



# Student Handbook 2011



Amac Student Handbook

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## **Welcome**

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Welcome to Amac!

You should read this handbook in conjunction with the Amac course guide and material where details on your course is found.

We are sure that you will enjoy your time with Amac. Should you require any further information or advice, please call Amac on 01227 831 840.

We wish you every success in your training and look forward to seeing you in the near future.

## **Mission Statement**

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Amac aims to provide the best education, training and resource opportunities for people interested in developing their prospects in the fitness and sport industries, enabling learners from all backgrounds to achieve their personal and professional goals.

## **Equality and Diversity**

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Amac is committed to ensuring equality of opportunity for all who learn and work here. We are opposed to any harassment or discrimination arising from race/ethnicity, gender, sexuality, age, disability, religion, faith and class. We will strive vigorously to remove conditions which place people at a disadvantage and actively will combat bigotry.

## **Individual Needs**

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Provision can be made for learners with reading or writing difficulties provided they notify Amac in advance of the course start date.

## Security, Health, Safety and Welfare

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It is your responsibility to take reasonable care of your own health, safety and security and not to act in a manner that endangers others.

You must:

- ❖ Comply with Amac' Health and Safety regulations, rules and procedures.
- ❖ Comply with all Health and Safety instructions given
- ❖ Be familiar with the fire evacuation procedure
- ❖ Use plant, machinery and equipment only when instructed to do so
- ❖ Report any defects at the site
- ❖ Use the correct clothing, footwear and equipment which is suitable for the programme

Your tutors are responsible for you during sessions and accidents must be reported straight away, however minor.

First aid and fire procedures will be outlined during your induction on the first day.

## Mobile Phones

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Mobile phones must be switched off when you are in a course session, workshop or assessment. No mobile phones should be taken into an examination room as this is against awarding body regulations.

## Being Safe

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**You have the right to feel safe at Amac.**

**Other people should not hurt or abuse you in any way.**

**Other people should not threaten to hurt or abuse you.**

Your responsibilities are:

- To respect other people's rights to safety;
- Not to hurt or abuse others;
- Not to threaten to hurt or abuse others.

Amac has staff who are there to support you and help make your place of learning safe. If you need to talk to someone about your own safety, contact us by email on [besafe@amactraining.co.uk](mailto:besafe@amactraining.co.uk) or phone confidentially on 07872 604 921.

# Student Code of Conduct

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## **Amac Mission**

'to provide the best education, training and resource opportunities for people interested in developing their prospects in the fitness and sport industries, enabling learners from all backgrounds to achieve their personal and professional goals.'

## **Student Expectations**

As a Student you expect Amac to give you the best opportunity to succeed on your course. In return we expect you to act in a responsible, respectful and mature way. To ensure we provide an environment that is safe, healthy, and enjoyable and maximizes learning, we ask you to follow this code carefully:

## **Learning**

Our primary aim at Amac is to help all students to learn and achieve. Any behaviour that compromises personal learning and/or that of others is not acceptable.

## **Respect**

All our relationships at Amac are based on mutual respect. Any behaviour which demonstrates a lack of respect is not acceptable.

## **Safety**

Organisations and their staff must be able to work within a safe and secure environment. Any behaviour which compromises this is not acceptable.

## **Unacceptable Behaviour**

To protect the learning environment, Amac takes seriously any breaches of the learning agreement and may lead to dismissal from the course and forfeiting all fees. This can be used in cases where students are involved in:

- Theft of any kind
- Threatening behaviour or assault
- Bullying or harassment including by text or email
- Damage to property (college and personal property)
- Possession and/or use of alcohol
- Possession and/or use of illegal substances
- Cheating, plagiarism, forgery and gambling
- Inappropriate access to web material deemed unsuitable.

This is not an exhaustive list but it reflects the range and seriousness of behaviour which Amac deems to be unacceptable.

## Insurance

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It is important that you look after your own possessions during your time on an Amac' course. Where possible, lockers are available on practical courses. Amac does not accept responsibility for the safety and security of vehicles or property.

## Course Material

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You will be provided with all the information and resources you need for your Amac course. Depending on the course this may include online access, a course manual, assessment portfolios or handouts.

