



SkillsActive
More People, Better Skilled, Better Qualified



A Complete Guide to Endorsement





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Introduction

This guide has been developed to support training providers through the SkillsActive endorsement process, and aims to provide information to complement that provided through our [website](#). The SkillsActive Group consists of Habia, CITO and the NSA, and is referred to as SkillsActive throughout this guide.

This is a living document and will be continually reviewed to ensure that the information is current and the processes are compliant with up-to-date information.

Endorsement enables training providers to offer CPD points to the following SkillsActive Register members:

1. [The Register of Exercise Professionals](#)
2. [The Register of Aquatic Professionals](#)
3. [The Children's Activity Professionals Register](#)
4. [The Register of Playwork Professionals](#)
5. [The Register of Personal Development Practitioners in Sport](#)
6. [The Register of Beauty Professionals](#) (Habia)

We recommend that you read through this guide before beginning your submission, and keep it with you to refer to during the application process.

At any point you can also contact us to gain extra support. You will find our contact details at the back of this pack, as well as a full price list.

We look forward to welcoming you as an Endorsed Provider very soon.

The Professional Development Team
SkillsActive





Endorsement

What is endorsement?

Endorsement is a robust quality check on training which is cross referenced against set criteria developed by industry. It ensures there is a minimum standard of training that is regulated. Employers and individuals look for SkillsActive's endorsement logo and have confidence in knowing that the training they book on to is safe, effective and regulated should there be any problem. Endorsement underpins one of SkillsActive's priorities which is to up skill and strengthen the UK workforce. Endorsed training does not have to cover the breadth and depth of the National Occupational Standards (NOS), but may focus on a specific aspect or discipline.

Who is endorsement for?

Endorsement is for any organisation that offers training and/or qualifications and would like to follow best practice, up skill, and strengthen their systems and processes to ensure they are leaders of recognised training within their industry.

Why get endorsed?

If you are a new or existing training provider or have an exciting, innovative idea, we can support you to gain industry recognition from conception to delivery to promoting your training. Endorsing your training allows you to offer Continuing Professional Development (CPD) points to the Active Leisure, Learning and Well-being sector and advertise through our [Quality Training Portal](#) – a great tool to promote your training and/or qualifications and receive business referrals.

Key benefits to endorsement

- Be able to award CPD points*
- Be listed on the [Quality Training Portal](#)
- Access to [ActiveAdvantage](#)
- Demonstrate compliance to industry standards
- Gain recognition from employers
- Access to support and guidance to enable you to develop high quality training

* Where there is a SkillsActive professional register in place, CPD points will contribute to member status

Types of endorsement

There are three levels of endorsement available, which are explained in full later on:

- **Lead Provider/Centre of Expertise (CoE: Habia providers only):** Lead/CoE Providers have access to funding (when available) and employer training opportunities; to become a Lead/CoE Provider you must first be an Endorsed Provider.
- **Endorsed Provider:** You can become an Endorsed Provider by either endorsing your own training, or by delivering qualifications that are on the Qualifications & Credit Framework (QCF).
- **Compliant Provider:** This option offers a kitemark of recognition through a Centre Verification Check (CVC) and is for those who deliver their own training but do not wish it to be endorsed.





Categories of endorsed CPD

For endorsement purposes there are three categories of endorsed CPD:

- **Course:** A programme of learning that must be a minimum of eight learning hours; be part-mapped to the relevant National Occupational Standards (NOS), and have a summative or continuous assessment (theory and/or practical).
- **Workshop:** A programme of training that must be a minimum of four learning hours, with no requirement for mandatory assessment or mapping to NOS.
- **Other:** An endorsement category for any form of short duration training of at least one learning hour which develops a learner's knowledge and skills i.e. conferences, seminars, podcasts and articles.

Training providers can apply for any or all of these categories either as individual Single Endorsements or under a 2 year Multiple Endorsement.

Length of endorsement

Endorsement is one year from the date of official notification of approval for QCF Verification, Single Endorsements or a Center Verification Check, and two years for a Multiple Endorsement. A renewal will then be required to continue endorsement.

International endorsement (fitness only)

UK fitness training providers can get international recognition through ICREPS – the international partnership of REPs overseas, where ICREPS members will be able to access UK endorsed training. This is a reciprocal arrangement where training endorsed by ICREPS will also be available for learners in the UK, but offering a maximum of 3 CPD points for any of their training. For more information call 020 3434 4384 or email endorsement@skillsactive.com.

Overseas fitness training can also be endorsed. Providers such as the American Council of Exercise (ACE) and REPs Ireland can be fast-tracked by calling +44 (0) 20 3434 4384 or emailing endorsement@skillsactive.com.

Sectors offering endorsement

Endorsement is currently available for Fitness, Sport, Playwork, Hair, Beauty and cross sector (training that is applicable across a range of sectors). Outdoors and Caravans will be added at a later date.

Continuing Professional Development (CPD)

Regular CPD shows the learner's skills are current and can provide them with the CPD points required to maintain their membership of one of SkillsActive's professional registers.

Endorsement highlights the value of CPD and allows Endorsed Providers to stand out from the crowd as offering training that is independently quality assured to show it is valuable, relevant and meets industry standards.





CPD points explained

CPD points are awarded to SkillsActive endorsed training and for qualifications listed on the Qualifications and Credit Framework (QCF). SkillsActive requires members of its professional registers to achieve a minimum number of CPD points over 2 years, depending on the register, which they can record in the relevant Members Area.

CPD points give an indication of the amount of study a learner has undertaken within their sector so that they can show to prospective employers their commitment to the industry. The CPD logo will be on their attendance certificate.

CPD points for training

CPD points for training are calculated according to the hours of learning but go no higher than 16; all training that exceeds 16 hours will receive 16 CPD points.

CPD points for training are calculated in the following way:

- **Courses** (minimum 8 hours) earn 8-16 CPD points based on the number of hours of learning ie a Course of 10 hours of learning gets 10 CPD points; a Course with more than 16 hours learning time gets the maximum of 16 CPD points.
- **Workshops** (minimum 4 hours) earn 4-6 CPD points based on the number of hours of learning ie a Workshop of 5 hours of learning gets 5 CPD points, a Workshop with more than 6 hours learning time gets the maximum of 6 CPD points.
- **Other** (minimum 1 hour) earns 1-3 CPD points, based on the number of hours of learning ie Other training lasting 2 hours gets 2 CPD points, Other training of more than 3 hours gets the maximum of 3 CPD points.

CPD points for Qualifications & Credit Framework (QCF) qualifications

CPD points for qualifications are calculated in the following way:

- Qualifications on the QCF that **give entry** or offer an additional category to a professional register earn 20 CPD points.
- Qualifications on the QCF that **do not** give entry to a professional register i.e. first aid, management, PTTLs, earn 1-16 CPD points depending on the hours of learning. Anything over 16 hours gets the maximum of 16 CPD points.
- An exception to this rule is a First Aid Refresher. The full qualification earns 8 CPD points, but the refresher earns 4 CPD points.

NB: Compliant Providers do not receive CPD points for their learners.

Intellectual property of endorsed programmes

SkillsActive Endorsed Providers must own the intellectual property (IP) of all programmes that are endorsed by SkillsActive. The Endorsed Provider is defined as the sole, named organisation or individual who is permitted to use, adapt and share its use wholly or in part.





The creator of the training programme may not necessarily be the intellectual property owner. A training programme may be commissioned by an organisation. The commissioning organisation may have agreed to compensate the creator for the work. In such a case, the Endorsed Provider that commissions the work will be acknowledged as the owner and must provide written, signed and dated verification of their right to holding the IP rights.

It is a condition of endorsement that the organisation applying for SkillsActive endorsement must own the IP for the training programme(s) that they are requesting to be endorsed, as well as all subsequent programmes endorsed under their endorsement. All training providers will be required to sign the application form as confirmation of their IP ownership status. Should this not be the case, an investigation will be conducted and any infringement of this condition may result in suspension of endorsement and legal action.

Partnerships and collaborations with other organisations

Organisations may, from time to time, wish to work collaboratively with other organisations, for example for marketing and promotional purposes. In the event of such collaborations, only one organisation may hold the IP for any SkillsActive endorsed programmes, and only the IP owner may issue, apply and advertise using SkillsActive and any other relevant logos, branding or identification of SkillsActive professional registers.

Distribution of endorsed training from the IP owner to another organisation cannot take place unless both organisations hold a Multiple Endorsement and the training is delivered under the name of the IP owner. **NB** Any complaints regarding delivery will be referred back to the IP owner but both Endorsed Providers may be at risk of [sanction](#).

SkillsActive Endorsed Providers must provide learners with clear, unambiguous information as to the owner of any endorsed programme. Therefore, any information provided by organisations who wish to work in partnership must explicitly state the name of the Endorsed Provider in all of their information and marketing material.

CPD points may only be awarded by SkillsActive Endorsed Providers. Any partner organisation that is not currently endorsed by SkillsActive is not permitted to use or imply that they hold SkillsActive endorsed status.

Any SkillsActive logos, branding or claims for professional registers CPD points must be used as instructed and may only be applied to training programmes that are currently endorsed by SkillsActive.

Organisations that are found to be in breach of any of the conditions stated or any other non-compliance activities will have their endorsement suspended.

Diagnostic/injury management

Whilst SkillsActive welcomes CPD training across all disciplines, there are clear boundaries between the scope of practice of medical/clinical professionals and those of professionals within our sectors. Training cannot therefore include any reference to the diagnosis of injuries or illnesses and can only recommend management of specific medical conditions via referral from a relevant qualified medical/clinical professional and where participants possess the appropriate pre-requisite qualification (e.g. Exercise Referral, Level 4 Lower Back Pain, Level 4 Cardiac Rehab etc.).





Nutrition

In accordance with the REPs Occupational Descriptor, Level 3 Personal Trainers should not provide prescriptive nutritional advice or develop bespoke individualised nutrition plans for clients. Therefore SkillsActive will not accept any submissions in this discipline.

Visit the [REPs website](#) for more information regarding the limitations around nutritional training.

Training involving ante/post natal women

Any CPD training that involves ante or post natal women can be endorsed* but the prerequisite for this will be Level 3 Ante/Post Natal as generally the adult participating in the activity will be either pregnant or caring for a child/baby.

