



fitpro

**POLICIES AND
PROCEDURES**

Equality, Diversity and Inclusion Policy

1. Introduction

FitPro in alignment to the Equality Act (2010) is committed to promote equality and diversity across our education provision and training. FitPro is committed to ensuring fairness, transparency and respect are embedded across its operations to enable our individuals to feel valued, safe and empowered in our operations.

FitPro recognises that discrimination in any form or under any circumstances, including but not limited to the provision of our training, is unacceptable and in most cases unlawful. FitPro views any breach of the Equality Act (2010) and this policy as serious, and FitPro will take all measures to investigate and potentially take action where necessary.

1. Definitions and protected characteristics

FitPro understands that no individuals within FitPro should have to have an experience with is less than favourable because of their protected characteristic, in line with the Equality Act (2010) these include:

1. Age
2. Disability
3. Race (including colour, ethnicity, nationality or national origin)
4. Religion or belief
5. Sex
6. Sexual Orientation
7. Gender Reassignment
8. Marriage or Civil Partnership
9. Pregnancy and Maternity

Definitions

■ Equality:

Equality means providing everyone with the same opportunities and ensuring no one is treated less favorably due to their background or characteristics. It's about creating a level playing field.

■ Diversity:

Diversity recognizes and values the unique characteristics of individuals, including their backgrounds, experiences, skills, and ideas. It embraces differences in areas like race, ethnicity, gender, age, disability, and more.

■ Inclusion:

Inclusion goes beyond simply acknowledging diversity; it's about creating an environment where everyone feels included, respected, and valued. It involves fostering a sense of belonging and ensuring that individuals feel empowered to contribute their unique perspectives.

FitPro Stance

FitPro believes that diversity and inclusion are integral to our culture as an education provider and form the key to our success. FitPro is dedicated to ensuring that every individual feels valued, safe, and empowered throughout their time with FitPro. Discrimination or harassment based on any of these protected characteristics will not be tolerated, and appropriate actions will be taken to address and rectify any such behaviour.

In adherence to this stance, FitPro will ensure equal treatment for all by aiming to:

1. raise awareness for equality and diversity
2. raise awareness for the employability leisure guides
3. ensure that individuals are never discriminated against or receive less than favourable treatment by FitPro
4. Acknowledge any issues that could be defined as discrimination, harassment and victimisation with a sensitive and timely investigation following notification.
5. Responsibilities

FitPro is responsible for ensuring that equality and diversity is integral to our culture and values through:

- Not undertaking unlawful discriminatory actions or decisions contrary to the spirit of this policy.
- Not discriminating against, harassing, abusing or intimidating anyone on account of their protected characteristics.
- Providing training and resources to employees to promote understanding and compliance with this policy.
- Not placing pressure on any other learners to act in a discriminatory manner.
- Resisting pressure to discriminate placed on you by others and report such approaches to an appropriate member of FitPro staff.
- Regularly reviewing and updating this policy to reflect changes in legislation and best practices.
- Investigating and addressing any complaints or incidents related to discrimination, harassment, or victimisation. ■■■▶

Equality, Diversity and Inclusion Policy

6. Where you encounter discrimination

FitPro treats any individual encounter discrimination with incredible seriousness, as such please see our complaints procedure to understand the process for where an individual encounters discrimination.

7. Review

This policy will be reviewed at least annually, where changes to law and/or legislation occur this policy will be reviewed as necessary to ensure its effectiveness and compliance.

FitPro is committed to upholding the principles of equality and diversity in all our operations and training. By following this policy and utilising the Employability Leisure Guide, we aim to create an inclusive and welcoming environment for all.

Contact us:

If you have any queries about the contents of this policy, please contact info@fitpro.com.

Date Written	13 May 2025
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Date of Next Review	13 May 2026
Name of Responsible Individual	Teresa Wheatley
Signature	T. Wheatley

Reasonable Adjustments and Special Considerations

1. Introduction

FitPro is committed to ensuring compliance with all current and relevant legislation including but not limited to the Equality Act 2010. FitPro seeks to uphold rights relating to race, relations, disability discrimination and special educational needs of our learners and to provide equal reasonable adjustments and special considerations for all learners registered on FitPro training programme(s). FitPro reasonable adjustments or special considerations may be required at the time of training being undertaken, or in the case of assessment where:

1. learners have a permanent disability or specific learning needs; 2 learners have a temporary disability, medical condition or learning needs; and 3 learners are indisposed at the time of the assessment.

Definition of Reasonable Adjustments

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage of undertaking a course with FitPro or during an assessment.

