funding to cover the cost, or pay in instalments?

A. Unfortunately, we cannot accept the upfront payment in instalments. Payment will be required in full before the start of the programme in order to secure your place. We do however split the annual cost of licensing the training materials into manageable monthly instalments.

Q. How will I be assessed ahead of receiving my Menopause Workplace Trainer License?

A. The Henpicked Licensed Menopause Workplace Trainer assessment programme is measured against a competency framework based upon the Training Application Criteria**.** All applicants will be required to submit an initial application via our website where you will share details regarding your desire to become a Henpicked Licensed Trainer as well as details of your training and/or menopause knowledge (if applicable). The assessment process will be split into the following areas:

Video Assessment: All prospective trainers will have a conversation with a member of the Henpicked: Menopause in the Workplace team to discuss the content of your initial application form – this will take place over MS Teams. At this time, the Henpicked representative will talk through the licensing process and you will have an opportunity to ask questions regarding the scope of the Licensed Trainer role. You will be initially assessed against the competency framework and successful applicants will be welcomed onto the training platform. Your initial upfront investment* is payable *ahead* of access being granted to the training programme.
*see Fees and Pricing Structure below

Self-Study Programme: Once welcomed onto the training platform, you will have access to the full suite of training materials to help you prepare for assessment. This will include the training slide decks, training scripts and prompts as well as best practice videos for you to review. You will also be provided with a range of menopause resources for you to access and study to build your knowledge in the field. You will be required to review and learn these materials and practice course delivery independently. Trainer Support can be accessed directly via the platform should you have questions or require support in your training.

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Trainer Assessment: Your assessment will be split into the following areas.

1) **Knowledge Test:** Accessed online, you will be required to complete and pass an online, multiple-choice assessment where you will validate your knowledge of menopause and your understanding of the training materials. Once you're confident that your initial learning is complete, you can request booking your Delivery Demonstration.
2) **Delivery Demonstration:** You will deliver a training session of the course content to a Henpicked: Menopause in the Workplace Assessor over Teams. Your assessor will score your delivery against the competency framework.
3) **Live FAQ Assessment:** Your assessor will run a Q&A following your delivery to ask a number of questions that are common in the sessions. You will be required to answer these in line with your self-study and course materials.

Trainer Feedback: We'll contact you within 48 hours of completion of the assessment with our decision on granting your training license. We're committed to providing constructive and detailed feedback to all prospective trainers at this stage to equip you with the skills required to confidently execute the training.

Successful: If you pass the assessment, you will become a Henpicked Licensed Menopause Workplace Trainer and will be able to deliver your training both physically and virtually within organisations across the UK. You will be granted access to the full Menopause Workplace Training Network site where you can access all learning materials to support you on your ongoing trainer journey.

Unsuccessful: Don't worry if you don't pass first time, we are here to help you re-prepare for assessment. You will receive feedback on the areas where you require improvement, and we will recommend a timescale for re-assessment. Trainers will receive two live assessments with the Henpicked Menopause in the Workplace Assessor team as part of their initial training fee. Should a prospective trainer require a third assessment, this will be subject to an additional cost*.
*see Fees and Pricing Structure

Q. How much will it cost to be a Henpicked Licensed Trainer?

A.

Your trainer license fee is split into fully comprehensive, manageable, fixed monthly payments. Your success is yours to enjoy so there are no additional fees or charges based upon the number of sessions you deliver or participants you train.

You'll sign up for an initial 12-month subscription. You'll pay an initial upfront fee that covers all of your training and assessment costs and from there will pay your fees each month (11 instalments). After 12 months, there's no need to renew, your contract will roll month to month, and you'll have the flexibility to give notice of 56 days should you wish to terminate.

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Year	Up Front Investment	Ongoing Monthly Investment*	Total Annual Fee
1	£1,498	£182	£3,500
2+	n/a	£182	£2,184
All prices are excluding VAT * Year 1 monthly instalments are for 11 months			

Q. What support will I receive during the training?

A. Supporting our trainers on their license journey is our utmost priority. Throughout your training and once licensed, you will have ongoing access to our Trainer Support team who will guide you through you Henpicked Licensed Training career. You can raise questions and request calls by using the Trainer Support area of the website.

After you receive your Henpicked Menopause Workplace Trainer Licence

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Q. Can I use the Menopause Workplace Training Network logo?

A. We have a membership badge for trainers which you can download from your membership area. This is your mark to show that you are a Henpicked Licensed Trainer who is approved to deliver licensed Henpicked content. You are encouraged to use the membership badge on your website, email signature, social media profile, and any digital or printed marketing materials you create.

As a Henpicked Licensed Menopause Workplace Trainer you'll act as a brand ambassador for the organisation. With this in mind, we have carefully created a suite of marketing resources and materials to support you in promoting your business. We will also provide licensed trainers with advice on content wording, messaging and marketing to ensure you are aligned with the centralised materials provided by Henpicked: Menopause in the Workplace. With this in mind, we ask that licensees refrain from creating their own graphic materials to promote the Menopause Workplace Training Network and where possible utilise wording from text provided in your resource area. We commit to the ongoing development of marketing

materials and resources and welcome ideas and requests from the network to help you realise your success.

Q. Where am I licensed to train?

A. There are no restrictions as to where you deliver your training in the UK, or whether you choose to deliver our content face to face or remotely. You are licensed to work with organisations with fewer than 350 employees. We recommend that you begin your marketing and client promotion within your local area, to build momentum and reputation more quickly. Our Trainer Success Programme offers lots of ideas and tips on who to target.