## Assessment Plan and Record

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On assessed courses, you will be provided with an assessment plan and record sheet to make the assessment process clearer and ensure that your achievements are recorded.

## Assessment Malpractice

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**Plagiarism** means copying from published sources (including the internet) without acknowledgement.

**Cheating** includes copying the work from others, or getting someone else to do the work for you.

**Copying** includes allowing your work to be copied by others.

It's important that you ensure that all the work produced for your assessments is your own. All cases of suspected plagiarism, cheating or copying will be investigated and, if proven, awarding bodies may also impose their own sanctions and penalties, including disqualification.

## Course Timetables

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If you are attending a course, you will receive your timetable either beforehand with your pre-course reading pack or on the first day.

## **Theory Assessments**

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Some courses require you to sit a theory paper as part of the assessment. All theory assessments take place at an Amac venue and dates are available on request.

To book your theory assessment you need to provide at least two weeks notice which can be arranged by phone or email and will be confirmed with an email.

Please note that the results can take up to three weeks if you have taken an external assessment.

## **Practical Assessments**

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Practical assessment dates are arranged in advance of you starting the course. You will be emailed at least a week before your assessment notifying you of the arrival and start times. It is important that you bring one or two participants where required.

A late arrival may result in you not being able to take your practical assessment.

## **Retaking Assessments**

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Amac provide opportunities for students to resit theory assessments and retake practical assessment or resubmit assignments. These can be arranged by ring or emailing Amac support team.

Please see course terms and conditions for details on transfer, re-take and non-attendance fees.

## **Assessment Portfolios**

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If you are taking a practical assessment, it is important that you hand in your assessment portfolio when requested, ensuring that you have included all the necessary completed session plans and paperwork.

The assessor will provide both written and verbal feedback. Without your portfolio, you will not be able to take part in the assessment.

Please note, where it is an awarding body requirement, your portfolio may be retained for internal and external verification

## Tutorial System

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If you need extra help, just contact our support team, at which point you will be assigned a tutor. If you have any concerns about the course, you should contact the tutor or for more general issues contact the main office on 01227 831 840.

May courses include access online to the course materials and handouts along additional web links and recommended reading.

## Partner Organisations

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### **Amac**

2 Denne Hill Business Centre  
Womenswold  
Canterbury  
Kent  
CT4 6HD



Tel: 01227 831 840

Web: [www.amactraining.co.uk](http://www.amactraining.co.uk)

### **Central YMCA Qualifications**

112 Great Russell Street,  
London  
WC1B 3NQ



Tel: +44 (0)20 7343 1800

Web: [www.cyq.org.uk](http://www.cyq.org.uk)

### **Register of Exercise Professionals (REPs)**

3rd Floor,  
8-10 Crown Hill,  
Croydon,  
Surrey,  
CR0 1RZ



Tel: 020 8686 6464

Web: [www.exerciseregister.org](http://www.exerciseregister.org)

### **Skillsactive**

Castlewood House  
77-91 New Oxford Street  
London  
WC1A 1DG



Tel: 020 7632 2000

Web: [www.skillsactive.com](http://www.skillsactive.com)

### **Learnstream**

2 Denne Hill Business Centre  
Womenswold  
Canterbury  
CT4 6HD



Web: [www.learnstream.co.uk](http://www.learnstream.co.uk)

# Appeals Procedures

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All students are assessed against published material. Achievement of these criteria is decided by trained and qualified assessors AND/OR external assessment (such as coursework or exams).

It is recognised that, in exceptional circumstances a student may wish to appeal against recommendations or decisions relating to assessment.

This Appeals Policy and Procedure outlines the action which may be taken in such exceptional circumstances. This reflects Amac commitment to provide a fully comprehensive student service.

## 1. Scope of Policy

Amac Appeals Policy and Procedure allows students to make a formal appeal against a recommendation or decision relating to:

- a. The mark for an individual item of coursework;
- b. The final result of any element of assessment, planning, teaching, evaluation or theory paper;
- c. The final overall assessment decision for award or certification.

## 2. Grounds for Appeal

- a. The assessments were not included in accordance with regulations;
- b. Administration error at some stage of the assessment process;
- c. Medical or other 'extenuating circumstances' arising during the assessment process which affected the student's performance and of which the assessor was not aware when making the assessment decision;
- d. Inappropriate or irregular behaviour on the part of the assessor.