Any parents/carers bringing a child/baby to a class with them whether the child/baby takes part in the activity or not must be asked by the class instructor to sign a disclaimer. **At no point can the baby/child be used as an aid to the activity.**

Example of a disclaimer where children are present:

The class participant understands that...

1. All children must be supervised by their parent or guardian at all times.
2. The class instructor is not primarily responsible for the welfare or supervision of any child.
3. Children remain the responsibility of their parent or guardian at all times.
4. The class instructor will take every reasonable step to control risks during the exercise session. However, it is impossible to eliminate all risks completely and parents and guardians recognise and accept this.

The class participant must complete the following:

I acknowledge that participating in physical activity with my child in attendance or taking part carries a risk and I accept all responsibility for that risk.

Parent/Guardian signature..... Date.....

* providing no part of the training conflicts with our terms and conditions or REPs insurance requirements.

Training involving children/babies/animals/non-conventional fitness equipment

If you are thinking of submitting training that involves any of the above, please contact us on 020 3434 4384 before starting the endorsement process to ensure that it does not conflict with our terms and conditions or REPs insurance. If in any doubt, contact us.





Training involving healthy older adults

For fitness training aimed at the healthy older adult, SkillsActive has provided a definition to support training providers in knowing what content is appropriate to the level of the learner.

Physiology wise, we age from about 30, but the significant changes to body functions and brain take place from about 60+. However, from 50+ a healthy older adult requires not only consideration for exercise, but significant attention to the teaching process and skill sets of those teachers delivering exercise to healthy older adults.

Definition

SkillsActive's National Occupational Standards (NOS) classify older adults as aged 50+ or older. Guidance for classifying 'healthy older adults' would be those individuals who are generally fit and have no health conditions that limit their mobility and can undertake the following activities daily, as advised by the NHS for the healthy older adult:

- At least 150 minutes (2 hours and 30 minutes) of [moderate-intensity aerobic activity](#) such as cycling or fast walking every week, **and**
- [muscle-strengthening activities](#) on 2 or more days a week that work all major muscle groups (legs, hips, back, abdomen, chest, shoulders and arms).

OR

- 75 minutes (1 hour and 15 minutes) of [vigorous-intensity aerobic activity](#) such as running or a game of singles tennis every week, **and**
- muscle-strengthening activities on 2 or more days a week that work all major muscle groups (legs, hips, back, abdomen, chest, shoulders and arms).

OR

- An equivalent mix of moderate and vigorous-intensity aerobic activity every week (for example two 30-minute runs plus 30 minutes of fast walking), **and**
- muscle-strengthening activities on 2 or more days a week that work all major muscle groups (legs, hips, back, abdomen, chest, shoulders and arms).

What counts as moderate-intensity aerobic activity?

Examples of activities that require moderate effort for most people include:

- | | |
|---|--------------------------|
| • walking fast | • playing doubles tennis |
| • doing water aerobics | • pushing a lawn mower |
| • ballroom and line dancing | • canoeing |
| • riding a bike on level ground or with few hills | • volleyball |

What counts as vigorous-intensity aerobic activity?

Examples of activities that require vigorous effort for most people include:

- | | |
|--|-------------------------------------|
| • jogging or running | • playing football |
| • aerobics | • hiking uphill |
| • swimming fast | • energetic dancing |
| • riding a bike fast or on hills | • martial arts |
| • playing singles tennis | |





What counts as muscle-strengthening activity?

- carrying or moving heavy loads such as groceries
- activities that involve stepping and jumping such as dancing
- heavy gardening, such as digging or shovelling
- exercises that use your body weight for resistance, such as push-ups or sit-ups
- [yoga](#)
- lifting weights

Please note:

1. Level 2 gym instructors will be able to attend this training programme providing the content meets the target audience definition above. The training programme can be either classed as a Course (minimum 8 hours guided learning, part-mapped to NOS and mandatory assessment) or a Workshop (no mapping or mandatory assessment) given that Level 2 gym instructors do cover these knowledge requirements.
2. If the training programme content is aimed at older adults who are outside the given definition of healthy older adult (above), then the pre-requisite for a REPS member to attend would be to hold the full Older Adult qualification. Furthermore, should the target audience for the training programme cover older adults who have a medical condition then this would require the REPs member to have both the Older Adult and Level 3 Exercise Referral qualifications. An assessment would also be mandatory at the end of the training programme, so the training must be delivered as a course (8 hours guided learning hours and mandatory assessment).

References:

NHS website:

<http://www.nhs.uk/Livewell/fitness/Pages/physical-activity-guidelines-for-older-adults.aspx>

<http://www.nhs.uk/Livewell/fitness/Documents/older-adults-65-years.pdf>

WHO website:

<http://www.who.int/healthinfo/survey/ageingdefnolder/en/>

Code of practice for training providers

Along with agreeing to the [Terms and Conditions](#) for endorsement, all providers going through our quality assurance process will be required to agree to the [Code of Practice for Training Providers](#), which outlines the rights, relationships, responsibilities and professional standards of training providers who have successfully achieved endorsement.

Complaints, appeals and sanctions

It is SkillsActive's responsibility to learners to ensure that Endorsed Providers are performing to the [Code of Practice](#) and [Terms & Conditions](#) required as part of their SkillsActive endorsement agreement. If a complaint is received against an Endorsed Provider, support will be given by the SkillsActive EQAs and Professional Development team to the Endorsed Provider, if the complaint is upheld. Non compliance may result in a [sanction](#), which will only be applied as a last resort and when all reasonable actions have been attempted.





SkillsActive also aims to provide fair and reliable judgements for all training providers who are and wish to deliver endorsed training, and provide an Appeals process for any training provider who wishes to appeal against an endorsement decision.

To appeal against an endorsement decision or make a complaint, training providers should follow the complaints and appeals process detailed [here](#).

Confidentiality

All training materials and other potentially sensitive information which is reviewed during the course of the quality process are treated in strict confidence. In some cases, there may be a requirement for Registrars and the Quality and Standards team to view some relevant parts of information for compliance purposes. The materials will also be reviewed by an independent evaluator.

In the case of sanctions as a result of a quality assurance visit, the Professional Development Panel, a body of industry experts that supports the work of the Professional Development team, will be sent the External Quality Assurer's (EQA) report; please note that all EQAs, evaluators and members of the Professional Development Panel have signed a confidentiality agreement.

Training and support for training providers

Bespoke training days and support are offered to those training providers needing further clarification and support to be able to submit a high standard submission. A full list of our training days can be found in [Appendix I](#). More details can be found in the [SkillsActive Shop](#) or you can contact the Professional Development Officer on 020 3434 4384 or email endorsement@skillsactive.com.

The SkillsActive Shop also provides templates to help you to create your training resources, which you can either buy as a bundle or individual packs, These will give you the tools for a successful submission for endorsement and also help to set up and deliver your training, as well as ensure standardisation with excellent policies and procedures to put in place. Please visit the individual links [here](#) for the packs for more information.

Support Consultants are available to help you from concept to finished submission, and are available by the hour or day. For full details visit our [website](#).

Quality Training Portal

The SkillsActive [Quality Training Portal](#) (QTP) is an online platform for everyone qualified and unqualified to search for endorsed training and qualifications in the Active Leisure, Learning and Well-being sector. SkillsActive's universal selling point (USP) is that all training is quality assured and regulated by an external independent employer-led body through a code of practice. Training can be searched for by price, location, discipline, sector, post code, distance, mode of study and date of training. More information can be found in the [QTP FAQs](#).





ActiveAdvantage

ActiveAdvantage is a membership benefit for training providers that engage with the endorsement process. The scheme is committed to delivering a wide range of high quality, good value business services to help training providers become more profitable by reducing bottom line operating costs, while at the same time helping to improve the overall quality of service to customers.

We have carefully chosen market-leading specialists in print and design, utility bills, card and online payment processing and telecoms. These services provide training providers who are going through endorsement with a free audit at no extra cost and have shown to reduce costs by up to 40% in some cases. For full information, visit the [ActiveAdvantage](#) website.

SkillsActive professional registers for all sectors

Building on the success of the [Register of Exercise Professionals](#) (REPs), SkillsActive is creating seven more registers for specific areas:

1. [The Register of Aquatic Professionals](#) (RAPs)
2. [The Children's Activity Professionals Register](#) (Capre)
3. [The Register of Playwork Professionals](#)
4. [The Register of Personal Development Practitioners in Sport](#) (RPDPS)
5. [The Register of Beauty Professionals](#)
6. Coming soon: a register for Outdoors professionals - focused on bringing all outdoors operators together.
7. Coming soon – a register for Golf professionals - Green keepers etc

Registers in detail

The following registers are operated and owned by SkillsActive:

- **The Register of Exercise Professionals (REPs)**

REPs is a public register providing a system of self-regulation for the fitness industry which aims to ensure that all exercise professionals are suitably knowledgeable and qualified to safeguard and to promote the health and interests of the people who use their services. There are over 30,000 members of REPs and most employers insist on REPs membership for their fitness staff. REPs has reciprocal membership with other registers around the world which can allow for international portability of qualifications.
- **The Register of Aquatics Professionals (RAPs)**

RAPs provides a system of regulation to ensure that individuals working in the aquatic industry meet agreed National occupational standards (NOS), which describe the knowledge, competence and skills of good practice. It recognises the expertise and qualifications of individuals and offers assurance to consumers and employers that all registered aquatic professionals are appropriately qualified and have the competence to perform their specific roles.

RAPs receives support from the industry and is governed in partnership with the Amateur Swimming Association (ASA), The Royal Life Saving Society (RLSS) and the Swimming Teachers Association (STA).





- **The Children's Activity Professionals Register (Capre)**

Capre is for individuals working in the children's physical activity industry and recognises the expertise and qualifications of those working in children's activity roles. It offers assurance to parents, schools and employers that all registered children's activity professionals have suitable qualifications and the ability to perform their specific roles, and provides a system of regulation to ensure that individuals meet agreed NOS, which describe the knowledge, competence and skills of good practice.

Capre receives support from SkillsActive's partner COMPASS, and other key organisations in the industry: Fit for Sport, Let Me Play, Fulham FC Foundation, Super Camps and Sports Plus Scheme.

- **The Register of Playwork Professionals**

The Register of Playwork Professionals aims to support playworkers and provide assurance to both employers and the general public that those on the register are qualified to do their job.