Q. How do I source training opportunities?

A. Training sessions will be independently sourced by you. You may find it helpful to access our Trainer Success Programme which is available to all Henpicked Licensed Trainers. This contains an overview of the different marketing resources that are available to you and how to communicate accurately about Henpicked: Menopause in the Workplace as an organisation.

There is no limit or restriction as to how many organisations you work with or whether you choose to specialise in a particular industry sector. Through extensive research, we have identified that that SMEs, schools, independent healthcare and organisations within the third sector have a real desire to develop their knowledge in this area. We have estimated that there are roughly 350,000 organisations within these sectors that need your help.

Q. What training will I deliver?

A. Henpicked: Menopause in the Workplace have carefully crafted a suite of sessions for licensed trainers to deliver that we feel are relevant and tailored to your target audience. You will access the training presentations and resources through our training platform and these will include:

Introduction to Menopause: To be used as an introductory session to outline the importance of supporting menopause in the workplace.

Menopause Awareness Training for Colleagues: To be delivered to groups of employees to outline key menopause facts, symptoms and how to manage them.

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Menopause Awareness Training for Managers: To be delivered at line manager or at senior leader level. This session outlines key menopause facts, the importance of manager awareness, understanding symptoms and promoting discussion with colleagues.

Menopause Support Group Sessions: Content to be used to facilitate group discussion and topic led support groups within organisations.

Henpicked: Menopause in the Workplace offer a large variety of additional complimentary courses that have been devised through the ongoing feedback from customers and trainers. We pay great attention to "word on the street" and welcome your feedback on additional areas where you feel your clients may benefit from further training or support. This will be evolutionary training and we'll aim to create additional materials over time.

Q. What size of organisation can I work with?

A. As a Henpicked Licensed Trainer, you can work with any organisation with 350 employees or less.

Henpicked: Menopause in the Workplace are the leading provider into larger organisations in what is an established market. The conversation is only just starting in smaller organisations, so we want to ensure the network is focusing on making a huge impact where it is needed.

Q. What happens if I get a request for training from a larger organisation?

A. All requests for training from organisations of more than 350 employees MUST be referred back to Henpicked: Menopause in the Workplace and this will be a licence condition. These referrals are necessary to ensure that we are able to devise a best-fit solution that is tailored to organisational requirements for larger organisations. In return, we will refer smaller client enquiries back out to our licensed trainer network for delivery. Financial referral incentives will also be made available.

Q. What do I do if a client asks for me to create more tailored or in-depth course content?

A. Henpicked: Menopause in the Workplace are experts in the menopause training area and regularly create, adapt and deliver bespoke training programmes for our broad range of clients. As a Menopause Workplace Trainer Licensed by Henpicked you are not authorised to adapt or edit the training content provided to you. We therefore recommend that any such requests

are referred back to the central Henpicked: Menopause in the Workplace team where the client's training requirements can be assessed and actioned accordingly.

Q. What do I do if I'm struggling to find training opportunities?

A. Our Trainer Success Programme offers a range of guidance and resources to help you build your client network. If you wish to talk through any concerns, our Trainer Support team are on hand to offer any suggestions or advice to help you build your client network.

In addition, you will also benefit from the vast amounts of ongoing PR and marketing that comes centrally from Henpicked: Menopause in the Workplace that reinforce the messaging of the training network.

Q. What do I do if I keep getting asked questions that I don't know how to answer? How do I keep my menopause knowledge up to date?

A. Our FAQs are regularly updated with questions that network trainers and our corporate Associate Trainers are regularly faced with in live sessions. If you can't find an answer, then please use the Trainer Forum in the member's area to raise these questions with the wider training network and the Training Support team. Together we'll find an answer to most things! In addition, the learning resources section of the membership area will be regularly updated with new materials, articles and content for you to remain abreast of the latest studies, teachings and thought leadership in menopause. We'll intermittently bring these to your attention, but strongly recommend that you check back here regularly to keep up to speed. The Henpicked Menopause Hub is also a great place to review resources and signpost your clients and training participants.

Q. How do I keep my training materials refreshed and in line with new research?

A. Leave that bit to us. Your training slides and materials will be refreshed as is required and at least annually. If additional key information or resource comes to light throughout the year, we'll also be sure to add in any new content. With any changes to the slides, we'll update you and advise on the best way to present new materials. Each year we'll also host a Menopause Workplace Training Network Trainer Refresher session where we'll share best practice and hints and tips for successful delivery.

As part of your ongoing development as a trainer, you'll also have the opportunity to join further education sessions through our Lunch & Learn series.

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Q. Will my training quality be assessed on an ongoing basis?

A. The Menopause Workplace Training Network team will have access to your training participant feedback questionnaires where we will continually appraise your feedback and review the success of your training. In addition, we may also request that a member of our team can attend a training session (maximum of two per annum) for an in-person appraisal and to offer you ongoing support or guidance in best practice.

Q. Can I work as a corporate Associate Trainer as well as a Henpicked Licensed Trainer?

A. Potentially! While our Associate Trainer pool will remain quite small, there will be times within the training calendar where we may call upon those within the network to deliver Associate-level training. Those granted Associate training work will need to consistently demonstrate the highest levels of quality in their delivery and may need to undergo additional training (this will be at no extra cost to the trainer).

If you're interested in delivery as a corporate Associate Trainer, please register your interest with Trainer Support.

Q. What do I do if I want to cancel my agreement?

A. While we hope that you'll never want to leave the Menopause Workplace Training Network, we do appreciate that circumstances change. Following your initial 12-month subscription, you can terminate your agreement at any time by giving 56 days' notice. Access to all membership areas will be rescinded at this point and you will no longer be able to use the membership badge or other materials provided as part of your Menopause Workplace Training Network training. Please refer to the Code of Conduct and your License Agreement for more information.