



Learner Pack for Qualification Delivery

Sport Structures Ltd

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Delivering unique, flexible, and innovative solutions in sport



INVESTOR IN PEOPLE



City & Guilds



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Sport Structures has achieved the **Investors in People** standard and undertaken a due diligence process to become a **Sport & Recreation Alliance** Enterprise Partner so their members can be confident they are dealing with a reputable company with a proven track record in the sport and leisure industry. Sport Structures have also made commitments to being **Positive about Disabled People** through Job Centre Plus. As part of the Triple S/ Sports Pathways Project Sport Structures have won the **Coaching Intervention of the Year** award at the UK Coaching Awards 2008, the **Association of Public Service Excellence (APSE)** Healthy Activities award and were high commended in both the UK wide **Regeneration and Renewal** and the **Sustaining Communities Awards**. We were part of the delivery team for the successful **Podium Awards** that won the volunteering intervention of the year and have been short listed from 500 projects for the semi-finals of the 2012 **National Lottery Awards**.



Introduction

Learner Pack

Welcome to the Sport Structures learner pack. This pack has been designed for learners attending Sport Structures qualifications and courses. It details our policies and procedures as a national training provider and provides you, the learner, with key information such as our appeals and complaints procedures. Full version of the policies are available on request.

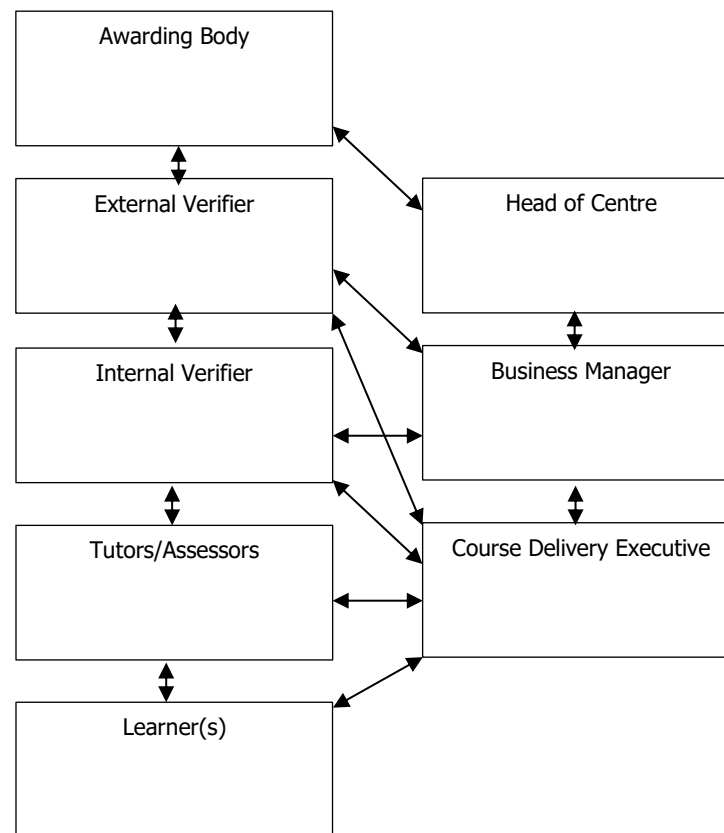
Specific information about the course/workshop/qualification you are attending will be provided by your course tutor.

Centre Information

- 1st4Sport centre number: 784
- City and Guilds centre number: 100140317
- Name of centre: Sport Structures
- Telephone number: 0121 455 8270
- Email: education@sportstructures.com
- Opening hours: Monday – Thursday 9am-5pm, Friday 8.30-4.30pm
- Main office address: Sport Structures Ltd, Suite 8 The Cloisters, 12 George Road, Edgbaston, Birmingham, B15 1NP

The diagram on the right hand side illustrates our reporting lines and the staff involved in the delivery and organisation of the qualifications we provide.

For further information or comments on the information contained within this document, please contact Katherine.robinson@sportstructures.com



Legal Information

Sport Structures Ltd has a Privacy Policy with respect to all information gathered by the company. This covers data security, use of personal information, data protection and email newsletters.

Equality Policy

Sport Structures is responsible for ensuring that all learners that attend courses and assessments are treated fairly and equally. Sport Structures is committed to the promotion of equality of opportunity in all fields and insists that no learner shall receive less favourable treatment on the grounds of gender, marital or family status, age, disability, religion, ethnic origin, race, nationality, social background, creed, sexual orientation, social class, pregnancy, trade union membership or by any other condition or requirement which cannot be shown to be justifiable. Sport Structures opposes all forms of unlawful and unfair discrimination and supports the principles of equal opportunities in all its activities, qualifications and relevant resources.

