

Induction Pack

CENTRE COORDINATOR: Michael Rickards



**THE
VOCATIONAL
ACADEMY**



Essex Fitness Academy

2018

Student Induction Pack

Who Are We?

Thank you for choosing to train with The Vocational Academy and Essex Fitness Academy.

We were established in 2013 and we aspire to quickly become the area's leading training provider delivering Vocational Qualifications for those seeking a career in the following industries:

- Fitness industry
- Teaching and Learning
- Business Admin, Management and Customer Service
- Security Industry Training

All of our courses range from Level 2 to Level 4 and are accredited by Active IQ, YMCA Awards and Highfields (HABC). The qualifications are government approved (on the QCF and/or the NQF) and are sought after by employers.....and yes, we are fully regulated by Ofqual.

Our team of highly qualified, experienced tutors and assessors will support you through your chosen training programme making each step of your journey an enjoyable experience.

Our Mission Statement

The Vocational Academy is dedicated to vocational training for adults of any age to be able to study for their ideal career. Our aim is to quickly become one of the county's leading training providers in the sectors outlined above.

Who are YMCA Awards, Active IQ and Highfields?

All three awarding organisations are among the top organisations in the country. YMCA Awards is dedicated to fitness industry qualifications whilst Active IQ is dedicated not just to fitness industry qualifications, but other qualifications in business as well. HABC is the preferred awarding organisation for security industry training and we have chosen them because of their sheer dedication to quality – as with Active IQ and YMCA Awards.

Qualifications Available through the Vocational Academy and Essex Fitness Academy:

Please see our prospectus/website for an up to date list of qualifications provided at our academy as we are constantly seeking to expand on our provision to meet student needs.

On the following pages are some of our main academic policies and procedures:

Please Note: *The following Academic Policies and Procedures can be signed below by both you (the student) and the tutor to confirm your understanding. If you and the tutor do not sign and return the documents below, it will be automatically assumed that both the student and the tutor fully understand and agree to ALL terms and conditions after the induction date has passed.*

Individual learning needs

Learners are requested to identify any individual learning needs, medical conditions and/or injuries that may affect learning or the assessment process, on the application form or directly to the tutor.

Your tutor and assessor will be able to advise you on the specific requirements of the course and related assessment. In some instances it may be possible to apply a '**Reasonable Assessment Adjustment**' to take into account a specific learning need. Please discuss this with your course tutor during course registration to ensure you are fully supported during the course and assessment. The course timetable will also clearly identify learner guidance and support time when your tutor will be available to answer specific queries or clarify areas that are unclear.

It is important that learners are aware that the course will involve a small amount of homework at the end of each day. This may involve some written work or practice of practical teaching skills and exercise technique.

Assessment methods

The methods of assessment you will encounter:

Formative Assessment: ongoing throughout the course in order to provide feedback on what you have learnt and what you need to improve on.

Continuous Assessment: ongoing throughout the course to obtain a result which will count towards your overall assessment result.

Summative Assessment: final assessment in order to obtain a result which will count towards your overall assessment result.

Some examples of assessment methods employed at the academy:

Theory Assessments, multiple choice exams, written exams, case study work, worksheets, practical observation and other relevant classroom activities.

What do we expect from you?

Simple! Study hard, work hard and achieve! There is a standard of behaviour that is required whilst on the course. It is not anything out of the ordinary! We only ask that you master the basics and in return you will find your course will run smoothly and become enjoyable and not a chore! The basics we expect are the following:

- Please be punctual to all face to face sessions!
- All ongoing assessments and informal assessments are to be completed to agreed deadlines for quick marking turnaround (fees apply if deadlines are not met).
- Listen and adopt general manners in classroom sessions.
- Keep organised when studying on part-time, blended learning or full distance learning courses. You are an adult learner and therefore an independent learner. Meaning that when enrolled on blended learning or distance learning courses, any classroom attendance is intended to cover key points, with as much detail as the time allows. It is also your responsibility to stay motivated and on track with your home studies.
- Be safe and listen very carefully during practical sessions and assessments
- Housekeeping! Please keep your work area, the classroom and the practical areas clean and tidy
- Ask questions when unsure! Do not be afraid to ask questions when you are unsure of something! Either during a classroom/practical session or afterwards on a one to one basis. We are here to help. Chances are that somebody else is unsure of the same thing you are struggling with so please do not feel uncomfortable.
- Enjoy yourself and leave the course being the best professional you can be.