The Register of Playwork Professionals' vision for playwork is: *A skilled, qualified and developing workforce, whose practice is underpinned by the Playwork Principles, and who provide high quality, accessible play opportunities for children and young people (UK Play and Playwork Education and Skills Strategy 2011-16).*

- **The Register of Personal Development Practitioners in Sport (RPDPS)**

RPDPS acknowledges and recognises the industry experience and qualifications of those working with athletes and players who are part of the NGB Talent Pathway, Lottery funded programs or professional performance environment. It provides a regulatory system that ensures that individuals meet agreed NOS, which outline the knowledge, competence and skills of good practice, and offers assurance to employers, athletes and players that all registered RPDPS practitioners have the suitable qualifications and the ability to perform their specific roles.

RPDPS receives support from the England and Wales Cricket Board, Professional Cricketers Association, English Institute of Sport, Talented Athlete Scholarship Scheme (TASS), Rugby Football Union, Rugby Players' Association and Welsh Rugby Players' Association, Professional Players Federation, British Judo, SportWales and Youth Sport Trust.

- **The Register of Beauty Professionals**

Habia is the government approved standards setting body for the hair, beauty, nails and spa industry, and is part of the SkillsActive. Launched by Habia in 2013, the Register of Beauty Professionals is owned and operated by SkillsActive. Designed for individuals working in the beauty industry, the register recognises relevant expertise and industry qualification and offers assurance to the public that all member beauty professionals have suitable qualifications and the ability to perform their specific roles. It provides a system of regulation to ensure that individuals meet agreed National Occupational Standards (NOS), which describe the knowledge, competence and skills of good practice.





The endorsement process

Endorsement applications are completed online via the SkillsActive website. You may find it useful to read through this section first so that you are aware of all the evidence you will need to have ready before submitting your application for endorsement. You can also start and save your application online at any time if you find you do not have the required pieces of evidence to hand.

Click [here](#) to go to the endorsement home page.

It is then six easy steps to getting your training submitted for endorsement. Follow through the steps - at each point, guidance is given but you can also use this guide to assist you and give you more detail.

1. Choose a sector
2. Select a level
3. Choose an endorsement product
4. Select a training type
5. Review the checklist
6. Apply

Click on **Apply** to continue.

1. CHOOSE A SECTOR

The first option is to choose your sector from the following:

- Fitness
- Sport
- Playwork
- Beauty (Habia)

Endorsement in Outdoors and Caravans will be available soon.

Cross sector – SkillsActive endorses training that works across all areas of the Active Leisure, Learning and Well-being sector, for example:

- First aid
- Business skills
- Communication skills
- Accounting and management

2. SELECT A LEVEL

Next, you need to select the level of endorsement you require from the following options:

- **Lead Provider/Centre of Expertise** (Habia only) – this comes with additional benefits such as being involved in tender projects with SkillsActive. Lead Providers/Centre of Expertise also get a designated account manager to help drive their business.

NB: all Lead Providers/Centre of Expertise must be approved first as an Endorsed Provider.





- **Endorsed Provider** – this is for training providers that offer CPD training and qualifications; this is the most common level of endorsement.
- **Compliant Provider** – this is for training providers that offer their own non-endorsed CPD training. A Compliant Provider logo shows employers and learners that the training provider has sufficient quality assurance processes in place and occupationally competent staff, and that they comply to an established code of practice.

3. CHOOSE AN ENDORSEMENT PRODUCT

Select the endorsement product that most suits you, choosing from the following:

If you have selected Endorsed Provider:

- **Single Endorsement** (Habia: formerly CPD) - a one-year SkillsActive endorsement for a single piece of training; it may be a Course, Workshop or Other type of programme. This is suitable if you have only one or two pieces of training to endorse.
- **Multiple Endorsement** (Habia: formerly CPD) - a two-year SkillsActive Multiple Endorsement enables you to award CPD points to as many training programmes as you wish within the endorsement period, after you have submitted an initial training programme to SkillsActive for approval. For quality assurance purposes, during the endorsement period you will be required to provide SkillsActive with a minimum of two training programme submissions and an EQA will make arrangements to conduct a quality assurance visit.

Depending on your sector, you have the following choice of Multiple Endorsement products:

Fitness:

- **Multiple Course Endorsement:** by achieving endorsement for a Course submission, you are then able to have endorsed all other Courses, Workshops and Other CPD throughout your endorsement period, and are able to upload them and any relevant qualifications to the Quality Training Portal.
- **Multiple Workshop Endorsement:** as above but the initial submission will be for a Workshop and further CPD excludes Courses.
- **Multiple Other Endorsement:** as above but the initial submission will be for an Other CPD, and further CPD excludes Courses and Workshops.

Playwork, Sport and Hair & Beauty:

- **Multiple Training Endorsement:** by achieving endorsement for a Course submission through Multiple Endorsement, you are then able to have endorsed all other Courses, Workshops and Other CPD throughout your endorsement period, and are able to upload them and any relevant qualifications to the Quality Training Portal.

NB: Training providers intending to apply for Multiple Endorsement are entitled to a complimentary pack of our [support templates](#) by paying a 35% deposit against the endorsement cost. The pack can be used to create your Operations Manual, Assessment pack, Tutor Support Pack, Quality Assurance pack and your Learner Resource Pack and training manual to ensure you are fulfilling our criteria for endorsement in these areas.





- **QCF Verification** (Habia: formerly Member Skills) - endorsement for training providers who only offer qualifications listed on the Qualifications and Credit Framework (QCF).
- **Higher education endorsement** - this is purely for higher education institutions to gain endorsement by including vocational qualifications in their degrees, and is covered in another guide.
- **Level 4 training programme endorsement** (fitness only) - this allows endorsement of Specialist Exercise Instructor Awards, and is covered in another guide.

If you have chosen Compliant Provider:

- **Centre Verification Check (CVC)** - for training providers who offer either training or qualifications but choose not to be endorsed. Our quality logo shows that they have sufficient policies and processes in place to deliver training.

4. SELECT A TRAINING TYPE

You are then required to select the type of training you are offering from the following categories:

If you have chosen Single or Multiple Endorsement: (Habia: formerly CPD)

- **Course** (8-16 CPD points per programme)

A programme of learning that must be a minimum of eight learning hours; be part-mapped to the relevant National Occupational Standards (NOS), and have a summative or continuous assessment (theory and/or practical).

NB: Certain fitness programmes must be submitted as a Course as the technical knowledge being taught has not been covered in the qualification framework. Therefore to ensure depth of knowledge is sufficiently covered and competence of this new skill is assessed the following programmes will only be considered in a Course format:

Boxing, kettle bells, suspension training, group indoor cycling, pole fitness/dancing, boot camps, strapping and taping, and High Intensity/High Intensity Interval Training (HIT/HIIT), as well as circuits and aqua programmes that contain any of these elements – see [below](#) for added criteria relating to HIT/HIIT.

NB: SkillsActive does not accept submissions related to management/clinical nutrition.

- **Workshop** (4-6 CPD points per programme)

A programme of training that must be a minimum of four learning hours, with no requirement for mandatory assessment or mapping to NOS.

- **Other** (1-3 CPD points per programme)

An endorsement category for any form of training of at least one learning hour which develops a learner's knowledge and skills but doesn't come under the Course or a Workshop categories i.e. conferences, seminars, podcasts and articles.





If you have chosen QCF Verification: (Habia: formerly Member Schools)

- **QCF Verification Unlimited** - this allows you to list as many qualifications as you wish on the QTP, as long as they fit our subject categories and are on the QCF. Qualifications can include generic titles such as first aid, PTTLS, management etc. With this option you can also add dates and venues for no extra charge.
- **QCF Verification 3** - this allows you to list up to three qualifications on the QTP, as long as they fit our subject categories and are on the QCF. Qualifications can include generic titles such as first aid, PTTLS, management etc. To add dates and venues costs £10+VAT per programme.
- **QCF Verification 1** - this allows you to list one qualification on the QTP, as long as it fits our subject categories and is on the QCF. Qualifications can include generic titles such as first aid, PTTLS, management etc. To add dates and venues costs £10+VAT per programme.

NB: evidence of AO permission to deliver any qualifications that you list on the Quality Training Portal is required before the details can go live on the site.

Training programme design and content

SkillsActive recognises the need to allow for flexibility in the design and assessment of endorsed training programmes. However, training programmes that require competencies not covered in National Occupational Standards or include elements of HIT/HIIT (high intensity/high intensity interval training) require stronger and consistent guidelines. This includes training involving equipment* or aspects of the following that are not covered in the pre-requisite qualification: kettlebells, suspension training, ViPr, Powerbags, Bulgarian Bags, Indian Clubs, Crossfit, Plyometrics, Medicine Balls, Tornado Balls etc (this list is not exhaustive and is subject to amendments/additions as the need arises).

NB: Where an Endorsed Provider has already endorsed one of these programmes, any follow-on, advanced version will be accepted for endorsement as a Workshop as long as the pre-requisite is the endorsed Course.

Training programmes that include elements of the above (or derivative of), either as their sole theme or as a part of the programme, must be presented as a Course and not a Workshop i.e. 8 guided learning hours, part-mapped to NOS, and include an assessment.

Course learning objectives must explicitly cover guidelines on gathering client information (screening), risk assessment and client safety.

*Please note that it is not the equipment per se, but the way it is proposed to be used during the training, e.g. simply using medicine balls as added resistance could be classified as a Workshop (no assessment or mapping to NOS required) whereas if they are used for explosive-type exercises, this would need to be a Course in which the candidate is assessed on their delivery.

Tutor/assessor skills

High level practical teaching skills are needed for anyone teaching these programmes.





Where CPD training contains elements as above they must be delivered/assessed by tutors/assessors who, as well as being occupationally competent, can demonstrate advanced/high level teaching/assessing skills.

Advanced/High Level teaching skills include, but are not restricted to, the following:

- tutors/assessors who have a teaching/assessing qualification (not simply be working towards one)
- tutors/assessors who have experience of teaching/assessing groups (if the CPD involves teaching/assessing groups)
- tutors/assessors who have a qualification related to teaching groups (if the CPD involves teaching groups)
- tutors/assessors who have a qualification and/or appropriate experience within the specified CPD discipline

NB: tutors/assessors need only demonstrate criteria above where it is relevant to their submission.