Reasonable adjustments may involve:

- changing usual delivery and/or assessment arrangements, for example allowing a learner extra time to complete the assessment activity
- adapting delivery and/or assessment materials, such as providing materials in Braille
- providing assistance during delivery and/or assessment, such as a sign language interpreter or a reader
- re-organising the training delivery and/or assessment room, such as removing visual stimuli for an autistic learner
- providing and allowing different coloured transparencies.

REQUESTING REASONABLE ADJUSTMENTS

Learners must make FitPro staff members aware of any reasonable adjustments they require at their earliest convenience, during learner enrolment. FitPro will make a record of the adjustment required and evidence of adjustments put in place stored securely for audit purposes. All requests will be responded to within 5 working days

DEFINITION OF SPECIAL CONSIDERATIONS

Special consideration can be applied after an assessment has been made, if there was a reason the learner may have been disadvantaged during the assessment.

Special consideration, if successful, may result in a small post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances and reflect the difficulty faced by the learner.

REQUESTING SPECIAL CONSIDERATIONS

Learners must make FitPro staff members aware of any special considerations they require within 5 working days of the assessment having been conducted. FitPro will make a record of the special consideration request and the consideration made where granted and store such information securely for audit purposes.

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Quality Assurance Policy

1. Introduction

FitPro provides solutions for coaches and athletes ranging from the core curriculum of our certification courses to the reps and sets of our training programs, as such the primary purpose of our Quality Assurance Policy and its related procedures is to ensure the enhancement of our learner's experience and to make sure they are equipped to achieve their potential. This policy also seeks to safeguard the integrity of our training, while also ensuring opportunities for development are inherent in our operations.

FitPro and its related quality assurance system aims to maintain the consistency and accuracy of our training delivery and related assessments to ensure FitPro practices, processes, procedures and resources meet the requirements set by our organisation. Our internal quality assurance and related systems outlined below will be carried out on an ongoing basis, and will be conducted in line with our sampling plan.

2. Purpose

The purpose of this policy and the underlying quality assurance principles will ensure that FitPro:

- meet and exceed the requirements placed upon ourselves, by ourselves, and learners
- reacher fair and valid decisions for all our learners
- Continuously review and monitor the quality and consistency of our course delivery
- support our staff to deliver high quality training, through a variety of methods including observation, feedback and standardisation
- hold and maintain accurate records to provide a clear audit trail

3. Scope

This policy encompasses all team members and activity related to the design, delivery and potential assessment of FitPro training. Our quality assurance systems and related processes are also in alignment to all professional bodies FitPro hold active partnership for.

4. Design, development and monitoring

STAFF

FitPro is a principles-based education company dedicated to pushing the boundaries of human performance by forging better coaches and creating better athletes. When designing our courses we make use of the most up-to-date research to ensure our training meets the needs of learners and their clients. Our team of tutors have a wealth of experience and qualifications which enable us to tailor our training to ensure it is evidence-based and underpinned by the latest research developments.

FitPro requires its tutors and its staff to undertake continuous professional development on a regular basis, with at least one external continuous professional development training is undertaken each year. In doing so it encourages our team to deepen their understanding and further enhance our training, to ensure our learners access the highest quality training.

Where FitPro may bring onboard any new staff/tutors, these individuals will be subject to a shadowing period whereby they must showcase their knowledge, skills and competencies to an existing tutor to ensure they meet the standards laid out by our organisation to support training delivery.

5. FitPro Training

FitPro training draws upon the expertise of our delivery team to deliver high-quality, knowledge rich training to our learners. However, we recognise that this alone should not be our sole quality marker. As a result, FitPro adopts the following systems and process to support and maintain its quality assurance mechanism:

■ Learner feedback

FitPro hosts an average of 200 learners per year, allowing for a multitude of feedback to be captured, reviewed and implemented where appropriate. Following each cohort FitPro carry out post-course surveys which provide our team with areas of success but also provide recommendations for improvement either directed to our training, tutors or organisation as a whole.

■ Internal Review/Standardisation

Following the delivery of each cohort of training, and the feedback obtained, FitPro reviews this feedback and determines an action plan as to how some of the recommendations can be implemented, where appropriate. During this time FitPro will review the qualifications and training undertaken by its team, and ensure updates to operational policies, processes and procedures are reviewed and shared across the team.

Similarly, during this time FitPro will include annual training that collates feedback from all learners, complaints and decisions made, to ensure accuracy and consistency in the organisation's decision-making procedures and may refer to a SWOT analysis conducted by the lead tutor.

Contact us

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FitPro aims to ensure all course content is fully current by annual review by the course educator and external reviewers.

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Complaints Procedure

1. Introduction

The purpose of this procedure is to set out the key components of FitPro complaints policy and procedure to ensure we suitably support our learners who share their thoughts and feelings regarding service which has not met yours, or our expectations.