Student and Academy Promise:

- The student agrees that all part-time and full-time delivery options require some independent study and in some cases, additional research. If this is not done by the student, it is accepted that responsibility of any re-sits as a result are down to the student and not the academy.
- The Vocational Academy promises all requests from students for help will be responded to within 72 hours and no longer. Urgent requests for help are responded to within 48 hours by the student typing 'URGENT' in to the subject box for e-mails.
- The student agrees that the first re-sit for theory exams is free, followed by a fee of £45 per paper thereafter. If still unsuccessful after 3 resits, the student will have to wait 3 months before retaking another theory paper.

- The student agrees that formative assessment such as worksheets and other related tasks, in addition to case study work, must be submitted by the agreed deadline in assessment plans – unless an extension has been requested and granted. If this is not adhered to, the student accepts responsibility (accept under extenuating circumstances such as serious illness or grievance) and will pay a fee of £12 per worksheet and £20 per case study assignment to compensate the academy for assessor fees.
- The student agrees that if arriving 15 minutes (or more) late to a practical assessment, they will be sent home by the assessor and will have to rearrange for another time. This will incur a reassessment fee of £65 to compensate the academy for assessor fees. Should the student arrive on time and refer the practical assessment, there will also be a re-sit fee of £65 to compensate for assessor fees – unless otherwise agreed with the assessor and the educational academy.
- Where necessary, The Vocational Academy reserves the right to adjust any weekend/weekday classroom dates where unforeseen circumstances are encountered, such as last-minute tutor illness, where a cover tutor can't be found, health and safety issues that need resolving immediately or any other circumstance deemed as essential/extenuating by the educational academy. However, for any rearrangement of course dates, the academy agrees to negotiate with the student/s an alternative date to deliver the hours missed. The Vocational Academy will deliver all hours agreed and planned for all courses.

On the next page are the procedures we follow in cases of malpractice and maladministration:

Malpractice and Maladministration Malpractice/Maladministration Procedure

The Vocational Academy will investigate instances of alleged or suspected malpractice or maladministration and will take appropriate action where required to maintain the integrity of units and qualifications.

Malpractice is defined as any deliberate activity, neglect, default or other practice that compromises the integrity of the assessment process, and/or the validity of certificates.

Maladministration is any activity, neglect, default or other practice that results in The Vocational Academy not complying with the specified requirements for delivery of units and qualifications.

Should an alleged malpractice/maladministration arise on the part of the learners, centre staff, or others involved in providing an accredited qualification, The Vocational Academy will:

1. Report immediately to the relevant awarding body any suspected case of malpractice/maladministration arising after learners have been registered.
2. Investigate and record full details of the nature of the suspected malpractice/maladministration issue, including personnel involved and any action taken.

Examples of learner misconduct could include:

- Non-compliance in observing the mandatory rules of conduct during an assessment
- Replication of another learner's work in either the practical, theoretical or portfolio aspect of assessment

Misconduct procedure for learners

Where an issue of misconduct occurs and is discovered or reported the following action will be taken:

- The Invigilator is empowered to expel a learner from the assessment room
- The expelled learner's assessment paper will be securely retained and a report filed to The Vocational Academy
- The report and assessment record will be available for submission to the awarding body and the regulatory authority (Ofqual) upon request

If any of the rules of external assessment are deemed to have been broken by a learner, invigilator or other person involved in the assessment process, then The Vocational Academy and the relevant awarding body may declare the assessment void.

Recognition of Prior Learning (RPL)

This is aimed at learners with relevant work experience and/or other related learning who do not hold appropriate certification. This is a route to assessment which may be considered to ensure that learning is not needlessly repeated. In such a case the learner may be entitled to proceed directly to their assessment however, some questioning may be required to ensure that the learner's knowledge is still current.

An assessor will be appointed to assess the skills, knowledge, experience and understanding of the learner in relation to the qualification.

A decision to proceed to assessment will be made once the assessor is satisfied that the learner has demonstrated that they have sufficient knowledge and competence relevant to the qualification.

Exemption

This is aimed at learners who are already in possession of relevant knowledge and competence in relation to the qualification. In such a case the learner must demonstrate their knowledge and/or competence by providing evidence to the assessor.

The evidence provided by the learner will be reviewed by the assessor to create an appropriate assessment plan based on the individual training needs of the learner.

Please note, that all RPL and Exemption claims will be assessed on an individual case by case basis.

