



FITNESS INDUSTRY TRAINING PROVIDER

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Nuffield Health, Fitness & Wellbeing, 3 The Crescent, Leatherhead KT22 8DY

## Mission Statement

YBFIT Training is a Training Provider constantly striving to provide unmatched training courses in the Fitness Industry.

We provide qualified, skilled tutors and assessors to deliver and assess a wide variety of courses and CPD training in the Health and Fitness Industry.

These qualifications are fully accredited and endorsed to meet industry standards and sit on Qualification Framework.

We offer bespoke training to suit the needs and requirements of both learners and employers.

It is our goal to provide you with first class training taking you beyond your expectations and higher than your dreams.

We are committed to providing first class training courses to all those who want to be first class instructors in the Health and Fitness Industry.

We strive to build good relations with all who train with YBFIT Training and all who work for YBFIT Training.



## Equal Opportunities

### INTRODUCTION

YBFIT Training believes in equality of opportunity for everyone. YBFIT are committed to ensuring that all employees and students are treated equally in respect of their gender, race, marital status, disability, age, sexual orientation or religion.

### STATEMENT OF POLICY

- (a) It is YBFIT Training policy to ensure that no employee or student receives less favourable treatment on the grounds of gender, race, marital status, disability, age, sexual orientation or religion. YBFIT Training is committed to the positive promotion of equality of opportunity in all aspects of business.
- (b) The application of training and recruitment will be on the basis of job/course requirements and the individual's abilities.
- (c) YBFIT Training will not discriminate on the basis of gender, race, marital status, disability, age, sexual orientation or religion when recruiting employees or students.
- (d) Students will be provided with appropriate training relative to their needs regardless of gender, race, marital status, disability, age, sexual orientation or religion.
- (e) Employees will be provided with appropriate training regardless of gender, race, marital status, disability, age, sexual orientation or religion.
- (f) The outcome of all formative/summative assessments will be judged on the student's ability, competence and knowledge of the subject, regardless of gender, race, marital status, disability, age, sexual orientation or religion.
- (f) All employees will be made aware of the contents of this policy.

### MONITORING

- (a) It is the responsibility of the Operations Manger to ensure that all aspects of this policy are kept under review and operated throughout the organisation.
- (b) Circumstances will be fully investigated when it appears that applicants/students/employees are not being offered equal opportunities.

## Complaints Policy

YBFIT Training has a commitment to good practice in everything and seeks to provide a high standard of service by our qualified and experienced tutors and assessors. However there is always room for improving our standards although we strive to please and provide good customer service and a good training experience.

Should a complaint arise, however, we will deal with the matter promptly, fairly and impartially.

**Policy** This policy applies to all students and staff. Complaints regarding the following:

- Tutor grievance
- Assessor grievance
- Guided learning
- Student grievance
- **Assessment Procedure** Complaints should normally be made, in writing, within six months of the incident occurring (unless there are exceptional circumstances). The complaint should be addressed to YBFIT Training (Operations and Quality Assurance Manager) who will oversee the complaints procedure. You will receive an initial response, normally within three working days. Any complaint will be fully investigated and the outcome communicated to you, in writing, within 20 working days. **Appeals** Should you wish to appeal against the outcome of your complaint you should contact The Quality Assurance Manager, in writing, within five working days of receiving our response, this decision will be final. Should you wish to appeal against the outcome of assessment results, please see the attached appeals procedure.

## Assessment Policy

1. All assessments will take place fairly providing equal opportunities to everyone allowing everyone an opportunity to achieve their qualifications, (please see equal opportunities policy)
2. All assessors are fully qualified.
3. All assessment will take place at the time and locations stated by the tutor/assessor or other member of the YBFIT team, this might be subject to change; however if this becomes necessary prior warning will be given.
4. Upon booking and being registered with the awarding body for your course you have 12 months from the course start date to complete all assessments and gain qualification. Otherwise you may need to be re registered and re trained which would incur additional fees.
5. Any reasonable adjustments needed for candidates will be fair and all considerations for these adjustments will be assessed individually once information is passed to YBFIT, tutor or assessor.
6. Adjustments will be made for any who require this according to any disabilities/special needs that YBFIT are made aware of at the time of enrolment or completing an application form.
7. YBFIT Training will do their best to make adjustments/ changes to individual assessment dates venues, environments, paper work or time allowances when required by candidates if their circumstances change between the time of enrolment/application and assessments. Candidates need to alert tutors as soon as possible, but this will also need to comply with the awarding bodies' assessment policy. (Please see awarding body's assessment paper work)
8. If you require any changes to the date or venue for your assessment there may be a charge. (Please see refund/cancellation/transfer policy). If we are required to come and assess outside of our designated venues there will be a charge of £50 - £100 depending on time spent and distance travelling. A system of valid and reliable assessment to national standards is specified and maintained.
9. When handing in Case studies, worksheets, essays or any other coursework to be marked. If the criteria isn't met and more work needs submitting this is classed as a referral and there will be an applicable Re-sit fee of £40 for every time work is re submitted and allocated to an assessor.
10. Assessment paperwork and instructional paper work is available.

