



CIMSPA Training Provider Partner Quality Assurance Report

Report reissued after review of information presented: 28/02/2024. Areas updated have been highlighted.

Organisation Name:

Sport Structures

Contact Name(s) present for QA Review:

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Quality of Education

1.1 Education provider leaders build or construct education products which meet employer needs within the areas they deliver training:

Enhancing

1.1 Evidence:

Sport Structures have recently had their first course endorsed with CIMSPA. This training has been put together in collaboration with a partner who has come to Sport Structures and asked for a specific product, so they have worked together to build a product suited to their needs.

Sport Structures runs CIMSPA endorsed products from other awarding organisations (AOs) and always takes the opportunity to give feedback to AOs if they can. They have recently

been providing feedback to Swim England Qualifications about Level 3 Swim Coordinator qualification.

1.2 The Endorsed product is planned and sequenced towards knowledge and skills in the subject area:

Enhancing

1.2 Evidence:

A Sport Structures consultant within their team has expertise in the subject areas (Equality and Diversity) so she led the project to ensure all areas were covered e.g. legal aspects. This allowed for suitable sequencing to be seen.

On the regulated qualifications Sport Structures delivers sequencing of the relevant knowledge and skills is evident throughout.

1.3 The education provider provides opportunities for future learning and employment progression:

Enhancing

1.3 Evidence:

A range of qualifications/courses offered and as part of the course sign up next steps for the learner are highlighted.

Sport Structures often work with foundations/employers to create bespoke training packages that allow them to think of long-term achievement both in terms of their employees and the business/community.

1.4 The education partner adopts an inclusive approach to organisation culture:

Enhancing

1.4 Evidence:

Sport Structures states that they “are committed to fostering an inclusive and supportive workplace environment that respects and accommodates the diverse religious and cultural backgrounds of our employees and visitors.” This is demonstrated through a range of policies such as a menopause policy, multi-faith, and prayer policy as well as a robust Equality and Diversity policy.



Internal Equality and Diversity working group being led by Rebecca which is creating an action plan for Sport Structures.

All staff received Equality Diversity training in October 2023.

Reduced prices are offered to community trusts therefore people can access training who otherwise would not be able to access courses.

Payment plans are offered to reduce financial barriers.

1.5 The education partner adopts an inclusive approach to the accessibility of its education provision:

Enhancing

1.5 Evidence:

Rebecca (EDI expert) led the development of their endorsed product to ensure accessibility for a range of learning needs.

The booking form allows learners to detail any learning needs. Sport Structures then contact learners to ask what they feel they need, examples of this can be seen in the RA and SC policy. Amy gave an example of a BSL interpreter being present for a deaf participant.

1.6 The partner adopts an inclusive approach to education delivery:

Enhancing

1.6 Evidence:

Sport Structures support their workforce in collaborating with learners with a variety of needs and encourage their tutors and assessors to be open and share any concerns/inexperience they may have with supporting a specific learning need.

Amy gave an example of a BSL interpreter being present for a deaf participant.

The endorsed CPD will be delivered online.

1.7 The education partners tutors and/or assessors have evidenced knowledge of the subject area:

Enhancing

1.7 Evidence:

Sport Structures deliver several CIMSPA endorsed products with other AOs. As part of this there is a licensing process which tutors/assessors and Sport Structures must comply with. One part of this process is ensuring the workforce is appropriately trained and knowledgeable about their subject.

As part of employment with Sport Structures tutors and assessors go through a workforce orientation to ensure they are comfortable with the course and assessment processes.

1.8 The education partner ensures appropriate continuous professional for its employees:

Enabling

1.8 Evidence:

Upskilling would be completed specific to tutors and assessors.

A CPD log would be asked for as part of the initial employment process but does not appear to be recorded beyond this. A recommendation for the future would be to keep the CPD log up to date.

Sport Structures are open to CPD opportunities for tutors and assessors. There is an expectation that one member of staff would complete CPD and disseminate it to others within the organisation.

1.9 The education partner delivers the endorsed product in line with endorsement conditions and outlined delivery plan:

Enhancing

1.9 Evidence:

Centre reviews with different AOs outlined that their CIMSPA endorsed product was delivered in line with conditions and delivery plan.

1.10 The education partners delivery methods of the endorsed product provide knowledge and understanding relating to the intended aims and objectives:

Enhancing

1.10 Evidence:

Centre reviews with different AOs outlined that their CIMSPA endorsed product used delivery methods which provides knowledge and understanding relating to the intended aims and objectives.

1.11 The education partner delivers the endorsed product in line with endorsement conditions and outlined assessment methods (where applicable):

Enhancing

1.11 Evidence:

Centre reviews with different AOs outlined that their CIMSPA endorsed product was delivered in line with endorsement conditions and the outlined assessment methods.

1.12 The education partner assessment (where applicable) and the assessment method used checks knowledge, understanding and skills:

N/A

1.12 Evidence:

The endorsed product is a CPD and there are no assessment criteria apart from attending the CPD.

1.13 The education partner provides learners the opportunity to offer feedback around the provision and learner experience:

Enhancing

1.13 Evidence:

Learner feedback is encouraged and collected in two ways:

Internal through end of course surveys

External Google reviews

Sport Structures states "We invite all learners to complete a satisfaction survey on completion of our courses. Since April 1st, 2023, we have had 490 survey responses providing an average satisfaction score of 8.58 out of 10 and an NPS of 50."