2. Scope

This policy covers complaints that learners and/or members of the public may wish to make in relation to the training offered by FitPro. Where learners wish to discuss an appeal in regard to an assessment decision they must seek this through our appeals procedure. Where FitPro may receive a submission which is identified as an appeal FitPro will respond to inform the individual(s) that the issue is being considered in line with FitPro appeals procedure.

3. FitPro Responsibilities

We advise that our staff and learners involved in the management, assessment and quality assurance of our qualifications, are aware of the contents of this policy and that FitPro has a complaints handling procedure in place to deal with complaints from learners about the services they receive from us.

4. FitPro Complaints Procedure

STAGE 1

FitPro understands that sometimes standards may not meet our learner's expectations, as such we welcome an informal discussion from our learners and/or members of the public to determine whether an informal resolution can be found and areas of organisation development identified.

STAGE 2

FitPro understands and appreciates that in some circumstances learners and/or members of the public may not be satisfied with the outcome of stage 1. Where this is the case, we require a formal completion of our complaints form to be sent to info@fitpro.com. FitPro will provide a written receipt of your complaint within 5 working days of receipt. Following which FitPro will have 20 working days to offer a solution.

Where a solution is not achievable within the timeframe outlined, you will be notified and an action plan outlined to support resolution.

STAGE 3

Should our learners feel their complaint remains unresolved, following exhaustion of stage 2 of FitPro complaints procedure, they are advised to follow the following procedure in regard to the training being delivered.

As a partner of the Chartered Institute for the Management of Sport and Physical Activity our learners have a further independent organisation to support in any unresolved un-satisfaction our learners have. Complaints should be submitted to CIMSPA following their complaints procedures [HERE](#).

If any part of your complaint is upheld FitPro will respond to the complainant in alignment with our procedure and give due consideration to how we can improve our service and arrangements.

1. What happens if my complaint is upheld?

2. Confidentiality and whistleblowing

FitPro understands that in some instances a complainant may wish to remain anonymous. While FitPro will do our best to support anonymity, it is preferable to reveal your identity and contact details to us. If you are concerned about possible adverse consequences, please inform us that you do not wish for us to divulge your identity.

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Appeals Procedure

FitPro appeals procedure applies to any learner wishing to appeal an assessment decision following the completion of a FitPro training course. a transparent and fair process for individuals who have concerns or wish to appeal decisions made by FitPro related to training, assessment, or any other aspect of our services. We are committed to ensuring that all appeals are handled impartially and in a manner that upholds the principles of natural justice.

1. Introduction

The purpose of an appeals procedure is to provide FitPro learners with the right to appeal against a decision made by FitPro, should they not be satisfied with the outcome of an assessment decision.

Please note, this procedure is only application to learners, where an assessment has been undertaken and overseen by FitPro.

1. FitPro assessors

To support FitPro in mitigating a learner from expressing their right to appeal an assessment decision made by FitPro we have taken clear steps to ensure our assessors are duly qualified to fulfil their role and protect the integrity of the assessments our learners undertake.

Our assessors are required to hold, or be working towards, any of the following:

- Ability demonstrates occupation knowledge, skills and competence in the area of training being taught. For example, hold a discipline specific qualification relevant to the training being delivered.
- Have relevant industry experience, with an ability to demonstrate active industry relevant continued professional development within the last 5 years.

2. Examples of appeals

While all effort has been made by FitPro to support the delivery of efficient, assured and robust assessment methods, should our learners wish to make an appeal they are encouraged to do so. Examples of areas in which appeals may wish to be made:

- **Grade Appeals:** The learner believes that their work was not evaluated fairly or impartially, the learner believes there was a calculation error, the learner believes the grading criteria was not applied correctly.
- **Course withdrawal or enrolment issues:** Students may encounter problems related to enrolling in specific courses, such as scheduling conflicts, prerequisites not being met, or courses being full. They may appeal for exceptions to enrolment rules or seek assistance in resolving these issues.

3. Appeals Procedure

STAGE 1

In the first instance learners are encouraged to appeal their assessment decision directly to the Head of Education. The Head of Education will aim to respond within 5 working days, detailing the rationale for the decision made and if applicable guidance supports future assessment success.

STAGE 2

Stage 2 will be considered should stage 1 have failed to resolve the assessment appeal. During this stage FitPro all assessment appeal information will be triaged to the internal verifier to provide comment on the appeal decision. Following a review of all information and evidence, the internal verifier will respond within 10 working days. Where an internal verifier may not be available to support appeal resolution, please seek stage 3 of the appeals procedure.

STAGE 3

Should our learners be unsatisfied with stage 1 and 2 of FitPro appeals procedure, they are advised to follow the following procedure in regard to the training being delivered.