## Appeals Procedure

YBFIT Training Appeals procedure (Please see Appeals procedure and Complaints Policy) The awarding bodies Appeals procedure are available (Please see course folder)

Candidates are assessed against material and criteria provided by the awarding body. Achievement is decided by qualified internal and external assessors.

The Appeals policy and procedures outlines the action which may be taken by any candidates who under exceptional circumstances wish to appeal against the result of the assessment decision.

### Appeals Procedure\*

- The first line of appeal should be with the tutor.
- If a student wishes to take this further they should then contact YBFIT Training in writing within 20 working days.
- In extreme circumstances, when a student feels that the YBFIT is unable to bring the matter to a satisfactory conclusion, the matter may be referred directly to the awarding body through the paper work provided in the student's assessment pack.
- \* Please refer to awarding body appeals procedure.

## INDUCTION PROCEDURE

Once we have received your completed application form along with your either your deposit or full payment, we will send you confirmation of your booking via email or along with your course manuals in the post.

Your tutor will contact you to answer any questions that you may have and to guide you through your theory work offering you extra support if required, contact will usually be via email, telephone and directly on attendance days.

You can then start studying at your own pace and convenience in preparation for your theory assessment and course attendance days.

The full balance is required two weeks prior to the start of the course when you will receive an invoice along with further information about your course and the first day of attendance.

Any payments not completed by the start of the attendance day will result in YBFIT holding back either assessment or certification.

Your induction on the first day of attendance will consist of:

- Introduction to your course tutor and other learners
- Health and Safety considerations
- Venue walkout and club instructions
- Completion of paper work
- Overview of the course
- Requirements of the course
- Expectations of learners
- Requirements/procedure for assessment
- Individual learners support
- Questions and answers
- Icebreaker
- Classroom work/Practical work if required In order to achieve the full qualification, you must successfully complete all the required units of your course

## Individual needs

Provision can be made for learners with reading or writing difficulties providing they notify YBFIT Training in advance of the course date.

## Terms and Conditions

Payment to YBFIT TRAINING demonstrates your understanding and agreement with the Terms and conditions here stated. This is an agreement between YBFIT TRAINING and you. These terms and conditions apply to your application for a course and any subsequent matters arising from that application. They aim to outline your obligation as a student and our obligation to you. Please be aware that on occasion it may be necessary to move venues stated to another venue nearby. Course dates and assessments may also be subject to change.

## Data Protection

YBFIT Training will comply with the data protection act in processing any data supplied by you to us. We will use the information for the purpose it has been given only. YBFIT Training's work includes the handling of confidential information. To ensure that all those using or working with information at YBFIT Training can do so with confidence, we respect confidentiality in line with the requirements of the Data Protection act 1998 (DPA) We have a legal responsibility to ensure that the requirements of the Data protection Act 1998 are complied with in respect of personal data held by or on behalf of YBFIT Training. Anyone using a computer to store and/or process personal information must comply with the principles of the act.

- YBFIT Training will ensure that any data collected will be processed fairly and lawfully. Data will be held only for the lawful purposes described in the register entry.
- Data will be held no longer than is necessary for the registered purpose.

YBFIT Training will respect the rights that individuals have to privacy and access of any **Personal data kept by YBFIT and will comply with the 1988 act above. The Data Protection act 1988 refers to the rights of individuals to privacy regarding the holding of personal data in either electronic or paper based systems and provides individuals with rights of access to this information.**

- YBFIT Training will ensure that any data will be accurate and, where necessary, kept up to date.
- For registration and certification purposes YBFIT Training will need to share learner information with the awarding bodies relevant to the specific qualification and them only.
- Information relating to the registration, achievement and the progress of the learner will be shared with relevant YBFIT Training staff and or the Awarding Bodies involved.

