



Exemplar Quality Manual

This exemplary Quality Manual is provided to Focus Awards Centres to offer guidance on the requisite policies and procedures necessary for achieving approval as a recognised Centre.

Centres have the liberty to adopt and/or adapt this exemplary Quality Manual as the foundation for their own arrangements, if they so choose. However, it is duly acknowledged that in undertaking such adoption or adaptation, Focus Awards bears no responsibility for the implementation of this manual or the compliance of your organisation with the subject matter and associated legislation/regulatory requirements. You are free to use these policies as a template and adapt them to your own Centre, this is often recommended so your Centre-specific procedures are included.

You must ensure that beyond the scope of your internal policies are Focus Awards policies and procedures which must be read and disseminated to all staff, and your Centre Agreement which contains your regulatory requirements.

Purpose:

The purpose of this Quality Manual is to provide comprehensive information on the policies, processes, and procedures of T2 Fitness. The internal policies, processes, and procedures of T2 Fitness are designed to achieve the following objectives:

- Establish and maintain exceptional quality standards for client provision.
- Promote and uphold best practices.
- Standardise activities to ensure consistency and efficiency.
- Generate public confidence in the quality of provision.
- Meet regulatory requirements.

This manual is accessible to all key stakeholders involved in T2 Fitness. As part of our commitment to continuous quality management and improvement, periodic reviews of policies and procedures will be conducted, and the manual will be updated annually. The responsibility for updates lies with the Owner – Stu Gatherum

Roles and Responsibilities within T2 Fitness

- **Centre Contact – Stu Gatherum:** Responsible for overall running of business as well as delivery of courses.
- **Administration – Terri Clarke:** Tasked with IQA, admin, registration and certification.
- **Finance – Stu Gatherum:** Manages paying invoices.
- **Tutor/Assessors – Paul Edmondson and Stu Gatherum:** Engaged in delivery of courses, and assessing of practical and written work.



- **Internal Quality Assurer(s) – Lisa Benson (L4 S & C) and Terri Clarke (Gym and PT):** Responsible for overall quality assurance of delivery, paperwork, practices and approval of certification.

This delineation of roles ensures clarity and accountability within T2 Fitness, fostering a structured and organised environment in line with our commitment to quality provision.

Sanctions

Following an investigation, if a case of malpractice is upheld against a member of staff, T2 Fitness may impose sanctions or other penalties on the individual(s) concerned. Where relevant we will report the matter to Focus Awards, and Focus Awards may impose one or more sanctions upon the individual(s) concerned. Any sanctions imposed will reflect the seriousness of the malpractice that has occurred.

Listed below are examples of sanctions that may be applied to a learner, or to a member of staff who has had a case of malpractice upheld against them. Please note that this list is not exhaustive and other sanctions may be applied on a case-by-case basis.

Possible T2 Fitness sanctions that may be applied to learners:

- A written warning about future conduct.
- Notification to an employer, regulator or the police.
- Removal from the course.

Possible sanctions that may be applied to staff members of T2 Fitness:

- A written warning about future conduct.
- Imposition of special conditions for the future involvement of the individual(s) in the conduct, teaching, supervision or administration of learners and/or assessment



- Informing any other organisation known to employ the individual in relation to Focus Awards qualifications of the outcome of the case.
- T2 Fitness may carry out unannounced monitoring of the working practices of the individual(s) concerned.
- Dismissal.

Reporting a suspected case of malpractice

This process applies to centre staff and to any reporting of malpractice by a third party or individual who wishes to remain anonymous.

1. Any case of suspected malpractice should be reported in the first instance to the Internal Quality Assurer (IQA) of T2 Fitness.
2. A written report should then be sent to the IQA, clearly identifying the factual information, including statements from other individuals involved and / or affected, any evidence obtained, and the actions that have been taken in relation to the incident.
3. Suspected malpractice must be reported as soon as possible to the IQA, and at the latest within two working days from its discovery. Where the suspected malpractice has taken place in an examination or assessment, the incident must be reported urgently, and the appropriate steps taken as specified by Focus Awards.
4. Wherever possible, and provided other learners are not disrupted by doing so, a learner suspected of malpractice should be warned immediately that their actions may constitute malpractice, and that a report will be made to the centre.
5. In cases of suspected malpractice by centre staff and any reporting of malpractice by a third party or individual who wishes to remain anonymous, the report made to the IQA and should include as much information as possible, including the following:
 - a) the date time and place the alleged malpractice took place, if known.
 - b) the name of the centre staff or other person(s) involved
 - c) a description of the suspected malpractice; and
 - d) any available supporting evidence.
6. In cases of suspected malpractice reported by a third party, or an individual who wishes to remain anonymous, T2 Fitness will take all reasonable steps to authenticate the reported information and to investigate the alleged malpractice.