As a partner of the Chartered Institute for the Management of Sport and Physical Activity our learners have a further independent organisation to support in any unresolved un-satisfaction our learners have. Appeal should be submitted to CIMSPA following their complaints procedures [HERE](#).

Contact us

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Maladministration and Malpractice Policy

1. Definition of Malpractice

Malpractice as a principle encompasses any activity or practice which is undertaken to deliberately contravene the regulations laid out by CIMSPA and undermine the integrity of any internal or external assessment process. FitPro defines malpractice as the deliberate act or attempt to enable a learner to have an unfair advantage during an assessment process either by the acts of the learner or by a member of FitPro staff.

FitPro takes allegations of malpractice incredibly seriously, with any proven instances of malpractice resulting in immediate action. Examples of Malpractice may include, please note the examples provided are not an exhaustive list but to provide guidance on FitPro definition of Malpractice.

- Cheating during an assessment, through mis-use of technology and technological solutions including AI.
- Fabrication or falsification
- Plagiarism
- Impersonation
- Collusion

2. How will FitPro mitigate the risk of Malpractice

To ensure our learners are not disadvantaged by other individuals participating in malpractice, FitPro will ensure that all learners are informed of the assessment process and its requirements.

In cases where learners are proven to have engaged in instances of malpractice, that individual's assessment will be discarded and any outcome or achievement revoked.

As such FitPro reserves the right to refuse to provide any further service to learners who are found to be involved in malpractice.

3. Definition of Maladministration

Maladministration as a principle is the activity or practice which results in the non-compliance to administration requirements laid out by CIMSPA. FitPro against this backdrop defines maladministration as practices which often encompasses evidence of poor administration or continued and/or persistent mistakes by an organisation that fails to meet regulatory requirements.

FitPro takes allegations of malpractice incredibly seriously, with any proven instances of maladministration resulting in immediate action.

Examples of maladministration may include, please note the examples provided are not an exhaustive list but to provide guidance on FitPro definition of maladministration.

- Unintentional but persistent failure to adhere to CIMSPA learner registration and certification procedures
- Late learner registrations
- Withholding information from CIMSPA
- Failure to adhere to CIMSPA policies and procedures.

How do I make an allegation of malpractice or maladministration

While FitPro hope that our learners or staff should never encounter malpractice or maladministration by our organisation, should anyone who identifies or is made aware of suspected or actual cases of malpractice or maladministration we would request that they contact the named individuals and/or organisations below:

Where an individual encounters maladministration, notification should be made direct to FitPro.

Named Individual 1: Teresa Wheatley

Email: teresa.w@fitpro.com

Phone: +44 (0)20 8586 0101

Awarding Organisation Name FitPro

Email: info@fitpro.com

Phone: +44 (0)20 8586 0101

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Safeguarding Policy

1. Introduction

At FitPro, we have an obligation to ensure the safety and wellbeing of all our learners who undertake training with us. We understand and recognise that safeguarding adults is a shared responsibility across the organisation, and as such, we are committed to creating a safe, respectful, and inclusive learning environment where adults can thrive.

2. Our responsibility

To ensure that FitPro is able to deliver a training environment that is safe, respectful and inclusive, FitPro will ensure alignment to any and all UK legislation relevant to safeguarding. Including the Care Act of 2014 and other relevant UK legislation, which provides the legal framework for safeguarding adults at risk of abuse or neglect. FitPro has a duty to adhere to the principles of the Care Act, including:

- Empowerment: Ensuring that adults are supported and encouraged to make their own decisions and have the capacity to do so.
- Prevention: Taking steps to prevent harm and abuse.
- Proportionality: Taking a balanced and proportionate approach to intervention.
- Protection: Supporting adults who are at risk of abuse or neglect.
- Partnership: Collaborating with relevant agencies and professionals to protect adults.

3. Reporting and Response

Should individuals within the organisation or learner have any concerns, suspicions, or allegations of abuse or neglect these should be reported to the organisations designated safeguarding lead immediately. The DSL will follow the organisation's safeguarding procedures, which may involve:

- Conducting an initial assessment of risk and harm.
- Consultation with relevant authorities and agencies.
- Implementing appropriate measures to protect the adult at risk.
- Providing support and guidance to the person raising the concern.
- Maintaining records of all safeguarding concerns and actions taken.

4. Confidentiality

FitPro understands the need to ensure confidentiality within circumstances of neglect and abuse, as such any safeguarding concerns raised will be handled in accordance with UK data protection legislation and where necessary consent sought.

5. Review

This Safeguarding Policy will be reviewed annually or as required by changes in legislation or best practice. The policy will also be updated in response to any safeguarding incidents or concerns.

Contact us

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