Mandatory NOS

If the CPD contains any elements as above, it **MUST** be mapped to the linked National Occupational Standards outlined below:

Course content	Compulsory NOS to be mapped against
Teaching groups	D452 Instruct and Supervise Gym-based Exercise (group) 452.1 Prepare clients for gym-based group exercise; 452.2 Instruct gym-based group exercise; 452.3 Observe and supervise gym-based group exercise; 452.4 bring a gym-based group exercise session to an end.
Delivering high intensity training	D452 Instruct and Supervise Gym-Based Exercise 452.2.4: Observe the clients during exercises and monitor intensity; 452.2.5: Ensure that clients carry out exercises in a safe and effective manner.
Utilising specialist equipment	D461 Deliver Exercise and Physical Activity as part of a Personal Training Programme 461.3.8: Observe and analyse clients' performance, providing positive reinforcement throughout; 461.3.9: Correct techniques at appropriate points; 461.3.10: Progress or regress exercises according to your clients' performance.

Assessment processes

These training programmes must also contain appropriate continuous or summative assessment.

Guidelines for assessment criteria

The following must be assessed:

- Risk assessment
- Screening





- Teaching skills (observation, monitoring intensity, alternatives (progression/regression), motivation, client care etc)
- Instructor technique and demonstration
- Session design

5. REVIEW THE CHECKLIST

For this section you are required to collate the required evidence to show that you meet the criteria for the relevant training category you have chosen.

For endorsed training, Courses require the most evidence, followed by Workshops and then Other. For QCF Verification and Compliant, only two pieces of evidence are required.

On the checklist webpage, you will only see the checklist relevant to the training category you have chosen. Take time to read through the evidence checklist. Each evidence heading contains a drop down box to give you more information on what is required, or you can read on in this pack to gain more detail.

At the bottom of the checklist page you are required to tick to say that you have read and understood the evidence requirements.

Remember if you are unsure you can call and speak with the Professional Development Officer on 020 3434 4384 or email endorsement@skillsactive.com.

The table overleaf shows you the evidence by the training category that you are required to provide with your application. For example if you are just submitting a single Course, follow the column down to see the pieces of evidence you will need to include, highlighted **RED** for this example.

For each piece of evidence you may need to send more than just one thing, for example CVs - you may have a large team of 10 assessors and tutors. You would then need to zip all this information together in one file so that you can attach it to your application.





Table to show example of evidence

Evidence	Lead Provider/Centre of Expertise	Multiple Endorsement	Single Endorsement - Course	Single Endorsement - Workshop	Single Endorsement – Other*	QCF Verification Unlimited	QCF Verification 3	QCF Verification 1	Centre Verification Check (CVC)
1. General description of training		√	√	√	√				
2. Learning aims and outcomes		√	√	√	√				
3. Facilities and physical resources		√	√	√	√				
4. Pre-requisites (fitness only)		√	√	√	√				
5. CVs of tutors, assessors and IQAs		√	√	√	√				√
6. Training Provider Operation Manual		√	√	√					√
7. Learner Resource Pack		√	√	√	√				
8. Tutor Support Pack		√	√	√	√				
9. Tutor Resources		√	√	√	√				
10. National occupational standards toolkit		√	√						
11. Assessment		√	√						
12. Additional criteria (Habia Centre of Expertise only)	√								
13. Letter of approval						√	√	√	
14. External qualification report						√	√	√	
15. External quality kitemark i.e. Ofsted	√								
16. Employer reference	√								
17. Finance/credit check	√								

* The range of evidence required under Other differs according to the type of training being submitted. This is detailed in the next section and also within the online checklist.





Completing the online application form

Some of the evidence needs to be recorded in the evidence box; the larger evidence material i.e. CVs, needs to be uploaded as attachments.

The first part asks you details about your organisation, for example:

Size of Organisation

Contact Name

Position

Phone Number

Attachments will include all or some of the following evidence, depending on the endorsement:

- Curriculum Vitae of tutor/s, assessor/s and internal quality assurer/s – some detail typed i.e. name of staff
- Training Provider Operation Manual
- Learner Resource Pack
- Tutor Support Pack
- Tutor Resources
- National Occupational Standards Toolkit
- Assessment

It is important that you provide all the required evidence before submitting your training. If evidence is missing it will hold up your endorsement and you may incur additional costs.

Remember if you are unsure you can call and speak with the Professional Development Officer on 020 3434 4384 or email endorsement@skillsactive.com.

Evidence descriptors for CPD training

This section will help you to understand the detail required for each part of your online application to endorse. A completed sample of the evaluator's report for your submission is provided [here](#), and shows the criteria that your evaluator will be marking your submission against.

1. General description of training

Please provide the title, level of your training and category (ie Course, Workshop or Other), as well as a brief description of the training, including the discipline i.e. outdoor play, older adults; the format of the training i.e. face to face, online, blended; the type of assessment i.e. practical, theory (if applicable), and any other details about the training that you feel are relevant to help the evaluator





understand the programme. NB: if your training includes children/babies, animals or any unconventional training equipment, please contact us on 0203 434 4384 to check it against REPs insurance.

2. Learning aims and outcomes

You need to give the evaluator clear learning aims and outcomes for your training.

NB: if you are applying in the Other category, you are simply required to state the overall aims of your CPD.

The following detail may help you to have a clear understanding of aims and outcomes.

Aims

These are the overall, general goals or intentions of a learning programme or session. For example, 'this Course aims to provide candidates with an awareness of new techniques to improve flexibility'. Aims should answer the following questions:

- What is the purpose of this training?
- What is the training intended to achieve?

Learning outcomes

These are statements that describe what a learner will be able to do as a result of the learning. They are sometimes called objectives. Outcomes should specify the knowledge and skills which someone will be required to demonstrate when they have completed the training successfully. Examples include: 'know the procedure for reporting accidents'; 'recognise the value of play to children'; 'demonstrate the ability to collect children's views on the play opportunities provided'.

Learning outcomes should address what a learner has demonstrated that they know or can do. If your training comes under the category of Workshop or Other, you should simply state the overall aims of your CPD, for example, 'to present research on new methods for improving sprinting techniques'.

3. Facilities and physical resources

This requires you to give details on the facilities/venues and equipment that you will use to deliver the training.

NB: if you are applying in the Other category, you only need add this if applicable to your training, ie conference, workshop, master class etc. It is not required for reading materials, podcasts, etc.

Please provide details of the environment, equipment and resources that are needed and essential to deliver the programme safely and effectively.

The evaluator will be looking to see that you have considered the safety of the learners with regard to the size of the area, health and safety arrangements (such as qualified first aiders at the venue), description of any specialist equipment required for the training and assessment, and how you ensure that this equipment is in good working order for all learners.





4. Pre-requisites (fitness only)

You must provide suitable learner pre-requisites for your training.

To enable a learner to access any CPD activity and be awarded the appropriate number of CPD points, you must state the entry qualifications and/or experience that learners must hold before they take part in your CPD training. It is also important that your CPD is directed to candidates at the appropriate level. Please use the table of pre-requisites to determine which pre-requisites apply to your CPD and what the appropriate level is.

Table of pre-requisites and mapping suggestions for fitness

For pre-requisites and mapping suggestions please go to the [website](#) for the most current and up-to-date information.

5. Curriculum Vitae of tutor(s), assessor(s) and internal quality assurer(s)

Include relevant CVs for **all** teaching, assessing and invigilating staff.

NB: if you are applying in the Other category, SkillsActive will accept biographies of conference presenters and other types of training, however biographies must cover relevant experience in the discipline they are teaching/presenting, as well industry qualifications. If delivering Other training in a classroom setting, tutors and quality assurers must follow the criteria given below.

The following guidelines are given to help establish the level of qualification expected; staff should also be technically competent in the discipline they are delivering as well as having occupational experience.

Where a professional register exists, tutors and assessors must be affiliated to the relevant professional register e.g. the Register of Exercise Professionals (REPs) for those delivering exercise and fitness training and qualifications.

Tutors

A tutor can also perform the role of assessor, however this is not considered good practice and if possible should be avoided.

Tutors are required to hold at least **one** of the following and it is recommended that they have adequate experience of teaching:

- Teacher training qualification (Undergraduate/Postgraduate)
- Accredited Institution PG Cert in teaching and supporting learning (e.g. HEA UKPSF)
- PTLLS (Preparing to Teach in the Lifelong Learning Sector)
- Level 3 Award in Education and Training (QCF)
- [SkillsActive Tutor Training Workshop](#)

Any tutor who does not currently a qualification is required to attend SkillsActive training as a minimum starting point towards delivering endorsed CPD programmes.





Assessors

Assessors are required to hold at least **one** of the following and it is recommended that they have adequate experience of assessing:

- Level 3 Award in Assessing Vocationally Related Achievement (QCF)
- Level 3 Award in Assessing Competence in the Work Environment (QCF)
- Level 3 Certificate in Assessing Vocational Achievement (QCF)
- A1/A2 (previously D32, D33)
- Relevant predecessor NQF assessor qualifications
- [SkillsActive Assessor Training Workshop](#)

Any assessor who does not currently hold a qualification is required to attend SkillsActive assessor training as a minimum starting point towards assessing endorsed CPD programmes.

Internal quality assurers (IQA)

Training providers must have an internal quality assurance policy and procedure in place. It is not advisable that quality assurance be carried out by the person performing the role they are quality assuring, however where necessary this can be achieved through reflective practice, video observation and feedback forms. However, SkillsActive does not advocate this method as it could affect the quality of your delivery.

Internal Quality Assurers are required to hold at least **one** of the following and it is recommended that they have adequate technical experience of the programme(s).

- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- VI (previously D34)
- Relevant predecessor NQF internal quality assurance qualifications
- [SkillsActive Quality Assurance Workshop](#)

Any IQA who does not currently hold a qualification is required to attend SkillsActive internal quality assurance training as a minimum starting point towards quality assuring endorsed CPD programmes or within the first year of their endorsement period.

6. Training Provider Operation Manual

The following guidelines are given to help you understand what is required in the Training Provider Operation Manual. You can also purchase a template from the [SkillsActive Shop](#).

The Training Provider Operation Manual is a document detailing the organisation's policies and procedures. It should include any forms that tutors and/or assessors will use. All members of your team should be given a copy and have an understanding of the policies inside.





