

Student Handbook



Helping you achieve
your goals

AMAC

AllActive

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14 Garrity House
Miners Way
Aylesham
Canterbury
CT3 3BF
01227 831 840
www.amactraining.co.uk | www.allactive.co.uk

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Welcome

Welcome!

We are proud of the achievements of our courses and we look forward to working with you towards your own personal and academic successes.

You should read this handbook in conjunction with the Amac or AllActive Course Guide and material where details on your course is found. We are sure that you will enjoy your time with us. 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 working with you in the near future.

Liz Lee
Managing Director

Mission Statements



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 students from all backgrounds to achieve their personal and professional goals.



AllActive has been built on the principle that physical activity should be accessible to anyone, available anywhere and encouraged by everyone.

Equality and Diversity

We are 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 will actively combat bigotry.

You can find our full policy on the Amac and AllActive websites.

Individual Needs

Provision can be made for students with reading or writing difficulties provided they notify us in advance of course enrolment. Any reasonable adjustments or special arrangements will need to be discussed and agreed with us.

Security, Health, Safety and Welfare

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 our on-course health and safety 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 course

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.

Being Safe

You have the right to feel safe.

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

Other people should not threaten to hurt or abuse you.

It is our responsibility to meet current legislation in the national 'Prevent strategy'.

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.

Our tutors and staff 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 or phone confidentially on 07872 604 921.

You can find our full Prevent Strategy and Safeguarding policies on the Amac and AllActive websites.

Mobile Phones

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

Student Code of Conduct

Student Expectations

As a Student you expect us 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 maximises learning, we ask you to follow this code carefully:

Learning

Our primary aim 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 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, we take 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 (venue 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 we deem to be unacceptable.

Insurance

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

Clothing

If you are attending a practical course, you will be required to wear appropriate clothing for the activities that will take place. For example, if you are booked to attend a Gym Instructor course, wear clothes that give you a full range of movement. You don't want your movement to be restricted when you work out. If you wear clothes that bind you too tightly or flow too loosely, you place yourself in danger. Loose clothing can catch in weight machines, and tight clothing can cut off the circulation and feeling to your limbs. Shorts, tank tops, T-shirts, sports bras and sweat pants fit snugly without impeding your movement. Sensible trainers must also be worn.

Course Material

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

Assessment Plan and Record

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

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

If you are attending a course, your tutor will discuss with you the timetable for your course.

Qualification Timetables

For those studying a qualification leading to an awarding body certificate, at the start you will receive a Qualification Timetable detailing all the elements and assessments scheduled to help you through your studies and assessments.

Online and Blended Learning

Many students will be studying a course that is online or have blended format, with some attendance and online learning involved.

Students may use either Learnstream or Active IQ elearning platforms to access their course material. Instructions on accessing your online course will be emailed to you.



Theory Exams

Some courses require you to sit a theory paper as part of the assessment. All theory exams will either take place at your home or at specific venues and dates.

To book your theory exam you need to provide at least 3 days' notice which can be arranged by phone or email and this will be confirmed with an email to you.

In accordance with the Terms and Conditions, if you fail a theory exam you will be charged £50 (inc VAT) to retake the exam/s for a given date when you are attending a venue, as long as you have not exceeded the limit of exam re-sits. Some exams sat from home on Cirrus will not incur a charge, please enquire to check. It is your responsibility to re-book your exam and your re-sit booking will not be taken until full payment has been received.

Should you have been booked for an exam and you do not attend or provide us at least 3 days' notice of non-attendance, you will be charged an additional £50 (inc VAT) for the subsequent booking date.

If it has been agreed that you will require special adjustments for an exam in advance, such as a reader or scribe, exams will be held at Amac Head Office on a 1-2-1 basis via prior arrangement.

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

Practical Assessments

Practical assessment dates are arranged in advance of you starting the course. You will have the time confirmed on course notifying you of the arrival and start times. A late arrival may result, in you not being able to take your practical assessment.

Retaking Practical Assessments

It is at our discretion to provide an opportunity for students to retake or reschedule your practical assessment. There is a charge for retakes.

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

Assessment Portfolios

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 a period of time for internal and external verification

Student Support and Mentor

If you need extra help, just contact us on 01227 831 840 or info@amacstraining.co.uk. We will discuss the support you need which may include a Zoom call or revision session with our Student Mentor. In most cases there will not be additional fees for extra support. If you have any concerns about the course you are attending, you should contact the Tutor or for more general issues contact the main office on 01227 831 840.

Appeals Procedures

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 our commitment to provide a fully comprehensive student service.

1. Scope of Policy

Our 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 our 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 us 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

The following procedure is 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 satisfactorily at the first stage, the student may refer it to the Course Co-ordinator 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 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

Ofqual are the independent qualifications regulator for England. They regulate so that qualifications are sufficiently valid and trusted.

RQF (Regulated Qualifications Framework) is the reference system put in place and regulated by Ofqual to help people understand how qualifications can be compared to each other in terms of the size and challenge of the qualifications on offer. It's like a bookcase in a library, with qualifications indexed by their 'level' and 'size'. Qualifications at any specific level can be very different from one another, for example, in their content and purpose. They maintain a register that provides more detail on each qualification.



Qualification Level

Levels indicate the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels supported by three 'entry' levels. While most qualifications will be assigned a single level some, such as GCSEs, can span more than one.

Qualification Size

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. This can be anything from a matter of hours to several years of study and different students can take different amounts of time to study for the same qualification. Size is expressed in terms of Total Qualification Time. The part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours.

Qualifications can sit at different levels but require similar amounts of study and assessment time. Equally, qualifications at the same level can take different amounts of study and assessment time.

Information taken from Ofqual publications, www.gov.uk/government/organisations/ofqual

Your Next Steps

We believe that your studies are the beginning of what you are going to achieve. Following gaining your certificate, you will need to apply your attention and dedication to building your own professional profile. We will be there to help you achieve your academic goals to enable you to continue or start your journey within your chosen field.

You will find information on our websites on fitness careers, tips on finding employment and industry research.

There are many different courses available to progress onto so take a look at the range available.

National Career Service

A very useful service that can help you.

<https://nationalcareersservice.direct.gov.uk/course-directory/home>

0800 100 900 (8am to 10pm, 7 days a week)

Partner Organisations

Accreditations & Endorsements



www.cimspa.co.uk



www.rsph.org.uk



www.skillsforcare.org.uk



www.activeiq.co.uk



Industry & Careers



www.nationalcareersservice.direct.gov.uk



<https://fitpro.com/activeiq/skillshub/>



www.ukactive.com



www.cimspa.co.uk

Funding & Ofsted



www.gov.uk/government/organisations/ofsted



www.gov.uk/government/organisations/student-loans-company



www.gov.uk/government/organisations/education-and-skills-funding-agency