Students wishing to claim for RPL and/or Exemption must inform The Vocational Academy prior to the start of their course using the form provided at the back of this handbook. Learners must consider the following before proceeding with their claim:

1. RPL and Exemption are not short cuts to achieving a qualification and are not necessarily a way of saving time or money. The traditional training and assessment route may actually be easier in the long run.
2. Learners must demonstrate all of the competencies required from the qualification under the same conditions as the other learners. We strongly discourage any learners claiming RPL or Exemption if there is any doubt about their skills, knowledge, competence or quality of evidence.
3. Learners do not get credit for Exemption.

Once a learner's claim has been granted for RPL or Exemption, The Vocational Academy will ensure the learner receives the following information:

1. What the learner should know and be able to demonstrate to meet the needs of the qualification.
2. The cost of the application. Please note, the overall cost of the qualification will be discussed on a case by case basis in relation to the learner's individual training

- needs.
3. Guidance on the type of evidence that will be considered by the assessor within the learner's portfolio. The assessor will ensure that all evidence submitted is valid and authentic, i.e. it is the learner's own work.
 4. Guidance on how to construct and present the portfolio for assessment.
 5. The procedure for RPL and Exemption is as follows:
 - Application sent to The Vocational Academy
 - Guidance on portfolio completion
 - Assessor and learner to agree a suitable time, date and venue for interview
 - Interview through questioning and assessment of evidence submitted within portfolio.
 - An agreed action plan identifying any training or assessment needs to complete the qualification.

Progression Routes

The Vocational Academy deliver qualifications from Level 1 through to Level 4, therefore progression within vocational qualifications can be achieved. Progression routes within your relevant industry training will also be discussed towards the end of each course.

Learner appeals procedure

Learners have the right to challenge the assessment decision made by their assessor.

If an appeal is made and a meeting between the assessor and the learner fails to resolve the issue, the assessor will assist the learner further in using the appeals procedure.

The Appeals Procedure for learners is as follows:

1. The learner should first discuss the reason for appeal with the assessor.
2. If the learner is not satisfied with the assessor's final decision an appeal can be made in writing within 7 days of the assessment date, to the Internal Quality Assurer, at The Vocational Academy.
3. The Internal Quality Assurer will acknowledge receipt of the appeal and will review the written appeal. The learner will be notified of the outcome of the appeal within 14 days from the acknowledgement date.
4. If the learner is still not satisfied with the outcome of the appeal they can then direct their appeal to the awarding organisation. It is important that the centre's own appeals procedure has been exhausted before the awarding body is involved.
5. An awarding organisations appeals procedure is clearly identified on relevant awarding body website.

Learner Complaints Procedure

The Vocational Academy provide a formal route for learners wishing to complain about its services.

All complaints will be treated seriously and confidentially. Please note that in order to properly investigate your complaint it may be necessary to disclose limited, relevant information, to third parties in the form of personal data i.e. information from which you can be identified. Information about a complaint will only be given to people directly and everyone involved will be advised of the need for confidentiality.

A complaint or dissatisfaction with our service can be brought to the attention of the Administration Manager in writing; our address is:

The Vocational Academy Essex LTD
First Floor, Unit 1 Eldon Way Industrial Estate,
Hockley, Essex,
SS5 4AD

Or by e-mail to: admin@thevocationalacademy.co.uk

We will ensure acknowledgement of your complaint is made in writing within 72 hours, giving an indication of our proposed action. A considered response would then normally be made within 10 working days. You should include:

- A clear explanation of the nature of your complaint or query
- Your full name and contact details
- Copies of any supporting documentation

Our procedure covers all complaints about course delivery and administration, administrative support, quality assurance services, supporting resources including any allegations of discrimination or harassment and wherever possible we hope to satisfactorily resolve your complaint.

If, following our full response, you feel that your complaint has not been adequately addressed then you have the right to appeal in writing to the Director of The Vocational Academy at the above address setting out the reasons for your continued dissatisfaction. The director will respond with a final decision concluding the matter.

If you have exhausted The Vocational Academy complaints procedure and your complaint has not been adequately addressed you have the right to forward it to the relevant awarding body, subject to the nature of your complaint – as not all complaints will be relevant for the awarding body.

Please provide full details of the complaint and action taken so far to the following address:

YMCA Awards:

Customer Service Manager
YMCA Awards, 112, Great Russell Street
London
WC1b 3NQ

Active IQ:

Customer Service Manager
Westminster House
The Anderson Centre
Ermine Business Park
Cambridgeshire
PE29 6XY

Highfields (HABC):

Customer Service Manager
Highfield House,
Heavens Walk,
Lakeside,
Doncaster,
DN4 5HZ

The awarding body will confirm receipt of the complaint within 48 hours. A considered response will be given within 14 days.