## 3. Appeals Procedure

- a. The student's first line of appeal will be through Amac' appeals system via the Centre Co-ordinator.
- b. If the student wishes to take the appeal beyond Amac, an appeal must be addressed in the first instance, in writing to the allocated External Verifier/Moderator. If the EV is unable to resolve the appeal issue, they may refer the written appeal to the lead/chief Verifier/Moderator
- c. In extreme circumstances, when the student feels that the lead/chief Verifier/Moderator has been unable to bring the matter to a satisfactory conclusion, the matter may be referred directly to the appropriate contact in the Awarding Body. From here, there will normally be an Appeals Hearing with the relevant representatives.

## Additional Notes

- a. It is extremely difficult to investigate appeals without impartial evidence. Therefore, appeals against referrals or grades in practical teaching based solely on the student's

disagreement with the assessor's decision will only be considered when accompanied by a video.

- b. The student has the right to video any aspect of his/her assessment using his/her video equipment provided it does not interfere with the assessment process, other students or the assessor's ability to carry out his/her role.
- c. It is the responsibility of the student to arrange a video operator.
- d. It is the responsibility of the student to notify Amac of any medical problem which may affect their performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date.

#### **4. Notification of Appeals**

Appeals must be received within 20 working days (Monday-Friday, excluding Bank Holidays) from the student's receipt of his/her assessment results.

## **Complaint Handling**

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The following procedure followed used to deal with a complaint from a student, including any complaint regarding educational matters. The aim is for it to be informal and to solve problems quickly, simply and fairly. It is hoped that most issues can be settled amicably at the first stage.

#### **First Stage** (Mention of Grievance)

- a. If you have a complaint, speak directly to the member of staff concerned.
- b. If you feel unable to approach that person, you should raise it with your tutor.

#### **Second Stage** (Informal Complaint)

- c. If the matter cannot be resolved to satisfactorily at the first stage, the student may refer it to the Operations Manager as an informal complaint.
- d. They will keep a written record of the complaint, including the name of the complainant, the nature of the complaint and how it has been resolved.

#### **Third Stage** (Formal Complaint)

- e. If you are not satisfied that the grievance has been dealt with satisfactorily, you may make a formal complaint to the Managing Director.
- f. The matter will be investigated
- g. The Student will be given give written notice of the outcome, and of any action taken or to be taken. Appropriate written records will be kept.
- h. A student who remains dissatisfied with the handling or the outcome of a complaint, including any grievance concerning the procedures applied by or a decision made by the Managing Director, may appeal in writing to the Education and Training Director, who may appoint, if necessary, an independent party to adjudicate on the matter.

# Qualifications Explained

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## Vocational qualification levels

All vocational qualifications are grouped together in different levels on the Qualifications and Credit Framework (QCF). The level shows how difficult each qualification is – from entry level right up to level 8.

Vocational qualification levels can be compared to other qualifications. Entry level qualifications build confidence and help people prepare for further learning and work. Level 2 qualifications are the equivalent of grades A\* to C at GCSE and level 3 qualifications are equivalent to A levels.

The title of a vocational qualification tells you:

- the qualification level - from entry level to Level 8
- the size of the qualification - an award, certificate or diploma
- the subject you're studying - such as sport and active leisure

Qualifications you could gain include:

- Level 1 Award in Assisting Health-Related Activity
- Level 4 Diploma in Accounting.
- Level 3 Certificate in Personal Training

## The size of the qualification

Vocational qualifications are made up of units of study. You can study units at your own pace. These can then build into qualifications that are right for you. Each unit has a credit value that tells you roughly how long it takes to complete – one credit represents about 10 hours' work.

Every QCF qualification is made up of a number of credits:

- Awards are 1 to 12 credits (10 and 120 hours' learning)
- Certificates are 13 to 36 credits (130 to 360 hours' learning)
- Diplomas are 37 credits (370 or more hours' learning)

So if you are doing a Level 1 Certificate in sport and active leisure you may choose a unit on how the body works, which has a credit value of four. This would take you around 40 hours to complete.