Administering suspected cases of malpractice

T2 Fitness will investigate each case of suspected or reported malpractice relating to Focus Awards qualifications, to ascertain whether malpractice has occurred. The investigation will aim to establish the full facts and circumstances. We will promptly take all reasonable steps to prevent any adverse effect that may arise as a result of



the malpractice, or to mitigate any adverse effect, as far as possible, and to correct it to make sure that any action necessary to maintain the integrity of Focus Awards qualifications and reputation is taken.

T2 Fitness will acknowledge all reports of suspected malpractice within 15 working days. All the parties involved in the case will then be contacted within 15 working days of receipt of the report detailing the suspected malpractice. We may also contact other individuals who may be able to provide evidence relevant to the case.

The individual(s) concerned will be informed of the following:

- a) that an investigation is going to take place, and the grounds for that investigation;
- b) details of all the relevant timescales, and dates, where known;
- c) that they have a right to respond by providing a personal written response relating to the suspected malpractice (within 15 working days of the date of that letter);
- d) that, if malpractice is considered proven, sanctions may be imposed either by T2 Fitness or by Focus Awards, reflecting the seriousness of the case;
- e) that, if they are found guilty, they have the right to appeal.
- f) that T2 Fitness has a duty to inform Focus Awards and other relevant authorities / regulators, but only after time for the appeal has passed or the appeal process has been completed. This may also include informing the police if the law has been broken and to comply with any other appropriate legislation.

Where more than one individual is contacted regarding a case of suspected malpractice, for example in a case involving suspected collusion, we will contact each individual separately, and will not reveal personal data to any third party unless necessary for the purpose of the investigation.

The individual has a right to appeal against a malpractice outcome if they believe that the policy or procedure has not been followed properly or has been implemented to their detriment.

Records of all malpractice cases and their outcomes are maintained by T2 Fitness for a period of at least 3 years.

Quality Improvement Policy

Introduction

- a. T2 Fitness aims to offer high quality education and training to its learners
- b. T2 Fitness will aim for continuous improvement in the quality of all aspects of its work as part of its determination to be responsive to the needs of its client groups and to help learners achieve the highest possible standards.



- c. The purpose of this policy is to enable continuous improvement through a process of self-evaluation and action planning.

Scope of Policy

- a. This policy and associated procedures will involve all employees and collaborative partners. The management of the process will be through the existing organisational structure.
- b. It will be founded on a process of regular self-evaluation by teams and individual employees who are responsible for delivering courses and other services.
- c. It will seek the views and perceptions of learners and other stakeholders for whom the services of the Centre exist.
- d. It will support the processes of peer review both internally and with external partners in the sector including Awarding Organisations

Responsibility for implementation

- a. All employees (managers, teachers, tutors, support staff, trainers, and assessors) are responsible for the implementation of this policy.
- b. It is the responsibility of the Head of Centre to ensure annual review of the policy. It is the responsibility of all to engage positively in that review and ensure implementation.

Policy Statements

A. Teaching and Learning

- I. To encourage continuous improvement in the quality of teaching and learning programmes and through this increasing learner achievement and satisfaction statistics.
- II. To develop and sustain a range of programmes which provide opportunities for progression, and which provide learners with experiences and, wherever appropriate, qualifications suited to their learning aims.
- III. To ensure rigorous and consistent assessment procedures, which meet the standards of external awarding organisations.

B. Support Services

- I. To monitor and evaluate the procedure for advising, interviewing, supporting and counselling learners at entry and throughout their learning at the Centre
- II. To establish standards and monitor procedures for providing a supportive and accessible range of resources and services to learners.



C. Staff

- I. To continually improve the quality of service offered by all staff
- II. To review regularly the performance, training and developmental needs of all employees through the operation of the Centre scheme for employee review and appraisal.
- III. Through the Centre to train, support and develop individuals upon appointment and throughout their employment.
- IV. To monitor and evaluate the effectiveness of such training and development against the Centre's objectives.

D. Methodology

- a. The process of quality control and quality improvement requires staff to meet and report on a regular basis by reviewing their work, set standards and monitor user learner perceptions and achievements.
- b. Review will be supported by analysis of learner and external stakeholder views and perception gathered via questionnaires, surveys and other methods at review meetings.
- c. The outcome of these processes will provide information:
 - I. To inform the process of self-assessment
 - II. To set targets and action plans for improvement across the Centre
 - III. To highlight issues that needs consideration by the Centre
 - IV. That supports the Centre's activity to achieve the agreed targets of external agencies
- d. Feedback on actions resulting from the review process will be communicated to Centre's employees through meetings.
- e. The outcomes and action plans which result from the process will form the basis of the annual Centre's Self-Assessment Report and Quality Improvement Plan.