If the awarding body are unable to resolve the complaint it will be referred to the Chair of the Independent Committee for final investigation and resolution.

Equality and Diversity

The Vocational Academy has an active Equality and Diversity Policy that aims for all of its learners, irrespective of age, gender, ability, ethnic origin, religious beliefs and social circumstances to have access to our courses and to make the greatest possible progress.

The Equality and Diversity Policy can be accessed via our website at –
www.thevocationalacademy.co.uk

Application for RPL:

Full Name:

Qualification already held:

Date Received:

Training Provider:

Awarding Body:

Copy of certificate attached: Y/N

Please sign below to accept and confirm your understanding of our academic policies, procedures, terms and conditions. As noted above, after the induction date has passed you automatically agree to all terms, regardless of whether or not you and your tutor have signed below:

- **Student Signature:**

Full Name _____

Signature _____

Date _____

- **Tutor signature to acknowledge the duties and responsibilities of The Vocational Academy to the student:**

Tutor Name _____

Signature _____

Date _____

ON THE NEXT PAGES ARE THE FEE PAYMENT TERMS & CONDITIONS.

Course Payment Terms and Conditions

***Please note – as soon as the induction date has passed, or you have commenced your studies (whichever comes first), you are liable for the full course fees and it is automatically assumed that you have fully accepted all payment terms and conditions.*

Terms and Conditions for all course fee payment options (Including all apprentice personal trainer options):

1.1 Should you wish to cancel your studies with us - The payment terms outlining cancellation of study:

8 weeks before course start date: non-refundable deposit – your deposit will not be refunded. Borrower is not liable for any additional fees

2-6 weeks before course start date: non-refundable deposit. Borrower will pay 25% of course fees.

1 week before course start date: non-refundable deposit. Borrower will pay 50% of course fees.

After course Induction date: non-refundable deposit. Borrower will pay 100% of course fees.

After the induction date, The Vocational Academy will be unable to fill the space that has been taken by a student withdrawing after induction/commencement of studies. Furthermore, the academy will have already purchased/been invoiced for your resources, any agreed online learning, paid registration fees and booked the tutor, who will have themselves set aside the course dates within their own diary. This is why any student withdrawing after the induction/commencement of studies will be liable for 100% of the course fees.

1.2 The procedure followed by the Lender in the instance of missed payment/s:

1.2a: Student Loan Agreement: Please refer to the terms and conditions signed upon making your application. Our partnership is with Divido as the loan application and platform provider and Omni Capital as the lender. Once the student/customer

has signed and accepted the loan terms and conditions, they automatically agree to, and are bound by, all terms and conditions relevant to The Vocational Academy and their retail finance student loan.

1.2b: Standard VASBA Agreement: Please note, for all students over the age of 18 years of age, the same terms and conditions apply as with the student loan option above – 1.2a. This is because Divido and Omni capital are used to set up your 6, 9 and 12 month payment terms.

1.2b (i) For under 18 years of age/or for those with poor credit and unable to use our student loan option above:

Missed payment procedure – The Vocational Academy will contact the borrower to resolve issue – 7 days to pay outstanding balance.

Continued non-payment – if the student/customer has not cleared the balance within 7 days, ALL educational services, privileges and entitlements will cease until payment is made – a further 14 days will be allowed to make payment.

Instances of non-resolution – the lender will pursue legal action, at the expense of the borrower to recover fees not paid. A CCJ may also be issued in instances of non-payment and no communication or attempt by the student/customer to resolve the issue.

Government 19+ Student Loan Applicant Terms and Conditions:

- All applications must be received and approved BEFORE induction. If not, it is at the sole discretion of the director as to whether or not the student is allowed to commence their studies on the planned course start date (if applicable).
- Students withdrawing from the course without extenuating circumstances after induction will be liable to pay a fee of 20% of the total course fees.

Automatic Agreement:

Upon submission of the enrolment form and/or receiving course materials and passing the course induction date, the student/customer automatically agrees to all payment terms and conditions and all academy policies, procedure and terms.

In circumstances where the student has received all study materials and passed the induction date, but not yet submitted the enrolment form, it is still assumed that the student/customer automatically agrees to all terms and conditions laid out within this induction pack.

****For students/customers accepting our retail finance student loans facility, provided by Omni Capital Retail Finance (the FCA regulated lender) and Divido (the FCA regulated credit broker) as a result of introduction from The Vocational Academy Essex LTD (the FCA regulated credit Broker):**

As soon as the loan application has been approved, accepted and signed, the student/customer is automatically agreeing to all terms and conditions laid out in this induction pack, including all academic policies, procedures and terms.