Sport Structures will ensure avoidance of inequality;

- In the format and content of all learning programmes, courses resources, examinations and assessment materials
- Through the monitoring of procedures, practices and data relating to the course/qualification and assessment materials
- All members of the Sport Structures workforce agree to the above Equality Policy
- Internal Verifiers have a responsibility to ensure that the principles of the Equality Policy are implemented. Any incidents or concerns must be reported to the Head of Centre, Business Manager or Course Delivery Executives.

Health and Safety

Overall responsibility for health and safety is that of the Head of Centre for Sport Structures. Day-to-day responsibility for ensuring this policy is put into practice is delegated to Course Delivery Executives, Business Manager, tutors, assessors, internal verifiers with appropriate support from the training and assessment site facility managers / staff.

Sport Structures and its coach education workforce are responsible for:

- Identifying and migrating against health and safety risks arising from coach education activities
- Providing and ensuring maintenance of facilities and equipment
- Consulting with members of the workforce and learners on matters affecting their health and safety
- Providing learners with health and safety information
- Preventing accidents
- Complying to emergency procedures
- Maintaining safe conditions for qualification delivery
- Reviewing this policy at regular intervals

Learners have the following responsibilities;

- To co-operate with Sport Structures staff as well as tutors/assessors/verifiers on health and safety matters;
- Not interfere with anything provided to safeguard their health and safety;
- Take reasonable care of their own health and safety
- Report all health and safety concerns to the Course Delivery Executives /Head of Centre at Sport Structures.

Learners must also;

- wear clothing that is appropriate to the sport or qualification (i.e shorts, t-shirts, tracksuit, training top)
- wear appropriate footwear with sufficient grip that is suitable to the surface (i.e sports hall, Astroturf)remove all jewellery that may cause injuries to themselves or others.
- ensure that they physically fit to participate
- declare any injuries or medical issues that may restrict their ability to participate to the course tutor / Sport Structures staff

Health and safety risks arising from coach education activities;

- Risk assessments will be undertaken by tutors/assessors of the course/qualification prior to each session/day
- The findings of the risk assessments will be reported to: Centre Administrator Quality Coordinators / Head of Centre / Training and Assessment Site Manager
- Action required to remove/control risks will be approved by: Centre Administrator/ Course Delivery Executives / Head of Centre / Training and Assessment Site Manager
- The Course Delivery Executives will check that the implemented actions have removed/reduced the risks.
- Assessments will be reviewed prior to each Coach Education session.

Safe Equipment

- Tutors are responsible for checking the safety of the facility.
- Any concerns should be brought to the attention of the Training and Assessment Site Manager or Quality Coordinator/s
- Tutors / Course Delivery Executives / Centre Administrator will check that any NEW facility or equipment meets the required health and safety standards before it is used.

Accidents and first aid

First Aid boxes are kept at each Training and Assessment Site and will be pointed out by the tutor. Additional first aid equipment will be carried by the tutor/assessor who will be the appointed first-aiders.

All accidents are to be recorded via the accident report form and reported back to Sport Structures immediately.

Emergency Procedures

- Tutors/assessors are responsible for ensuring the Training and Assessment Site Risk Assessment is undertaken and implemented.
- Escape route are checked by the tutor/assessor prior to every session
- Alarms are tested by the Training and Assessment Site regularly.

- Fire extinguishers are maintained and checked every year by the Training and Assessment Site

Risk assessment

Risk assessments are used to reduce the number and severity of accidents by assessing the risks beforehand and introducing appropriate prevention measures. It is important to conduct a risk assessment to ensure that facilities and equipment are safe and fit for purpose.

The risk assessment process consists of the following steps:

- identifying hazards;
- assessing the risks from those hazards;
- considering whether further action is needed to eliminate or reduce the risks.

Hazard means something that can cause harm.

Risk is the chance, high or low, that somebody will be harmed by the hazard.

Tutors are responsible for conducting risk assessments at every session to ensure the safety of learners, staff and spectators (where applicable). Copies of the risk assessment should be sent back to Sport Structures at the end of the qualification/course.