The manual contains descriptions of the standard operating procedures that underpin the management and delivery of all training programmes.

NB: If there are any changes to the operation manual during the term of your endorsement, SkillsActive must be informed in writing.

Example Training Provider Operation Manual

Use this section to assist you with collating your operation manual.

Section 1: Mission statement, aims and objectives

It is the tutor's responsibility to uphold these. This section should introduce the training provider's general intention behind the training programme, together with the specific aims and objectives of the programme.

Example mission statement

"[Insert provider name] will commit to offer the highest quality of training possible. We will do this by ensuring that we take into account each learner's needs and learning styles. All learners will be given the opportunity to provide feedback. We commit to address any issues raised. We will also provide up-to-date research and give an assurance that all tutors will be occupationally competent".

Section 2: Equal opportunities policy and procedure

The equal opportunities policy sets out the organisation's commitment to ensuring all learners are given a fair and non-discriminatory opportunity to participate in your training. The procedures describe how you will ensure that the policy is consistently applied. Equal opportunities policies and procedures are a legal requirement and give learners confidence in your ability to cater for, and adapt to, their individual learning needs.

All learners should be asked to identify any specific individual needs in relation to the training, for example by asking learners to identify any particular physical or learning needs in the application form, to enable you to take the necessary steps to ensure that they will be able to access the training appropriately, e.g. a hearing impairment or English as second language. Having prior knowledge of learner needs enables the tutor/assessor to make some reasonable adjustments to the materials and training methods to suit the identified needs. Please ensure all relevant policies and procedures are in place for groups that might be relevant for the training.

Example equal opportunities policy and procedure

- We are committed to ensuring that learners will be treated with respect, regardless of gender, sexual orientation, race, religion or social background.
- Should individual requirements be identified, then [insert provider name] will endeavour to accommodate their needs, wherever possible.
- We will ensure our teaching methods accommodate a wide range of learning styles.





Section 3: Appeals procedure

The appeals procedure gives the learner confidence that they will be assessed in a fair and appropriate way. The appeals procedure sets out how a learner may make a formal appeal against an assessment decision that they deem has been conducted inappropriately or unprofessionally.

The appeals procedure should cover:

- The purpose
- Grounds for appeal
- Appeals procedure
- Appeal outcomes
- An appeal request form

Section 4: Policy for learning support and reasonable adjustments

This policy details your commitment and scope towards providing support for learners in relation to their individual learning needs, e.g. dyslexia, other learning needs, or disabilities.

The policy lists the range of 'reasonable adjustments' to the training and assessment that will be put in place to support the learner and ensure they have fair access to learning and assessment opportunities.

Areas to cover are:

- Resources: CD ROM, enlarged text
- Training: Provide extra support time or a tour of the venue
- Assessment: a reader, scribe, additional time

Section 5: Quality assurance policy and procedure

The quality assurance policy sets out your commitment towards ensuring that all training and assessment consistently meets SkillsActive or AO quality standards.

The procedure should describe the steps you will take to ensure that all training and assessment, across all venues and with different tutors, is quality assured and consistent. You can purchase a template Quality Assurance Support Pack from the [SkillsActive Shop](#).

A suitably qualified/experienced internal quality assurer (IQA) is required to ensure that:

- regular staff training and meetings take place and are recorded;
- assessment decisions are correctly recorded and sampled for validity and reliability (i.e. approximately 10% of assessments, written and practical, should be marked/observed by another trainer/assessor) to ensure assessment decisions being made are correct and consistent;
- teaching and learning is observed and any development needs are recorded and acted upon;
- provision is made for different learner needs.

It is important that you cover both the policy (what you are committing to do) and the procedure (how you are going to do it).





Tutor procedures for recording and retaining evidence

SkillsActive requires Endorsed Providers to retain training and assessment records for a minimum of two years. Therefore, you must describe how you will retain and securely store learners' assessments and training records.

7. Learner Resource Pack

You are required to provide all of the materials that learners will use and need for your training.

NB: if you are applying in the Other category, please provide resources where appropriate, ie link to podcast, copy of publication etc. Where there are no specific learning materials, ie for a conference, please send in marketing materials that have been created to support the event.

Learner materials should include:

- **Resources given out before the training**

For example:

- Workbooks, quizzes and any online learning materials
- Links to websites or intended website text
- Leaflets, flyers and marketing materials

Ensure that promotional materials describe the programme correctly i.e. Course/Workshop; pre-requisites are clearly displayed; title is correct i.e. Course/Workshop/Qualification.

- **Pre-course instructions/letter**

These will cover a range of important practical information for the learner, such as:

- Timetable – this should include a breakdown of sessions with times, including break times, which can be included in the total learning time
- Pre-course reading instructions if applicable
- Date
- Venue
- Suitable attire
- Equipment or preparation needed, e.g. gym kit or pens, paper, etc

- **Pre-course reading (optional)**

Provide any pre-course reading that learners will be required to complete before attending face-to-face training. Please note these pre-training learning hours can contribute towards the total learning hours, but must be reflected in the lesson plans. Any pre-course reading should include learning checks to ensure it has been completed.

- **Resources used/given during the training**

- E.g. manual, DVDs, online video footage, online learning, worksheets and PowerPoint handouts, labeling diagrams, YouTube clips or links on the website.

- **Resources given after the training event**

- E.g. case study activities, theory tests, learning journals, log books





- Certificate - certificates must have the correct title describing the learning outcomes i.e. attendance/achievement/qualification. It must also show the organisation's name, a date, learner's name and authorisation signatures. Certificates must also display the SkillsActive (or Habia), endorsement and CPD point logos and well as the appropriate register logo. **Please note** that where the learner is not a member of a SkillsActive professional register, their certificate must not include the register logo.

NB: if your training uses online learning resources you must include details that enable the evaluator to access the online learning and view all the areas that a learner would access. Please ensure you set SkillsActive up as a learner giving us a username, password and access details. If you have online assessment, you will need to include a copy of your standard answers for the evaluator to check.

Example Learner Resource Pack

This outlines the basic structure of a Learner Resource Pack or manual, which can be delivered online, in hard copy or in a podcast. You can also purchase a template from the [SkillsActive Shop](#).

Section I: Introduction to the organisation, to include:

- **A mission statement** and how you will achieve this.
- **An introduction to the organisation** that tells the learner what the organisation does, its values and its purpose.
- **What is expected of the learner** - A statement that sets out what is expected of each learner in relation to punctuality, practical sessions, home-study tasks and adhering to policies such as equal opportunities and health & safety.
- **What is expected of the tutor** - A statement what sets out what the learner can expect from the tutor in relation to the teaching, support, punctuality and adhering to equal opportunities and health & safety policies.
- **Equal opportunities** - A statement of the organisation's equal opportunities policy that tutors and learners must adhere to over the course of the training and assessment.
- **Learning support and reasonable adjustments** - A statement that describes how the learners will be able to access individual learning support, with some permissible adjustments to the training and/or assessment.
- **Complaints procedure** - Instructions on how a learner may make a formal complaint in relation to the training or assessment.
- **Appeals Procedure** - The appeals procedure gives the learner confidence that they will be assessed in a fair and appropriate way. The appeals procedure sets out how a learner may make a formal appeal against an assessment that they deem has been conducted inappropriately or unprofessionally.
- **How the organisation quality assures the training provision** - A statement of commitment assuring learners they will receive the best quality of training, assessment and resources, across all venues and tutors.

NB: You could list all the relevant policies and procedures above and then inform the learner where they can access these, for example via a direct link to your website.





Section 2: The main pack/manual content

- **Contents page** - A clear list of the different sections and content within the manual, with page numbers to make it easy for the learner to find the information they want.
- **Training specific information** - Text, diagrams, pictures, examples, learning checks etc.
- All learner manuals should be technically correct, professionally presented, up to date and appropriate for the CPD activity. In addition, evaluators will be checking that the manuals are page numbered, grammatically correct, free from spelling mistakes, in printed format rather than photocopied, and easy to read. All manuals should contain a contents page and be referenced, preferably using the Harvard system.

Further information

Use of images

All images used should be your own. If they have been taken from other sources, permission should be sought from the owner and they must be appropriately referenced (see below).

Referencing (applicable to all Single/Multiple Endorsement submissions)

- ALL figures/diagrams/illustrations and material used from other sources must be acknowledged and correctly referenced. A page providing a summary of references and named authors should be included. Any training provider found to be using another's work without permission will have their submission referred for resubmission.
- Although there are many different systems of referencing, the Harvard system is the most commonly used and you may wish to refer to this. Whichever method you choose to reference your work, the most important factors are consistency and the fact that you are acknowledging where you sourced the information.

Bibliography (applicable to all Single/Multiple Endorsement submissions)

A bibliography is a list of books, articles and other sources you have used when writing a manual or learning resource. It is normally positioned at the end of the resource. Bibliographies must be presented in a specific style and they are essential to any manual/learning resources to:

- To give credit to/acknowledge your sources of information
- To help readers to find and read your sources
- To avoid being accused of plagiarism

Section 3: Practical/theory assessment (if applicable)

This section will need to include the following details:

- What the learner will be assessed on
- Invigilation guidelines and assessment procedures
- Sample of practical assessment observation checklist (if needed)
- Mock theory paper (if needed)
- Notes and areas for learner to record data (if needed) for case study work or assignments





8. Tutor Support Pack

This pack should include all the information that the tutor needs to deliver the training, including any administrative paperwork such as evaluation forms (learner and tutor), a pre-registration form/application form (screen shot if online), Physical Activity Readiness Questionnaire (PARQ) as well as lesson plans, PowerPoint slides and any additional notes that they may use in the delivery. The pack should also contain blank certificates of achievement, which must contain details of the training and display the endorsement logos. You can see a sample certificate [here](#).

You can purchase a template Tutor Support Pack from the [SkillsActive Shop](#) to help you with the required documentation

Application form/pre-course booking

Each learner should complete some form of application form or pre-course booking paperwork, it is important that the information on this is communicated to the tutors, assessors and internal quality assurance team. The application form should include questions to check individual learner requirements and any physical and/or learning needs. If bookings are completed online please send a screen shot of the booking page.