Recognition of Prior Learning Policy

1. Definition

A method of assessment (leading to the award of credit) that considers whether a learner can demonstrate that they meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.

2. Introduction

T2 Fitness seeks to enable learners to avoid the duplication of learning and assessment. There are two ways in which this will be achieved.



- The opportunity to transfer credits, i.e. to recognise previously accredited achievement from within or outside the Qualification and Credit Framework (QCF) to count towards other qualifications.
- For individuals with learning or achievements that have not been certificated / accredited it may be possible to assess and validate these through a RPL process. These achievements may then count towards a qualification.

3. Policy

T2 Fitness policy is that each learner must produce valid and reliable evidence of learning to support any claims based on experience. A learner may claim RPL against a whole unit or several units. It is not possible to award part units, but where the RPL evidence does not fully meet the needs of a complete unit, the missing information may be provided via the same assessment processes as other learners.

T2 Fitness will have, prior to sampling or claiming for certification, sought approval and agreement by Focus Awards for the RPL claim. Evidence of the RPL will be uploaded to Qualitas as part of the sampling or claim process.

In order to achieve recognition of achievement there are two options open to the learner:

- Undertake the same assessments that lead to the relevant unit or qualification. These assessments may be undertaken without further learning.
- Submit a portfolio of evidence based on previous learning, skills and / or competence cross referenced to the learning outcomes and assessment criteria of the unit or units for which RPL is being sought.

Learners wishing to claim this method of accreditation must agree the procedure with either the Head of Centre or the Internal Quality Assurer.

The learner must play an active role in the process and must produce evidence and map it to the learning outcomes and assessment criteria of all units they wish to claim. The individual wishing to make the claim may also require the support of their employer or others in order to be able to confirm achievement of assessment criteria for which there is no tangible evidence, e.g. practical tasks.

Principles of RPL

Principle 1:

RPL is a valid method of enabling individuals to claim credit for units, irrespective of how their learning took place. There is no difference between the achievement of the learning outcomes and assessment criteria of a unit through prior learning or through a formal programme of study.

Principle 2:



RPL policies, processes, procedures, practices and decisions should be transparent, rigorous, reliable, fair and accessible to individuals and stakeholders to ensure that users can be confident of the decisions and outcomes of RPL.

Principle 3:

RPL is learner-centred, voluntary process. The individual should be offered advice on the nature and range of evidence considered appropriate, to support a claim for credit through RPL, and be given guidance and support to make a claim.

Principle 4

The process of assessment for RPL is subject to the same quality assurance and monitoring standards as any other form of assessment. The award of credit through RPL will not be distinguished from any other credits awarded.

Principle 5

Assessment methods of RPL must be of equal rigour to the assessment methods, be fit for purpose and relate to the evidence of learning. Credit may be claimed for any

unit through RPL unless the assessment requirements of the unit do not allow this, based on a rationale consistent with the aims and regulations of the framework.

RPL is also of value to learners transferring across various learning programmes that have relevant learning but do not have relevant credits or certificates. This may include learners transferring from NQF to QCF specifications. [insert company name] advocates the five-stage procedure for RPL as set above. The result of the assessment will be logged on the learners Records and all records of RPL claims for credit will be kept for three years by the Centre.

Whistleblowing Policy

Introduction

T2 Fitness is dedicated to maintaining the highest standards of integrity, accountability, and ethical conduct in all aspects of our operations. We recognise the importance of providing a safe and confidential mechanism for employees, learners, and other stakeholders to raise concerns about potential wrongdoing within the organisation. This Whistleblowing Policy outlines the procedures for reporting and addressing such concerns.

Objective

The primary objective of this policy is to encourage individuals to report any suspected wrongdoing, malpractice, or unethical behaviour within T2 Fitness promptly and without fear of reprisal.

Scope



This policy applies to all employees, learners, contractors, suppliers, and any other individuals associated with T2 Fitness.

Regulatory Reporting to Focus Awards

If an individual has reasonable grounds to believe that there is wrongdoing within t2 Fitness they should report their concerns as follows:

1. Internal Reporting:

Concerns should, in the first instance, be reported internally. Individuals can contact Stu Gatherum directly, who will ensure that the matter is appropriately addressed. The individual can choose to remain anonymous if they wish. An investigation will be instigated by Stu Gatherum unless they are identified as part of the whistleblowing complaint, in such cases someone else who is independent from the issue must investigate.