. The education act bestows certain rights to parents/guardians/sponsors relating to their child's education (if under 18 years of age) and therefore YBFIT Training has an obligation to provide parents/guardians/sponsors with essential information relating to each learner's achievement and progress.

· Other information will not be passed onto a third party without the learner's consent, except under exceptional circumstances when it is necessary to breach confidentiality. Any decision to break confidentiality should always be preceded by informing the learner of what is about to happen and by and the reason for this decision.

· Any information held, in whatever format e.g. paper, electronic, etc in a filing system is covered by the Data Protection Act 1998 and held under secure conditions. All users of this information are covered by the principles of Data Protection.

· Confidential information about the learner will be confined to persons who need to know.

## COURSE APPLICATIONS/DEPOSITS/PAYMENTS

1. Course bookings will be processed on a first come first served basis.
2. YBFIT Training will not take responsibility for delayed postal/fax applications.
3. A secure booking is made when a fully completed application form and non-refundable deposit are received by YBFIT Training.
4. The full balance must be paid at least two weeks before the course start date. (Unless a payment plan has been agreed and put in place) If the full balance has not been received and no payment plan has been set up then all fees paid will be forfeited and the course place may be cancelled.
5. A full balance payment is required for any booking made within four weeks of the course start date. Unless a payment plan has been agreed and set up.
6. A direct debit payment plan is available for some courses. Please contact us for details about paying by instalments. Additional terms will be supplied upon set up. Once the instalment plan is set the student is required to complete all payments even if they are unable to attend or complete the course.
7. Certificates are not issued until full payment for the course has been received.
8. Payment can be made through the course page on our website [www.ybfitttraining.com](http://www.ybfitttraining.com) after completing your application form. All major credit cards and visa debit cards are acceptable. Payment is made through PayPal secure online payment system. You do not need a PayPal account to do this. Alternatively you can make your payment over the phone with your credit or debit card.
9. It is the learners responsibility to ensure YBFIT Training holds his or her correct personal information.
10. Certificates will be issued with the name supplied on the application form and or/confirmed in the confirmation email.
11. Certificates will not be issued unless all fees have been paid in full and all requested documents have been received.
12. Post and packaging for course materials sent outside the UK will be charged to the student. **YBFIT Training Ltd does not store any financial details, credit or debit cards.**

## REFUND/CANCELLATION/TRANSFER POLICY

1. No refunds will be given for any cancellations made by the student. All fees will be forfeited.
2. Deposits are non-refundable.
3. Any money paid that is not used for a course within one year of the date of payment will be forfeited.
4. More than four weeks' notice for a course transfer, the funds will be transferred free of charge to the chosen course.
5. For course transfers made less than 4 weeks' notice a fee will be paid to YBFIT Training.
6. Course transfers are permitted only once after which a transfer fee of £50.00 will be payable.
7. Assessment dates may be transferred subject to availability.
8. Assessment dates may be transferred free of charge more than two weeks before the assessment.
9. Assessment dates transferred within two weeks of the assessment will incur a £60 charge for the practical assessment and £40 charge for a theory assessment payable prior to the assessment.
10. Re-sits will incur a separate fee, theory £40 / practical £60 payable prior to the assessment and to confirm the booking of the assessment.
11. Transfer of re-sit or individual assessment will be free of charge more than two weeks before the assessment.
12. It is the students responsibility to re book their assessment or exam and the booking will not be made/confirmed until full payment has been received.
13. All assessments need to be taken within a year of the course starting or of the students registration date with the awarding body.
14. If further training is to take place this will incur further charges or re registration costs if necessary.
15. If we are required to come and assess outside of our designated venues there will be a charge of £50-£100. Depending on time spent and distance travelling
16. If a student does not start the course it will be deemed as a cancellation.
17. If a student stops attending without notifying YBFIT Training in advance, this will be treated as a cancellation.
18. YBFIT Training cannot guarantee that a student will pass a course or qualification or that successfully completing the course will provide a learner with anything other than the qualification granted under the course.



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