Learner Complaints Procedure

Sport Structures has a Complaints Procedure in place for learners undertaking qualifications and courses. Learners will be made aware of/ and advised of, the types of complaint that can be instigated through this procedure by the tutor and/or the assessor. The complaints procedure will be used by learners when they have a grievance relating to aspects of their qualification, the centre (Sport Structures) or an employee (paid or unpaid) of the centre. The Sport Structures have a separate procedure in place for learner appeals against assessment decisions. This can be found on the following pages. Please see below the procedure for submitting a complaint;

Procedure

Stage 1

An informal complaint can be made to the learner's tutor/assessor. The tutor/assessor should discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the tutor/assessor sufficient time to investigate or remedy the grievance in the timescales agreed.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of the learner or if the learner feels that they cannot make an informal complaint to their tutor/assessor/ the complaint should be submitted in writing to the Head of Centre (Sport Structures). The learner should give a detailed account of their grievance to the Head of Centre in order that it can be investigated. The Head of Centre will write to the learner to acknowledge receipt of the complaint within seven days and outline the course of action to be taken. The Head of Centre will carry out an investigation and write to the learner within one calendar month with their findings and a decision as to whether the complaint was justified. Sport Structures will retain records of complaints for a minimum period of five years.

Stage 3

If the learner has followed Stage 1 and/or 2 of the complaints procedure and is still dissatisfied with the outcome, they have the right to take their complaint to the Awarding Body which may be;

1st4Sport Qualifications, Coachwise Limited, Chelsea Close, Off Amberley Road, Armley, Leeds. LS12 4HP. Contact number: 0113 290 7610.

City & Guilds, 1 Giltspur Street, London, UK, EC1A 9DD. Contact number: +44 (0) 207 294 2468.

It is the Centres responsibility to refer learners to the Awarding Body.

Learner Appeals Procedure

This procedure is to ensure that learners undergoing assessment have access to an appeals procedure should they wish to challenge an assessment decision made by an assessor employed or contracted by the approved centre. The purpose of this procedure is to describe the process in which a learner can appeal against any assessment decision or procedure that they consider to be unfair and/or inaccurate.

Learners wishing to appeal must do so within 14 days of receiving the assessment decision and are advised to keep copies of all documents relating to the appeals.

Procedure

Stage 1

The first line of appeal should be to the tutor/assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the learner is recommended to put the appeal in writing. The tutor/assessor may choose to explain their rationale for the decision which is being disputed. The tutor/assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the centre's key contact to retain with the centre's assessment records.

Stage 2

If the learner is still dissatisfied with the assessment decision and wishes to challenge the outcome of Stage 1, then the learner should take their appeal to the Head of Centre. At this stage the appeal must be made in writing within 14 days of the Stage 1 process.

The learner is encouraged to provide as much information as possible regarding the disputed assessment decision including:

- the date and nature of the assessment (ie observation of practical work assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the tutor/assessor involved
- a brief outline of the reason for the appeal
- any associated documents (ie learner evidence, record of feedback from the tutor/assessor involved).

The nominated tutor/assessor or internal verifier may review/reassess the learner's work against the assessment criteria for the qualification and consider the appeal. The centre should make one of the following decisions:

- Uphold the original assessment decision
- Offer the learner an opportunity for a resit/reassessment free of charge
- Overturn the original decision.

The decision will be communicated in writing to the learner, the original tutor or assessor and the tutor/assessor who handled Stage 2 of the appeal. Copies of records of appeals should be forwarded to the centre's Head of Centre for retention with other assessment records.

Stage 3

If the learner has followed Stage 1 and 2 of the appeals procedure and is still dissatisfied with the outcome, they have the right to take their appeal to the Awarding Body;

1st4Sport Qualifications, Coachwise Limited, Chelsea Close, Off Amberley Road, Armley, Leeds. LS12 4HP. Contact number: 0113 290 7610.

City & Guilds, 1 Giltspur Street, London, UK, EC1A 9DD. Contact number: +44 (0) 207 294 2468.

If you would like to obtain a more detailed copy of our Appeals Procedure then please contact Katherine.robinson@sportstructures.com.

Access to Fair Assessment Statement

Sport Structures endeavours to ensure that the assessment requirements and methods used within its qualifications are sufficiently flexible to enable the widest range of learners to fairly and reliably demonstrate competence.

However, we must also ensure that the arrangements we allow will be valid and reliable, designed to accurately reflect learners' competence to meet the assessment outcomes and the employment for which the qualification is designed. We must also ensure that learners are not given an unfair advantage or that others think they are.

Procedures for Access Arrangement/Reasonable Adjustments

Sport Structures evaluates and identifies the need for the implementation of access arrangements due to a learner's particular requirements where a learner reports the request to the tutor/assessor or where it is identified via other acceptable means. At this stage, the learner must

provide all necessary evidence (medical evidence/certification, diagnostic test results, a statement from the invigilator/tutor/assessor or any other appropriate information) to demonstrate the condition or reason(s) affecting his/her performance.

