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## ***Welcome!***

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*We are proud of the achievements of our courses and we look forward to working with you towards your own personal and academic successes.*

*You should read this handbook and we are sure that you will enjoy your time with us. Should you require any further information or advice, please call LONDON PREMIER COLLEGE on 02039300635.*

*We wish you every success in your training and look forward to working with you in the near future.*

*Mirza Mohammad Idrees  
Managing Director*

## ***Mission Statement***

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*LONDON PREMIER COLLEGE aims to provide the best education, training and resource opportunities for people interested in developing their prospects in the fitness and sport industries, enabling students from all backgrounds to achieve their personal and professional goals.*

## ***Equality and Diversity***

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*We are committed to ensuring equality of opportunity for all who learn and work here. We are opposed to any harassment or discrimination arising from race/ethnicity, gender, sexuality, age, disability, religion, faith and class. We will strive vigorously to remove conditions which place people at a disadvantage and will actively combat bigotry.*

*You can find our full policy on the LONDON PREMIER COLLEGE website.*

## ***Individual Needs***

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*Provision can be made for students with reading or writing difficulties provided they notify us in advance of course enrolment. Any reasonable adjustments or special arrangements will need to be discussed and agreed with us.*

## ***Security, Health, Safety and Welfare***

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*It is your responsibility to take reasonable care of your own health, safety and security and not to act in a manner that endangers others.*

*You must:*

- ❖ Comply with our on-course health and safety rules and procedures*
- ❖ Comply with all health and safety instructions given*
- ❖ Be familiar with the fire evacuation procedure*
- ❖ Use plant, machinery and equipment only when instructed to do so*
- ❖ Report any defects at the site*
- ❖ Use the correct clothing, footwear and equipment which is suitable for the course*

*Your tutors are responsible for you during sessions and accidents must be reported straight away, however minor*

*First aid and fire procedures will be outlined during your induction on the first day.*

## ***Being Safe***

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*You have the right to feel safe.*

*Other people should not hurt or abuse you in any way. Other people should not threaten to hurt or abuse you. It is our responsibility to meet current legislation in the national 'Prevent strategy'.*

*Your responsibilities are:*

- *To respect other people's rights to safety;*
- *Not to hurt or abuse others;*
- *Not to threaten to hurt or abuse others.*

*Our tutors and staff are there to support you and help make your place of learning safe. If you need to talk to someone about your own safety, contact us by email on [admin@premiercollege.co.uk](mailto:admin@premiercollege.co.uk) or phone confidentially on 02039300635.*

*You can find our full Safeguarding policy on the Aspire website.*

## ***Mobile Phones***

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*Mobile phones must be switched off when you are in a course session, workshop or assessment. No mobile phones or devices should be on or used in an examination room as this is against regulations.*

## ***Student Code of Conduct***

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### ***Student Expectations***

*As a student you expect us to give you the best opportunity to succeed on your course. In return we expect you to act in a responsible, respectful and mature way. To ensure we provide an environment that is safe, healthy, and enjoyable and maximises learning, we ask you to follow this code carefully:*

### ***Learning***

*Our primary aim is to help all students to learn and achieve. Any behaviour that compromises personal learning and/or that of others is not acceptable.*

### ***Respect***

*All our relationships are based on mutual respect. Any behaviour which demonstrates a lack of respect is not acceptable.*

### ***Safety***

*Organisations and their staff must be able to work within a safe and secure environment. Any behaviour which compromises this is not acceptable.*

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### **Unacceptable Behaviour**

To protect the learning environment, we take seriously any breaches of the learning agreement and may lead to dismissal from the course and forfeiting all fees. This can be used in cases where students are involved in:

- Theft of any kind
- Threatening behaviour or assault
- Bullying or harassment including by text or email
- Damage to property (venue and personal property)
- Possession and/or use of alcohol
- Possession and/or use of illegal substances
- Cheating, plagiarism, forgery and gambling
- Inappropriate access to web material deemed unsuitable

This is not an exhaustive list but it reflects the range and seriousness of behaviour which we deem to be unacceptable.

### **Insurance**

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It is important that you look after your own possessions during your time attending one of our courses. Where possible, lockers are available on practical courses. LPC does not accept responsibility for the safety and security of vehicles.

### **Clothing**

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If you are attending a practical course, you will be required to wear appropriate clothing for the activities that will take place. For example, if you are booked to attend a Gym Instructor course, wear clothes that give you a full range of movement. You don't want your movement to be restricted when you work out. If you wear clothes that bind you too tightly or flow too loosely, you place yourself in danger. Loose clothing can catch in weight machines, and tight clothing can cut off the circulation and feeling to your limbs. Shorts, tank tops, T-shirts, sports bras and sweat pants fit snugly without impeding your movement. Sensible trainers must also be worn.

### **Course Material**

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You will be provided with all the information and resources you need for your course. Depending on the course this may include online access, a course manual, assessment portfolios or handouts.

### **Assessment Plan and Record**

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On assessed courses, you will be provided with an Assessment Plan and Record Sheet to make the assessment process clearer and ensure that your achievements are recorded.

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## ***Assessment Malpractice***

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**Plagiarism** means copying from published sources (including the internet) without acknowledgement.

**Cheating** includes copying the work from others, or getting someone else to do the work for you. **Copying** includes allowing your work to be copied by others.

It's important that you ensure that all the work produced for your assessments is your own. All cases of suspected plagiarism, cheating or copying will be investigated and, if proven, awarding bodies may also impose their own sanctions and penalties, including disqualification.

## ***Course Timetables***

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If you are attending a course, your tutor will discuss with you the timetable for your course.

For those studying a qualification leading to an awarding body certificate, at the start you will receive a Qualification Timetable detailing all the elements and assessments scheduled to help you through your studies and assessments.

