

NPA eLearning Modules - March 2026

Certificate of Pawnbroking Excellence

Code	Title
Cert1	Consumer Credit and Pawn Agreement
Cert2	FCA Systems and Processing Requirements
Cert3	Anti-Money Laundering
Cert4	Customer Service and Treating Customers Fairly
Cert5	GDPR and Data Compliance

Induction and Refresher

Code	Title
IND1	Conduct Rules
IND2	Treating Customers Fairly
IND3	Introduction to Anti-Money Laundering
IND4	Customer Service Standards
IND5	Customer Complaints
IND6	Consumer Duty - Customer Facing
INDEexam	Pawnbroking Certificate of Induction Exam

Continued Professional Development

Code	Title
CPD01	Anti-Bribery and Corruption
CPD02	Armed Robbery
CPD03	Consumer Duty - Senior Manager
CPD04	Disposition and Settlement
CPD05	Financial Promotions
CPD06	Financial Promotions in Soacial Media
CPD07	Fire Safety
CPD08	Hallmarking Law
CPD09	History of Hallmarking
CPD10	Idebtifying Fake Banknotes
CPD11	Introduction to Pearls
CPD12	Introduction to Watches
CPD13	Metal Testing and Evaluation
CPD14	Precious Metals
CPD15	Providing Forberance
CPD16	RegData Reporting
CPD17	Senior Manager and Certification Regime
CPD18	Social media - Instagram
CPD19	Vulnerability
CPD20	Vulnerability - Identifying Mental capacity Issues
CPD21	Vulnerability - Referring Customers to Debt Advice

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Introduction to Diamonds

Code	Title
DiaIntro1	Price and Value
DiaIntro2	Identification
DiaIntro3	4C's Cut
DiaIntro4	4C's Colour
DiaIntro5	4C's Clarity
DiaIntro6	4C's Carat

Pawnbroking Certificate in Diamonds

Code	Title
DiaCert1	Reports
DiaCert2	Treatments
DiaCert3	Sybthetics
DiaCert4	Carat
DiaCert5	Colour
DiaCert6	Clarity
DiaCert7	Cut
DiaCert8	Flourescence
DiaCert9	Price and Value
DiaCertExam	Pawnbroking Certificate in Diamonds Exam