2. External Reporting (Focus Awards):

If, for any reason, the individual is uncomfortable reporting internally or believes their concerns have not been adequately addressed, they have the right to report the matter externally to Focus Awards, the designated regulatory body for T2 Fitness.

3. Protection for Whistleblowers

T2 Fitness is committed to protecting whistleblowers from any form of retaliation. Whistleblowers who make reports in good faith will not face any disciplinary or detrimental action. Any form of victimisation, harassment, or retaliation against a whistleblower will be treated as a serious violation of this policy and may result in disciplinary action, up to and including termination of employment or contract.

4. Confidentiality

All reports will be treated with the utmost confidentiality. Information will only be disclosed on a need-to-know basis, and every effort will be made to protect the identity of the whistleblower. However, in certain circumstances, it may be necessary to disclose information to Focus Awards or other authorities to conduct a thorough investigation or comply with legal requirements, safeguarding or health and safety legislation.

5. Investigation

All reports will be thoroughly investigated. Stu Gatherum will lead the investigation, and findings will be reported internally and to Focus Awards.



The whistleblower will be informed of the outcome, where possible, without compromising the investigation or the rights of others.

6. Review of the Whistleblowing Policy

The effectiveness of this policy will be reviewed regularly by Centre Management. Any necessary revisions or updates will be made to ensure its continued relevance and effectiveness.

7. Availability of the Policy

This Whistleblowing Policy will be made available to all employees, learners, and relevant stakeholders. Training on the policy will be provided to ensure awareness and understanding of the reporting procedures.

8. Contact Information

For internal reporting, please contact Stu Gatherum. For external reporting to Focus Awards, individuals may use the following contact information: Focus Awards - leah@focusawards.org.uk

T2 Fitness encourages a culture of openness, accountability, and ethical conduct. This policy reflects our commitment to maintaining the highest standards of integrity and addressing any concerns promptly and effectively

Registration Process:

Class List Forwarding:

- Course tutors/assessors must forward confirmed student class lists to the Quality Assurer.
- The class list must include:
 - Full title of the qualification to be studied.
 - Full name of student(s) to be registered. Student identification, including an in-date passport or driving licence, must be checked to confirm the full name of the student. The ID must include a photo. Any name changes due to marriage or deed poll should be accompanied by a marriage certificate or deed poll documentation. ID is to be checked and scanned into the student's online folder.

b) Learner Registration:

- Terri Clarke is responsible for registering the learners on the Focus Awards Qualitas system.



c) Confirmation and Notification:

- Terri Clarke must obtain confirmation of registration from Focus Awards.
- Once registration is confirmed, class lists, including the names of the students and the courses they are registered for, should be returned to the Course Tutors/Assessors.

2. Certification Claims

- Certification claims for learners who have completed their qualifications will be processed promptly.
- T2 Fitness ensures that certification claims are accurate and reflect the learner's true achievement.
- All certification claims will be processed in accordance with Focus Awards guidelines and timelines.

3. Record Keeping and Data Protection

- Accurate records of learner registrations and certifications will be maintained.
- All learner information will be handled in compliance with data protection laws and T2 Fitness' privacy policy.

4. Compliance and Monitoring

- T2 Fitness will regularly review and monitor compliance with this policy to ensure adherence to Focus Awards' requirements.
- Regular audits of the registration and certification processes will be conducted to maintain high standards of accuracy and integrity.

5. Policy Review

- This policy will be reviewed annually to ensure it remains current and effective in meeting the standards set by Focus Awards and the needs of our learners.

By adhering to this policy, T2 Fitness ensures that the registration and certification of learners are conducted with the highest level of professionalism and integrity, maintaining the credibility and value of the qualifications offered.

T2 Fitness Plagiarism Policy

1. Introduction

At T2 Fitness we are committed to academic integrity and excellence. Plagiarism is a serious academic offence and a form of malpractice that undermines the educational process and the validity of qualifications. This policy sets out our approach to preventing, detecting, and addressing plagiarism.



2. Definition of Plagiarism

Plagiarism is the act of presenting someone else's work, ideas, words, or intellectual property as your own without proper acknowledgment of the original source. This includes, but is not limited to, copying from textbooks, journals, internet sources including AI, or other students' work. Paraphrasing someone else's work without proper citation is also considered plagiarism.

3. Definition of Malpractice

Malpractice, in the context of this policy, refers to any deliberate action, neglect, default, or other practice that compromises the integrity of the assessment process, and/or the validity of certificates and qualifications. Plagiarism falls under the category of malpractice as it involves deceit and a breach of the expected standards of behaviour.