If you would like additional information on our Access to Fair Assessment statement, please contact Kath Robinson.

Child and Vulnerable Adult Protection Statement

Sport Structures recognises that sport / physical activity can and does have a very powerful and positive influence on young people. We have a professional duty to provide children and vulnerable adults with appropriate safety and protection. As the welfare of the child/vulnerable adult is paramount, we are committed to providing safe equipment and facilities so that children/vulnerable adults may participate in courses/programmes in a secure environment. Additionally, we promote ethical behaviour, providing children/vulnerable adults with a sense of being valued. On this basis, we aim to ensure safe recruitment practices are always followed, to establish the suitability of personnel to work with children and/or vulnerable adults.

If you would like additional information on our Child and Vulnerable Adult Protection Policy, please contact [Kath Robinson](#)

Malpractice

Sport Structures is committed to pursuing the highest standards of probity and the elimination of malpractice in the management of our organisation, and aims to promote accountability and a climate of openness, to encourage the disclosure of allegations of malpractice. Personnel/learners/individuals must report allegations to Simon Kirkland. Sport Structures is keen to encourage personnel/learners/individuals to report allegations without fear, and will ensure that any disclosure is treated with the utmost confidentiality.

Anonymous allegations will only be considered if they are of a serious nature and the evidence is sufficient to warrant an investigation and for appropriate action to be taken. All allegations will be recorded and submitted to the Awarding Body for investigation.

Instances of malpractice that may be committed by personnel or learners include:

- committing plagiarism by copying and passing off the whole or part(s) of another person's work, with or without the originator's permission and without appropriately acknowledging the source
- failing to comply with the assessor's/invigator's instructions and/or Awarding Body regulations in relation to the assessment and security
- misusing assessment material
- impersonating other learners by pretending to be someone else, in order to produce the work for another, or arranging for another to take one's place in an assessment
- fabricating and/or altering results and/or evidence, documents and/or certificates
- using unauthorised material in relation to the requirements of supervised assessment
- behaving in such a way as to undermine the integrity of the assessment.

Personnel and/or learners who commit malpractice and who fail to comply with the guidance on regulations for assessment will lead the Awarding Body to withhold the learners' results. Learners are required to be aware of the penalties for/consequences of breaching regulations, which may include one or more of the following:

- written warning
- disqualification from entering one or more (re)assessments
- disqualification from the whole qualification.

Learners must understand that if the allegations are proven, certificates may be invalid and those already issued may be withdrawn.

For individuals who commit malpractice, which is confirmed after investigation, may be subject to penalties, including:

- exclusion from the delivery of the qualification

- exclusion from the assessment of the qualification
- exclusion from the internal verification/moderation of the qualification
- exclusion from the financial/quality management/administration of the qualification
- temporary suspension
- work only under supervision
- undertaking specific training.

Maladministration

Maladministration is any activity which results in unintended non-compliance with administrative regulations and requirements. Recurring instances of maladministration may be considered serious enough to be treated as malpractice. Examples of maladministration include:

- Persistent failure to adhere to Awarding Body learner registration and certification procedures.
- Persistent failure to adhere to Awarding Body centre recognition and/or qualification requirements and/or associated actions assigned to our centre
- Late learner registrations (both infrequent and persistent)
- Unreasonable delays in responding to requests and/or communications from the Awarding Body
- Inaccurate claim for certificates
- Failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence
- Withholding of information, by deliberate act or omission, from the Awarding Body.

Process

Anybody who identifies or is made aware of suspected or actual cases of maladministration at any time must immediately notify the Head of Centre or Awarding Body. In doing so they should put them in writing/email and enclose appropriate supporting evidence.

All allegations must include (where possible):

- Learner's name and registration number
- Staff members name and job role (if applicable)
- Details of the course/qualification affected or nature of the service affected
- Nature of the suspected or actual malpractice and associated dates details and outcome of any initial investigation carried out by the centre or anybody else involved in the case, including any mitigating circumstances

The Head of Centre / Awarding Body will then conduct an initial investigation prior to ensure that staff involved in the initial investigation are competent and have no personal interest in the outcome of the investigation. In all cases of suspected maladministration reported the Head of Centre / Awarding Body will protect the identity of the 'informant' in accordance with our duty of confidentiality and/or any other legal duty.

If the allegation is received by the Head of Centre in the first instance, they will inform the Awarding Body immediately.

Data Protection Statement

We are registered to collect data in accordance with the principles of data protection act 1998. Learner information will be processed in line with established regulations. Personal data will be collected, recorded and used fairly, stored safely and securely and not disclosed to any third party unlawfully.