Physical Activity Readiness Questionnaire (PARQ)

It is essential to screen learners where they are expected to participate in practical sessions. The PARQ is a declaration by the learner that they believe themselves to be physically able to take part in any practical activities. This gives the tutor some reassurance that the learner is able to take part in physical activity. It will highlight areas where they may need to seek medical advice before undertaking physical activity, and identify any medical reasons that may prohibit them from doing so.

NB: If your training includes any physical activity, then this must be made known in the Learner Resource Pack and assessment guidelines as well.

Informed consent

This is a form that indicates to the learner the anticipated level and demands of the practical sessions within the training. The learner signs and dates the form as evidence of their confirmation that they a) know the level of physical exertion they will be required to take part in; and b) agree to take part and inform the tutor of any concerns during participation. Each learner should complete an informed consent form, which should be signed and dated and kept for a minimum of 2 years.

Teaching and learning agreement

You may choose to use a teaching and learning agreement. This is an agreement between the learner and tutor to conduct themselves in an appropriate manner, in accordance with the provider's policies, procedures and guidelines. The agreement aims to set the groundwork for a comfortable and positive learning environment where the tutor and learners have an agreed code of conduct.

Learner evaluation form





This is a form that allows the learner to provide feedback on the training, it can be given out in hard copy or be online. If online please ensure the evaluator has access to this form.

The form should invite comments on:

- The suitability of the venue
- The effectiveness of the tutor in relation to content delivery and adherence to learner support, equal opportunities support, and health and safety
- The learning resources
- Pre-training information and administration in relation to the training
- Any other relevant or important areas where you would like to receive feedback.

The evaluation form gives essential feedback on the learner's experience of your training so should be taken into account when planning and preparing for the next training event.

Lesson plans

A lesson plan is a guide for the tutor to follow whilst delivering the training. There must be a lesson plan for each session on the planned timetable, so if there are six teaching sessions on the timetable then there should be six lesson plans. Each lesson plan must contain the following:

- Duration of session – either 30 mins or 9.00am – 9.30am
- Description of the content
- What the tutor activities are, this may include some scripting for the tutor
- What activities the learners are doing
- The resources needed for this part of the lesson i.e. handouts, flipchart etc
- How this part of the lesson is assessed to ensure that the learners have understood the knowledge or are able to perform the skill/task.

A lesson plan is particularly important in case the tutor is unable to deliver the training, so whoever takes their place has a detailed plan to work to. An example lesson plan is provided overleaf.





Example lesson plan

Programme Name:	Communicating with your customers			Tutor:	Hanna Boyce			
Lesson plan title/no:	Introductions I			Time:	9.00am - 9.45am			
The key resources required for this session				Key health and safety considerations this session				
Wipe board Flipchart paper Marker pens Workbooks Steps and mats for students to sit on				Room layout is hazard free Bags and coats safely stored out of the way No scheduled fire practice Fire exits identified Relevant housekeeping covered				
Time	Subject matter/ content	Teaching activities	Learning styles addressed			Student learning activities	Resources	Assessments formative/ summative
			V	A	K			
8.30-8.45	Registration	Meet and greet				N/A	Registration sheet Tea/coffee	N/A
8.45-9.00	Welcome	Welcome and introductions				N/A	Name badges	N/A
9.00-9.20	What type of people may you meet	Lead a group discussion, making notes on board, and prompting overall involvement	✓	✓	✓	Interact with group discussion, take notes	Workbook	Group discussion
9.20-9.30	What might be their expectations of you?	Introduce open discussion and group work	✓	✓	✓	Interact with group discussion, create a spider gram	Workbook and plain paper	Group discussion
9.30-9.45	What might they need from you?	Put into small groups, give them a client type then give flip paper to each group and get them to come up with a list of needs for their client type	✓	✓	✓	Work in small groups to look at ideas, group discussion to present findings	Flipchart paper and marker pens	Group discussion
9.45-10.00	End of lesson - break for refreshments	Circulate				N/A	Tea/coffee	N/A

Learning styles key: V = Visual, A = Auditory and K = Kinesthetic





9. Tutor Resources

Tutor resources refer to any materials that are needed in addition to the learner pack, for example, you may want to use additional learning checks (quizzes, labelling diagrams, DVDs etc).

NB: if you are applying in the Other category, the tutor resources will only be required if the training is delivered in a classroom setting.

Additional resources may also refer to YouTube clips or links on the website for learners to pursue individually. Some training providers find it helpful to use PowerPoint and print these out so that the learner can annotate; this would be classed as an additional learning resource. It is essential to ensure that the same principles of copyright, plagiarism and referencing that have been highlighted in the learner manual are used here.

10. National Occupational Standards toolkit

National occupational standards (NOS) underpin the job roles created by employers. These are UK wide and highlight the knowledge and skills required to carry out a role effectively.

NOS establish the benchmark of competence required in the sector. Developed in conjunction with technical experts and employers, they focus on the employers' needs to ensure employability skills are reflected in training. Training providers are required to part map Courses to demonstrate relevance to the learner, and to make the level of qualification clear. Mapping is simply providing an index of where Course content covers the NOS. You can map to NOS from a number of your resources, such as PowerPoint presentations, manuals, lesson plans, and books.

Please ensure that you only map to the relevant parts within your Course. Any areas that you cannot map to please leave empty or write N/A. You will not be penalised for not mapping where it is irrelevant.

Links to planning, preparing, instructing, health and safety and code of practice are essential, and your mapping should be taken throughout the full range of the Course.

An example for a practical Course could be:

- 5 knowledge requirements from plan and prepare
- 5 knowledge requirements from instructing
- 3 knowledge requirements from health and safety and/or code of practice (these can be found in the plan and prepare, instructing units and also in the mandatory units)

An example of a theory based Course could be:

- 10 knowledge requirements
- 3 knowledge requirements from health and safety and/or code of practice (these can be found in the plan and prepare, instructing units and also in the mandatory units)

The NOS can be subjective and a little daunting on first view so if you are unsure please contact a member of the Professional Development team on 020 3434 4384 or email endorsement@skillsactive.com.





You are required to choose the relevant NOS for your training from the relevant sector below:

- [Playwork](#)
- [Fitness](#)
- Sport: [Coaching Mapping Toolkit](#)
[Leisure Management Mapping Toolkit](#)
[Sports Development Mapping Toolkit](#)
- [Hair & Beauty](#)

Example of how to complete the mapping toolkit

D439 Plan and instruct specific physical activities

Improving people's health and personal fitness through teaching physical activity lies at the heart of the programme. This involves thorough planning and the preparation of your learners. It will also involve teaching activities, giving clear instructions, explanations and demonstrations of skills and techniques, and providing your learners with the opportunity to practise these while correcting what they do with clear and positive feedback.

Knowledge requirements of the NVQ unit	Mapped against
D439.1 Plan and prepare physical activities	
K1. The importance of careful and thorough planning and preparation for physical activity	Chapter 1 pg 10-15 resource file
K2. How to identify specific objectives from the overall programme goals	Final written assessment task 1 & 2
K3. How timings intensities and sequences can affect outcomes	Chapter 1 pg 6, 8 and 10-15 resource file
K4. The importance of matching teaching and learning styles to maximise clients' progress and motivation	
K5. Why a balance of instruction, activity and discussion is necessary	
K6. How to utilise verbal and non-verbal communication techniques	Logbook tasks 1-29 and resource videos
K7. How to select and prepare the equipment and environment you need	Lesson Plan 3
D439.2 Prepare clients for physical activities	
K8. Why it is important to make sure your clients are properly prepared physically and psychologically before activity begins	Chapter 1 pg 8-9 and resource videos
K9. Why you should find out from your clients how they responded to previous physical activity and if anything has changed since then	Chapters 2-6
K10. Why you should explain the objectives and activities you have planned to your clients	
K11. Why your clients need to know the physical and technical demands of the activity and how this might affect their motivation	
K12. Why it may be important to negotiate and agree changes to your plans with your clients	





11. Assessment

The assessment task(s) should measure the learner's achievement of the learning outcomes of the programme. Appropriate assessment methods must be used, and may be formal or informal assessments. You can purchase a template Assessment Support Pack from the [SkillsActive Shop](#).

A Course submission must include either a summative or continuous (formative) assessment. Courses with a practical element, for example circuit training or boxing, will require the learner to demonstrate their skills via a **practical** assessment. Therefore, a practical assessment checklist with marking criteria for the assessor is required.

Courses that are theory based, for example anatomy and physiology, may require only a **theory assessment or case study** with a marking criteria for the assessor; your evaluator will let you know if they consider your Course also requires a practical assessment. Marking checklists set out the minimum skills or knowledge requirements for learners to meet/pass the assessment, and help assessors to make fair and reasonable assessments for all learners. Include ALL paperwork that the assessor will use to mark and record assessment decisions.

NB: Applications submitted under fitness should ensure the pass mark for written assessments is 70%.

Online assessment

If your assessment is online please include links as well as access to the assessments and the standard answers.

NB: If online training is submitted as a Course with a theory assessment, this would need to be invigilated under exam conditions.

Practical assessments

Observation checklists are used to assess a learner's practical skills. The observation checklist must cover the learning outcomes listed at the top of the application. For example, if a learning outcome is 'to be able to demonstrate lifting an item safely', then the learner would be required to first learn how to do this and then demonstrate their ability. The 'demonstrate' part is what is required to confirm they can lift the item safely.

Theory assessment

These are often best applied when learner's knowledge or understanding of a concept or theory is required.

Examples of how theory assessments can be created include:

- Case study
- Multiple choice questions
- Essay/project
- Assignments (log books)





DVD assessment

If you are considering using video assessment as part of the Course assessment, please be aware that all filmed assessments **MUST** conform to the following guidelines:

- Presented on a DVD format.
- Clearly labeled and include full personal details including: full name, date of birth, assessment date, candidate number (if applicable) and CPD Course title.
- Contain footage of the assessment **ONLY**, which must commence at the beginning of the DVD.
- Filmed in **ONE** take. Learners should be asked to resubmit if their DVD contains any edits.
- Contain a minimum of six participants for a group exercise setting e.g. a Pilates class, or exercise to music session.
- Ensure that the DVD shows the learner and their participants in full view (camera shot) at all times throughout the filming.
- Ensure that the learner's voice and any relevant music must be clearly audible at all times throughout the filming. If the learner's instructions are inaudible, the DVD will be referred for resubmission. Comments made by participants need to be audible
- Be conducted in a suitable environment e.g. a hall or commercial health and fitness centre. If the venue is deemed to be unsatisfactory, the learner's assessment will be referred for resubmission.
- Be accompanied by a copy of the lesson plan(s) (or session overview) if applicable.
- Be accompanied by a copy of the health and safety and risk assessment plan.
- Be accompanied by a legally recognised form of identification including a photograph e.g. driving licence or passport.