4. Responsibilities of Learners

Learners at T2 Fitness are expected to:

- Submit work that is entirely their own.
- Submit a learner declaration with their work to support the authenticity of the work
- Properly acknowledge and reference all sources of information.
- Understand and adhere to the guidelines for referencing and citations as provided by T2 Fitness.
- Be aware that all submitted work may be subject to checks for originality and authenticity.

5. Detection and Monitoring

T2 Fitness uses a range of methods to detect and monitor plagiarism, which may include:

- Staff vigilance during the marking process.
- The IQA process
- Submission of sampling to Focus Awards for scrutiny.

6. Procedure for Handling Suspected Plagiarism

In cases of suspected plagiarism:

- The learner will be informed of the suspicion and will have the opportunity to respond.
- The case will be investigated thoroughly, following a fair and transparent process.



- Evidence will be reviewed by an appointed panel or individual within T2 Fitness.
- T2 Fitness will ensure all conflicts of interest are considered when investigating plagiarism.

7. Sanctions for Plagiarism

If plagiarism is confirmed, sanctions will be applied in accordance with the T2 Fitness Sanctions Policy. These sanctions may include:

- A formal warning.
- The requirement to resubmit the piece of work.
- Reduction in marks or grading.
- Withdrawal from the module or course.
- Reporting the incident to awarding bodies, which may affect the learner's current and future studies.

8. Appeals

Learners have the right to appeal against a decision made under this policy. Appeals must be made in writing, stating the grounds for appeal, and must be submitted within a specified timeframe after the decision has been communicated to the learner.

10. Review of the Policy

This policy will be reviewed annually to ensure it remains up-to-date, effective, and in line with any changes in regulations or best practices.

By enrolling in a course at T2 Fitness learners agree to abide by this Plagiarism Policy. Upholding academic integrity is essential to the reputation and standards of both our learners and T2 Fitness

Sanctions Policy

1. Policy

T2 Fitness will provide a wide range of support for learners throughout their qualification with us. If a learner breaches our malpractice and maladministration policy, commits academic misconduct or other behaviour that breaches our policies, then sanctions may be required.

This Sanctions Policy outlines all of the possible sanctions that can be applied to a learner.

2. Definitions



Plagiarism: The act of presenting someone else's work, ideas, or intellectual property as one's own without proper acknowledgment or citation.

Academic Malpractice: Any dishonest or unethical behaviour intended to gain an unfair advantage in academic assessment, including but not limited to cheating, fabrication of data, and unauthorised collaboration, including AI.

3. Investigation:

T2 Fitness will undertake an investigation into the accusation of the potential breach of this policy. This investigation must be conducted and concluded within a week of the alleged misconduct so as not to disadvantage the learners' continuation with the qualification.

An impartial member of staff must undertake the investigation. The investigator must have no conflicts of interest linked to the qualification, assessor, IQA or learner.

4. Sanctions

Learners found to have accidentally or non-intentionally committed an act of learner malpractice will be subject to a written verbal warning and required to read relevant policies and provided further guidance by the assessor or IQA.

Learners found guilty of deliberate plagiarism or academic malpractice will be subject to the following sanctions:

1. Warning:

- A formal written warning will be issued to the learner, clearly outlining the nature of the offence and emphasising the importance of academic integrity.

2. Completion of the assignment/task again in a controlled manner:

- The assignment or examination in question will receive a grade penalty, which may range from a significant reduction in marks to a failing grade for the entire course, depending on the severity of the misconduct.

3. Probation:

- In cases of repeated offences or serious violations, learners may be placed on academic probation, during which any further violation may result in more severe consequences. Learner work will be second marked and a 100% internal verification sample must be undertaken.

4. Temporary Suspension:

- In extreme cases, a learner may be temporarily suspended from T2 Fitness. During this period, the learner is not allowed to attend classes or engage in any academic activities.

5. Withdrawal from the qualification (no refund):



- Expulsion is the most severe consequence and may be applied in cases of repeated or egregious academic misconduct. The learner will be permanently dismissed from T2 Fitness.

Sanctions can also be applied if a learner is considered to have breached other policies such as Equality and Diversity and Health and Safety. Other behavioural issues such as physical and verbal abuse, discriminatory language, attendance issues, threatening behaviour and inappropriate behaviour.

Contact Details

For further details about this manual or for all matters relating to T2 Fitness, please contact Centre lead Stu Gatherum on the following details:

T: 07816 240 137

E: stu@t2fitness.co.uk