65 reviews are available to view on Google with an average rating of 4.6/5 stars.

Sports Coach UK feedback is mandatory before gaining a certificate, so there are good rates of feedback. However, the feedback received goes to Sports Coach UK, so Sport Structures are trying to gain access to this feedback themselves.

Course organisers and NGBs are asked for feedback too.

1.14 The education partner acts on the learner feedback to enhance the quality of education:

Enhancing

1.14 Evidence:

A significant amount of positive feedback has been received. There has been feedback from learners about receiving the pre-course information as they were not always receiving correspondence. Sport Structures have changed the way they send out the pre-course information because of this.

There are some limitations to the changes that Sport Structures can make as this may have been agreed upon as part of endorsement conditions with the other AOs.

1.15 The education partner has quality assurance processes to ensure quality of training provision:

Enhancing

1.15 Evidence:

Sport Structures has been externally quality assured by Swim England Qualification (August 2023), UK Coaching/1st For Sport (June 2023) and CMI (November 2023) within the QA process it was felt that Sport Structures did this well.

Sport Structures has a detailed Quality Assurance policy, which outlines a risk-based approach to the quality assurance of its workforce.

1.16 The education partner conducts organisation quality assurance activity to ensure the quality of training provision:

Enhancing

1.16 Evidence:

Centre reviews have been conducted by three awarding organisations. These included reviewing samples of learner work.

Sport Structures has a detailed Quality Assurance policy, which outlines a variety of quality assurance activities that include but are not limited to observations, learner interviews and sampling of learner work.

1.17 The Education Partner enables complaints to be handled professionally:

Enhancing

1.17 Evidence:

The complaints policy is robust and outlines a clear multi-step procedure for the handling of complaints, this includes a timeline as well as a document called a complaint form to be completed by the complainant.

No formal complaints have been made in the last 12 months.

Overall Comment on Quality of Education:

The quality of education provided is good and this is clear from centre reviews with the AOs Sport Structures work with. Sport Structures fulfil their QA requirements with the AOs and as they begin to deliver their own CIMSPA endorsed CPD this will allow them to develop their internal QA for this product.

Learner Journey**2.1 The education partner is transparent with their operations, processes, and practices to learner:**

Enhancing

2.1 Evidence:

All policies are available to view on Sport Structure's website.

The pre-course information signposts learners to Sport Structure's policies and terms and conditions are shared with learners on all booking forms.

2.2 The education partner ensures learners are suitable, competent, and qualified to undertake the endorsed training in line with endorsement conditions:

Enhancing

2.2 Evidence:

Endorsed product not been run yet. However, there are no prerequisites apart from being interested in the subject area.

In the case of the other endorsed CIMSPA products that Sport Structures deliver, the learner requirements are clearly advertised, and any requirements are checked by asking for proof.

2.3 The education partner ensures learners are suitably able to undertake the endorsed training:

Enhancing

2.3 Evidence:

In the case of the other endorsed CIMSPA products that Sport Structures deliver, the learner requirements are clearly advertised, and any requirements are checked by asking for proof. In addition, the learners must agree that they meet the course requirements on the course form.

2.4 The education partner provides communication methods for communication between tutors and/or assessors and the learner, which are professional in nature:

Enhancing

2.4 Evidence:

Pre course information is shared through email.

Email is the main communication method.

Recently delivered a course with all learners with SEND so comms method adapted to suit the needs of these learners.

2.5 The education partner provides opportunities to support to learners to course completion:

2.5 Evidence:

Recently delivered a course with all learners with SEND so comms method adapted to suit the needs of the learners.

When Sport Structures are running longer courses, they offer quarterly check in sessions and the learners are invited to attend to keep them/get them back on track.

Learners are emailed to remind them of their end date and encouraged to get in touch.

2.6 The education partner actively seeks to encourage all learners complete the endorsed training provision:

Enhancing

2.6 Evidence:

Recently delivered a course with all learners with SEND so communication methods adapted to suit the needs of the learners.

When Sport Structures are running longer courses, they offer quarterly check in sessions and the learners are invited to attend to keep them/get them back on track.

Learners are emailed to remind them of their end date and encouraged to get in touch.

Assessors might communicate with learners on a more personal basis and maybe privy to information that may impact a learner completing. Tutors are encouraged to share this information (where appropriate to do so) with Sport Structures so a plan can be put in place for the learner.

Overall Comment on Learner Journey:

Learners receive good levels of support when working with Sport Structures. They are encouraged to complete the course through regular check-ins. As Sport Structures' own endorsed product has not yet been delivered it is not possible to draw a judgement on how they would manage this on their own CPD, but it is clear they do this well with other AO, CIMSPA endorsed products.

Marketing and Promotion

3.1 The education partner markets their endorsed training provision in line with CIMSPA expectation:

Enhancing

3.1 Evidence:

At present the endorsed product is not yet advertised on Sport Structure's website but will be soon. - This has been updated

Sport Structures would like further information from CIMSPA about the marketing of endorsed products.

3.2 The education partner markets their endorsed training provision with truth and accuracy:

Enhancing

3.2 Evidence:

At present the endorsed product is not yet advertised on Sport Structure's website but will be soon. - This has been updated

Sport Structures would like further information from CIMSPA about the marketing of endorsed products.

Overall Comment on Promotion and Marketing:

The other AO products delivered by Sport Structures that are endorsed with CIMSPA are marketed accurately.