Sport Structures is committed to;

- Keeping learner data up to date and confidential
- Protecting personal details, records and assessment outcomes
- Maintaining personal data only for the time period required
- Releasing personal details to authorised individuals/parties upon consent from the individual
- Collecting accurate and relevant data only for specified lawful purposes

Learners are required to report any allegation in relation to the unlawful treatment of personal data via the learner complaint procedure. A complaint should be made in the event that learners feel that records of their personal data have been:

- « Lost
- « Obtained through unlawful disclosure or unauthorised access
- « Recorded inaccurately and/or in a misleading manner
- « Provided to a third party without permission.

Where required, Sport Structures will take appropriate action/corrective measures against unauthorised/unlawful processing, loss, destruction or damage to personal data.

It is ultimately the responsibility of the Head of Centre and the Business Manager to ensure that this policy is published and accessible to all personnel, candidates and any relevant third parties. However, the Course Delivery Executives specific to each qualification are responsible for ensuring this information is fully understood by their workforce and by the learners who attend the qualifications/courses.

All relevant learner records are maintained for a period of **five years**. Assessment papers are maintained for **two years**.

Quality Assurance Policy

All qualifications are to be internally verified across a range of active satellite assessment sites, over a twelve month period.

For every course cohort;

- A desk based review will take place. 25% of portfolios will be verified.

Every one in four courses (for the same qualification) will have an internal verification visit. This sampling will cover quality assurance interventions including;

- Achievement of pre-requisites
- Written internal assessments/tasks

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- Written independent assessments/tasks
- Direct observation of internal practical assessments
- Direct observation of independent practical assessments
- Learners portfolio of evidence
- Specific sections of learners portfolios contributing to certain units

For further information on our Quality Assurance Policy, please contact Kath Robinson.

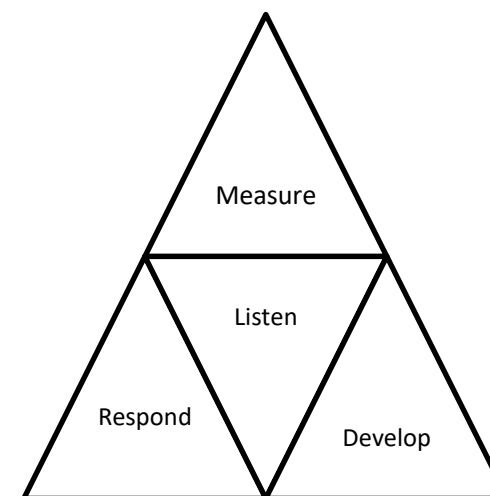
Insurance

Sport Structures Ltd has insurance for Employers, Public liability and Professional Indemnity through HSBC. Further details are available on request.

Customer Service

Sport Structures is committed to providing high quality customer service to all clients, customers and learners. We have key customer service principles;

- **Respond;**
 - Answer the phone after 3 rings
 - Answer all enquiries within 24 hours (Monday – Friday)
 - Resolving issues and closing enquiries within 3 working days
- **Measure**
 - Rate 'excellent' on post course service feedback
- **Listen**
 - Listen to all enquiries and complaints and deal with these effectively, keeping the customer updated throughout the process
- **Develop**
 - Develop policies and process to ensure our customer service is effective
 - Action plan to identify our strengths and improve our weaknesses



For any queries regarding or policies and procedures or for further information, please contact:

Kath Robinson (Katherine.robinson@sportstructures.com)

Unique Learner Numbers and Personal Learning Records

What is a ULN?

A Unique Learner Number is a 10-digit number which is unique to learners and is used in England, Northern Ireland and Wales. Further information on ULNs can be found at:

<https://www.gov.uk/government/publications/lrs-unique-learner-numbers>

Why do learners need a ULN?

Each learner will eventually need a ULN so that they and educational providers, government agencies and awarding bodies can follow their learning progress.

What are the basic principles of having a ULN?

The ULN is an anonymous number and therefore, information about the learner is not accessible. The ULN along with the learner's name will assist organisations in identifying a learner through checks on personal identification information and acts as a unique key to link the learner to their records of learning and qualifications.

What's a Personal Learning Record?

A personal learning record offers access to the verified participation and achievement records of individual learners aged 14 plus.

The personal learning record (PLR) allows individual learners access to their past and current achievement records. These can be shared with schools, colleges, further education training providers, universities or employers when making an application to further their education, training and employment.

It can also allow an individual learner to share their PLR with a careers advisor when taking advice on what to do in future.

Schools, colleges, further education training providers and universities staff can use the PLR to directly access records for individuals making applications or studying at their organisations.