## ***Online and Blended Learning***

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Many students will be studying a course that is online or have blended format, with some attendance and online learning involved.

Students may use VLE platforms to access their course material. Instructions on accessing your online course will be emailed to you.

## ***Assessment Portfolios***

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If you are taking a practical assessment, it is important that you hand in your assessment portfolio when requested, ensuring that you have included all the necessary completed session plans and paperwork.

The Assessor will provide both written and verbal feedback. Without your portfolio, you will not be able to take part in the assessment.

Please note, where it is an awarding body requirement, your portfolio may be retained for a period of time for internal and external verification

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## ***Student Support and Mentor***

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*If you need extra help, just contact us on 02039300635 or info@premiercollege.co.uk. We will discuss the support you need which may include a webinar or revision session with our Student Mentor. In most cases there will not be additional fees for extra support. If you have any concerns about the course you are attending, you should contact the Tutor or for more general issues contact the main office on 02039300635.*

## ***Appeals Procedures***

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*All students are assessed against published material. Achievement of these criteria is decided by trained and qualified assessors AND/OR external assessment (such as coursework or exams).*

*It is recognised that, in exceptional circumstances, a student may wish to appeal against recommendations or decisions relating to assessment.*

*This Appeals Policy and Procedure outlines the action which may be taken in such exceptional circumstances. This reflects our commitment to provide a fully comprehensive student service.*

### ***1. Scope of Policy***

*Our Appeals Policy and Procedure allows students to make a formal appeal against a recommendation or decision relating to:*

- a. The mark for an individual item of coursework;*
- b. The final result of any element of assessment, planning, teaching, evaluation or theory paper;*
- c. The final overall assessment decision for award or certification.*

### ***2. Grounds for Appeal***

- a. The assessments were not included in accordance with regulations;*
- b. Administration error at some stage of the assessment process;*
- c. Medical or other 'extenuating circumstances' arising during the assessment process which affected the student's performance and of which the Assessor was not aware when making the assessment decision;*
- d. Inappropriate or irregular behaviour on the part of the Assessor.*

### ***3. Appeals Procedure***

- a. The student's first line of appeal will be through our appeals system via the Centre Co-ordinator.*
- b. If the student wishes to take the appeal beyond LPC, an appeal must be addressed in the first instance, in writing to the allocated External Verifier/Moderator. If the EV is unable to resolve the appeal issue, they may refer the written appeal to the Lead/Chief Verifier/Moderator*
- c. In extreme circumstances, when the student feels that the Lead/Chief Verifier/Moderator has been unable to bring the matter to a satisfactory conclusion, the matter may be referred directly to the appropriate contact in the Awarding Body. From here, there will normally be an Appeals Hearing with the relevant representatives.*

### ***4. Notification of Appeals***

*Appeals must be received within 20 working days (Monday-Friday, excluding Bank Holidays) from the student's receipt of his/her assessment results.*

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## **Complaint Handling**

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The following procedure is used to deal with a complaint from a student, including any complaint regarding educational matters. The aim is for it to be informal and to solve problems quickly, simply and fairly. It is hoped that most issues can be settled amicably at the first stage.

### **First Stage (Mention of Grievance)**

- a. If you have a complaint, speak directly to the member of staff concerned.
- b. If you feel unable to approach that person, you should raise it with your Tutor.

### **Second Stage (Informal Complaint)**

- c. If the matter cannot be resolved satisfactorily at the first stage, the student may refer it to the Course Co-ordinator as an informal complaint.
- d. They will keep a written record of the complaint, including the name of the complainant, the nature of the complaint and how it has been resolved.

### **Third Stage (Formal Complaint)**

- e. If you are not satisfied that the grievance has been dealt with satisfactorily, you may make a formal complaint to the Managing Director.
- f. The matter will be investigated
- g. The Student will be given written notice of the outcome, and of any action taken or to be taken. Appropriate written records will be kept.
- h. A student who remains dissatisfied with the handling or the outcome of a complaint, including any grievance concerning the procedures applied by or a decision made by the Managing Director, may appeal in writing to the Edu

### **Additional Notes**

- a. It is extremely difficult to investigate appeals without impartial evidence. Therefore, appeals against referrals or grades in practical teaching based solely on the student's disagreement with the assessor's decision will only be considered when accompanied by a video.
- b. The student has the right to video any aspect of his/her assessment using his/her video equipment, provided it does not interfere with the assessment process, other students or the Assessor's ability to carry out his/her role.
- c. It is the responsibility of the student to arrange a video operator.
- d. It is the responsibility of the student to notify us of any medical problem which may affect their performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date.



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## ***Qualifications Explained***

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*Ofqual are the independent qualifications regulator for England. They regulate so that qualifications are sufficiently valid and trusted.*

*RQF (Regulated Qualifications Framework) is the reference system put in place and regulated by Ofqual to help people understand how qualifications can be compared to each other in terms of the size and challenge of the qualifications on offer. It's like a bookcase in a library, with qualifications indexed by their 'level' and 'size'. Qualifications at any specific level can be very different from one another, for example, in their content and purpose. They maintain a register that provides more detail on each qualification.*

### ***Qualification Level***

*Levels indicate the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels supported by three 'entry' levels. While most qualifications will be assigned a single level some, such as GCSEs, can span more than one.*

### ***Qualification Size***

*Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. This can be anything from a matter of hours to several years of study and different students can take different amounts of time to study for the same qualification. Size is expressed in terms of Total Qualification Time. The part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours.*

*Qualifications can sit at different levels but require similar amounts of study and assessment time. Equally, qualifications at the same level can take different amounts of study and assessment time.*

**Information taken from Ofqual publications, [www.gov.uk/government/organisations/ofqual](http://www.gov.uk/government/organisations/ofqual)**