Assessment marking criteria

When assessing learners, either throughout the Course (formatively) or at the end (summatively), it is essential that there is some indication of how many points each question in an assessment is worth. Marking criteria is equally important for the tutor/assessor as they can ensure that all staff are marking the same and therefore give a standardised mark.

Invigilation guidelines

No specific knowledge or experience is required to be an invigilator – often providers will nominate tutors as invigilators.

Guidelines may cover:

- Registration
- Theory/practical assessment environment set-up
- Checking the identity of each learner
- Ensuring personal belongings/bags are left in a secure place
- Accompanying learners who must leave the room temporarily
- Ensuring there are no disruptions that may put off others who are being assessed.
- Ensuring that any previously identified reasonable adjustments for specified individual learning needs are provided





Points to remember when creating assessments:

- Ensure you provide clear marking criteria which is followed by the assessor.
- Practical assessments require an observation checklist which records the learner's planning and/or performance and the assessor's decision and comments – ensure that there is space for feedback, time, date and signatures.
- If an assessment is taking place at the end of a Course, learners should be given reasonable time to prepare for their assessment.
- All procedures and relevant paperwork for assessments should be included in the Learner Resource Pack, including a copy of the practical observation checklist.

Evidence descriptors for Centre of Expertise (Habia)

If you are not already endorsed, members of the Hair & Beauty sector applying for Centre of Expertise must first become approved by going through the endorsement process. Whilst completing the online submission form for endorsement you will be offered the opportunity to fill out the following additional criteria for Centre of Expertise. If you are already endorsed, this criteria will appear within the Centre of Expertise online submission form.

12. Additional criteria for Centre of Expertise

This section for providers in the Hair & Beauty (Habia) sector who are applying to become a Centre of Expertise to benefit from an account manager who will engage with employers on your behalf. The following evidence is required (please note you do not need to provide evidence against each bullet point. All evidence must be relevant to the area(s) of expertise applied for):

- **Evidence of the elements of your business that set you aside from competitors**
Some examples of the evidence you could include to enhance your application:
 - clear identification of what sets you aside from your competitors
 - details of any additional programmes and/or qualifications provided, such as commercial awareness and understanding, retailing and selling skills, customer skills, especially face-to-face communication
 - details of any involvement of industry experts; guest speakers, demonstrations e.g. salon owners, spa operators, hair and beauty related business suppliers, manufacturers and small businesses
 - additional enhancement activities, such as student attendance at promotions/events/shows/exhibitions
 - work experience programmes, finishing qualifications and/or programmes or barbering CPD
 - details of any additional mentoring or a student “buddy” system
 - details of facilities for flexible learning and assessment (e.g. ranging from libraries to distance learning packs to e-learning to assessment on demand) appropriate to client and students needs
 - access to employers and other industry facilities that provide up-to-date hair and beauty services and treatments
 - witness testimonies/statements/letters of support





- details of ex-students or employers who could be contacted, with permission granted to approach them
- **Do students have the opportunity to discuss and formulate their starting points, possible goals and relate these to learning opportunities which are acted upon?**
Some examples of the evidence you could include to enhance your application:
 - procedures for initial identification of needs and focus on the individual's aspirations
 - Initial Assessment
 - procedures for the preparation of action plans/personal training plans
 - procedure for the recognition of prior achievements
 - the centre's Access and Fair Assessment Policy
 - witness testimonies/statements/letters of support
 - details of ex-students or employers who could be contacted
- **Evidence that more than 85% of those who complete the programme/qualification also achieve the target qualification or programme**
Some examples of the evidence you could include to enhance your application:
 - data on students' attendance, retention and success rates over a two year period
- **Work-based learning/apprenticeships only – Evidence that more than 85% of apprentices who complete the programme also complete all the outcomes of the apprenticeship framework, and are awarded the apprenticeship completion certificate**
The evidence you could include to enhance your application:
 - data on work-based learning/apprenticeships framework completion rates over a two year period

Useful Tips:

- where possible, provide a link to external reports or statistics and websites
- remember data is required for the areas of expertise over a two year period

Evidence descriptors for QCF Verification

Letter of approval from an Awarding Organisation

You will be required to attach a copy of approval from your Awarding Organisation which contains details of the qualifications you are approved to deliver. This must include those qualifications on your submission and will only be accepted if on headed paper. If during the course of your endorsement you wish to change or add to the qualifications you have on the Quality Training Portal, you must provide the same evidence for the new qualifications.

External quality assurance report

You should attach your latest report to your submission; for new training providers who haven't yet had a visit, this must be forwarded to endorsement@skillsactive.com as soon as received. You will also be required to provide your latest report when you renew your endorsement.





Evidence descriptors for Centre Verification Check

In order to achieve Compliant status, you are required to provide CVs of tutors, assessors and internal quality assurers, as well as your operation manual. Please refer to items [5](#) and [6](#) above for further details.

Evidence descriptors for Lead Provider

As an Endorsed Provider or a Centre of Expertise, you will have already submitted the required evidence about your training, processes and team by going through endorsement. To become a Lead Provider, you will be further asked to provide the following:

1. An external quality kitemark (can be SkillsActive)
2. Two employer references
3. A finance/credit check





The next steps

Once you have submitted your training with all the required evidence, a technically competent and experienced evaluator will be assigned to review your submission. Please note that payment must first be received before your submission is passed to an evaluator.

It is essential that you ensure you have provided the correct evidence **BEFORE** submitting, otherwise you run the risk of a **Refer for Further Information report** (which incurs a charge of £150+VAT for additional evaluation) or **Refer for Resubmission** (which would require you to submit a new application and pay another full submission fee to continue the endorsement process).

When your submission has been thoroughly evaluated against SkillsActive's endorsement criteria, you will either receive notification of approval or, if not approved, a comprehensive report containing the outcome of the evaluation process, specific feedback and action points required to achieve endorsement. Any outstanding information or actions should be sent to your evaluator within the time frames indicated on the report (the evaluator's email details will be at the bottom of the report). This may incur a further fee.

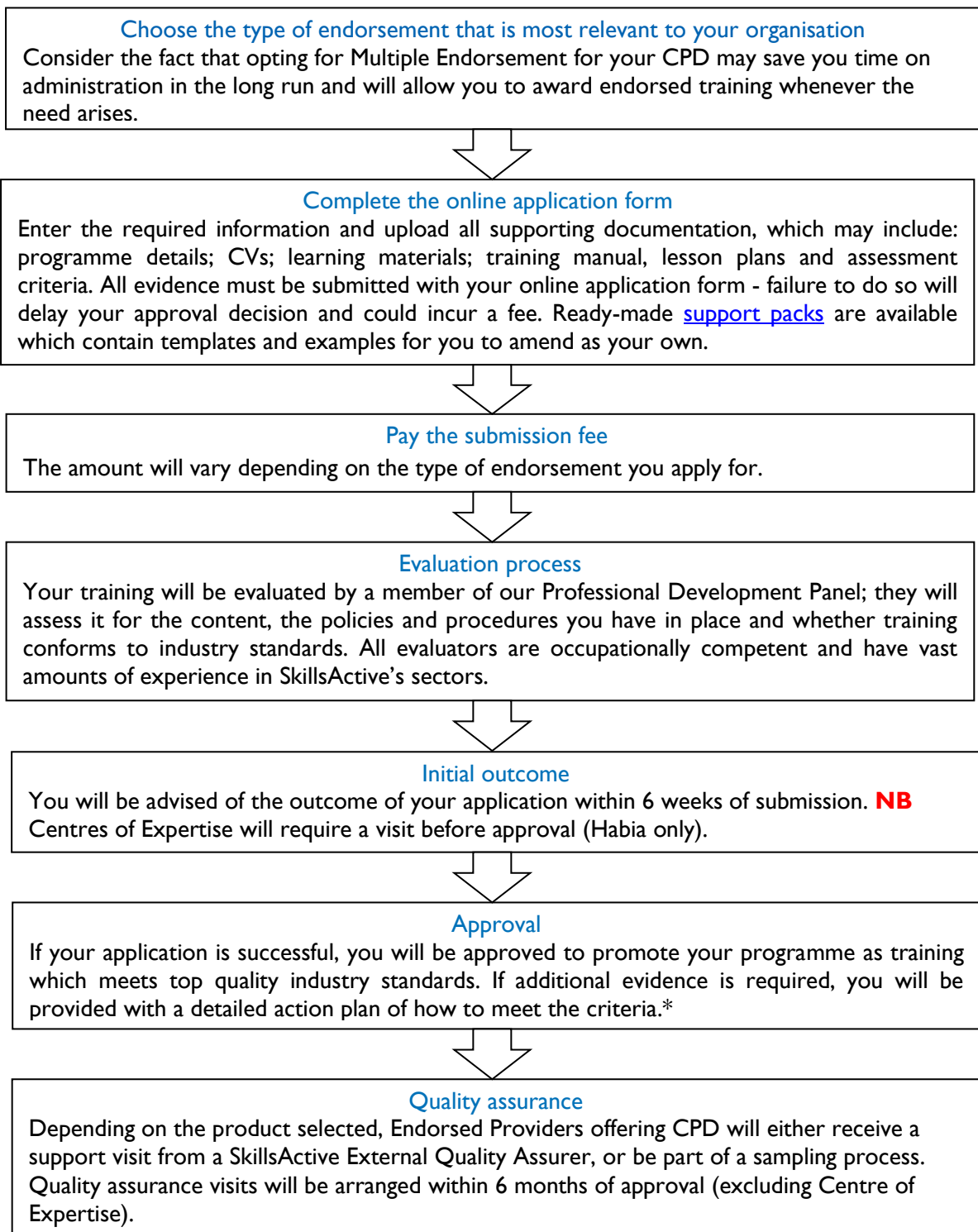
The evaluator will set time frames for you to complete any action points; if these are not achievable, you must contact the evaluator as soon as possible to discuss suitable time frames. We have included an example evaluator's report over the page.

You can expect to receive the initial outcome of your application within 6 weeks of the date of submission.





Flowchart explanation of the CPD endorsement process





NB: Training providers in South Africa will need to provide video evidence.

* Applications that do not contain all essential evidence, as requested, may be ‘referred for further information’ by the evaluator. A ‘referred’ submission will incur an additional fee of £150+VAT to continue through the endorsement process. Support packs are available to purchase from the [SkillsActive Shop](#) to help ensure you cover all criteria.

Quality assurance

The purpose of SkillsActive’s quality assurance is to help organisations offering CPD training to raise standards to support their business and meet the needs of learners. It is an evaluative process, conducted in a spirit of co-operation and negotiation with the Endorsed Provider and will include feedback from a SkillsActive External Quality Assurer (EQA).

Quality assurance statement

SkillsActive is committed to ensuring the quality of CPD provision endorsed through:

- Multiple Endorsement
- Single Endorsement

In ensuring the quality of CPD provision, SkillsActive will:

- Monitor the performance of SkillsActive endorsed CPD programme providers;
- Assess the content, delivery, assessment and internal quality assurance of SkillsActive endorsed CPD provision;
- Assist CPD providers in enhancing the quality of CPD training, resources and assessment;
- Support Endorsed Providers towards continuous improvement in CPD provision.





Example of an evaluator's report for Single or Multiple Endorsement

Name of organisation	Skills Performance
Title of training	Making a Difference
Contact name at the organisation	Tom Bell
Contact email address	tombell@skillsactive.com
Evaluator's ID	Evaluator101
Date of evaluation	3/9/13

Is this initial submission part of a Multiple Endorsement?	YES / NO
---	---------------------

For resubmissions only (please mark changes in red)	
Evaluator's ID	
Date of resubmission	

Overall training summary

Category of submission: (delete as appropriate):	Course	Workshop	Other
Please give a brief description of the training for the Professional Development team			
This is a two day Course working on the key skills required to make a making difference to your clients and your staff. The Course incorporates a mixture of face to face training, practical workshops and class room teaching. Learners are all required to complete some pre-course learning. At the end of the training learners are required to complete an assessment in the form of a multiple choice paper and a case study, a 70% pass mark is required.			
What has the training provider specified as the pre-requisites?			
Level 2 Any			

NB: If you see √* in the following tables, this indicates the evaluator has made a comment in the Feedback section.

Criteria number	Description of Evidence	Yes	No	N/A
1.	General description of training			
1.1	Has the training provider selected the correct category for this training?	√		
1.2	Is the length of training appropriate?	√		
1.3	Staff to student ratio is suitable for this training?	√		
2.	Learning aims and outcomes			
2.1	Have they given detailed aims and outcomes?	√*		
2.2	Are they suitable for the training?	√		
2.3	Have they met the aims and outcomes in their plans and resources?		√*	
3.	Facilities and physical resources			
3.1	Have they identified a safe, effective and appropriate environment for the programme?	√		
4.	Pre-requisites	Yes	No	N/A
4.1	Are their pre-requisites in line with the pre-requisite table provided by SkillsActive?	√		





5.	CVs of tutors, assessors and IQAs	Yes	No	N/A
5.1	Are they suitably qualified to deliver this training?	√		
5.2	Are they suitably experienced/technically competent to deliver this training? e.g. CVs clearly show subject and occupational competence for all tutors and assessors	√		
5.3	Do they hold suitable qualifications in teaching/training/assessing/quality assurance for their allocated role(s)?		√*	
5.4	Do they hold appropriate registration? e.g. SkillsActive professional registers	√		
6.	Training Provider Operation Manual			
6.1	Does it contain an equal opportunities policy and procedure?	√		
6.2	Does it contain an appeals procedure?		√*	
6.3	Does it contain a policy for learning support and reasonable adjustments?	√		
6.4	Does it contain a quality assurance policy and procedure?	√		
7.	Learner Resource Pack			
7.1	Are the resources technically correct (evidence based where appropriate and suitably referenced)?	√		
7.2	Are the resources suitable to the CPD activity? e.g. a manual for a Course, or online resources, handouts/PowerPoint slides for a Workshop	√		
7.3	Are the resources professionally presented? e.g. grammatically correct, clear and easy to read, contents page, pages numbered	√		
7.4	Are all resources/content suitably referenced?	√		
7.5	Are the resources clearly the original work of the training provider?	√		
7.6	Are all the resources relevant to the activity, and reflect good practice?	√		
7.7	Do the resources contain information on appeals, complaints, equality and diversity policies, assessment details etc (if applicable)?	√		
7.8	Are promotional materials describing the programme correctly? e.g. Course/Workshop, pre-requisites clearly displayed, title is correct i.e. Course/Workshop/qualification	√		
7.9	Does the certificate have the correct wording e.g. attendance/achievement/qualification, and does it show organisation's name, date, learner's name and relevant signatures?	√		
8.	Tutor Support Pack			
8.1	Does the application form include questions to check individual learner requirements? e.g. Physical and learning needs	√		
8.2	Does it contain suitable screening PARQs and consent forms for the learners (relevant if doing practical activities)?	√		
8.3	Does it contain suitable lesson plans (if relevant)?	√*		
8.4	If it contains additional resources such as PowerPoint slides, are they technically correct, and referenced?	√		
8.5	Does it contain a suitable Learner Evaluation Form?	√		
9.	Tutor resources			
9.1	Are all additional resources such as PowerPoint slides technically correct, clearly referenced, and conform to copyright?	√		





Sections 9 & 10 are for Courses only

10.	National Occupational Standards Toolkit (Courses only)	Yes	No	N/A
10.1	Has the Course been mapped to the relevant units of the National Occupational Standards?	√		
10.2	Has the Course been mapped to some health and safety elements?	√		
10.3	Mandatory NOS for high risk or HIT/HIIT CPD			
10.3.1	What is the aim of the training and how is it marketed to the learners – does it make any claims relating to high intensity training, teaching groups, using specialist equipment?			√
10.3.2	If yes, do the tutors and assessors satisfy the criteria for advanced/high level teaching/assessing skills?			
10.3.3	Does the training map to the identified NOS for delivering HIT/HIIT CPD?			
11.	Assessment (Courses only)			
11.1	Is the assessment fit for purpose - is there an assessment task(s) which enables achievement of the learning outcomes to be judged?	√		
11.2	Does it have a clear marking criterion which is applied by the trainer/assessor, and enables the participant to demonstrate that the learning outcomes have been met?	√		
11.3	If an assessment is taking place at the end of a Course, are the participants given reasonable times to prepare for their assessment?	√		
11.4	Does it provide details of how the learner is informed of the assessment task(s)?	√		
11.5	Is the duration of the assessment(s) for each learner suitable and realistic?	√		
11.6	Do they have in place a policy for informing learners of their assessment outcome and a procedure if a candidate fails?	√*		
11.7	Are the minimum pass marks across all assessments clearly stated (70% minimum)?	√		
11.8	Are all procedures and relevant paperwork for assessments included in the participant's manual/pack?		√*	
11.9	Is the assessment paperwork clear, appropriate and unambiguous?	√		

Section 12 is for Habia training providers (Hair, Beauty, Nails and Spa) applying for Centre of Expertise

12.	Additional criteria for providers applying for Centre of Expertise			
12.1	Does the training provider demonstrate extra support for learners to set them apart from other providers?	√		
12.2	Does the application show that students have the opportunity to discuss and formulate their starting points, possible goals and relate these to learning opportunities which are acted upon?	√		
12.3	Does the application show that more than 85% of those who complete the training programme/qualification also achieve the target programme or qualification?	√		
12.4	Work-based learning/apprenticeships only: Does the application show that more than 85% of apprentices who complete the programme also complete all the outcomes of the apprenticeship framework, and are awarded the apprenticeship completion certificate?	√		





Evaluator's feedback to training provider

Criteria number	Feedback
2.3	Ensure that your learning outcomes match those given on your schemes of work and lesson plans. Some of them are slightly different.
5.3	Your tutor/assessor Pauline does not appear to have any teaching or assessing qualifications, these are essential if she is the lead tutor/assessor.
6.2	As you have an assessment you are required to have an appeals process in place, this should be accessible for the tutors/assessors and the learners.
8.3	Your lessons plans are very good and well throughout; however please ensure that the learning aims and outcomes match those given in your introduction.
11.6	Ensure you build into this the appeals procedure.
11.8	Ensure the appeals procedure is included in the learners information/pack
Overall evaluator's summary You have made a really good start with your submission, well done, just a few small areas to tidy up, please feel to email me if you need clarification on any of the above points.	

Action Plan for training provider				Additional evidence
	Action required	Time frame - Please indicate date when evidence is to be resubmitted by	Additional comments in relation to this evidence	For the evaluator to complete once action points have been met.
1.	Read through the above report and my feedback, I have given you the criteria alongside my feedback to enable you to relate back.	1 week	Email the evaluator for any clarification of feedback or action points.	
2.	Confirm receipt of this report and that you will be able to meet the action points by the given dates.	1 week	Email evaluator at address below	
3.	Resend learning aims & outcomes and lesson plans and schemes of work (Criteria 1.2).	2 weeks	Refer to the guidance manual for more support	
4.	Clarify xxxx's teaching and assessing qualifications, if she does not have any please contact the Professional Development Officer to discuss attending the SkillsActive training workshops (Criteria 5.3)	2 weeks	Events on SkillsActive website for training workshops	
5.	Please send your appeals procedures (Criteria 6.2).	2 weeks	Refer to the guidance manual	
6.	Please send another copy of the learner's study pack showing inclusion of the appeals procedure (Criteria 11.8).	2 weeks		





7.	Complete the above 4 action points and send relevant information to me the evaluator in the given time frames	2 weeks	Please email me to discuss if you are not going to meet the time frames agreed.
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Please email your additional material to evaluator101@skillsactive.com within the time frame above to ensure that your training can be listed on the Quality Training Portal as soon as possible.

Recommendation to Professional Development Panel	(tick as appropriate)
Approve	
Conditional approval	√
Refer for further information	
Refer for resubmission	

Recommended CPD points to be awarded	16
---	-----------

CPD Point Guide:

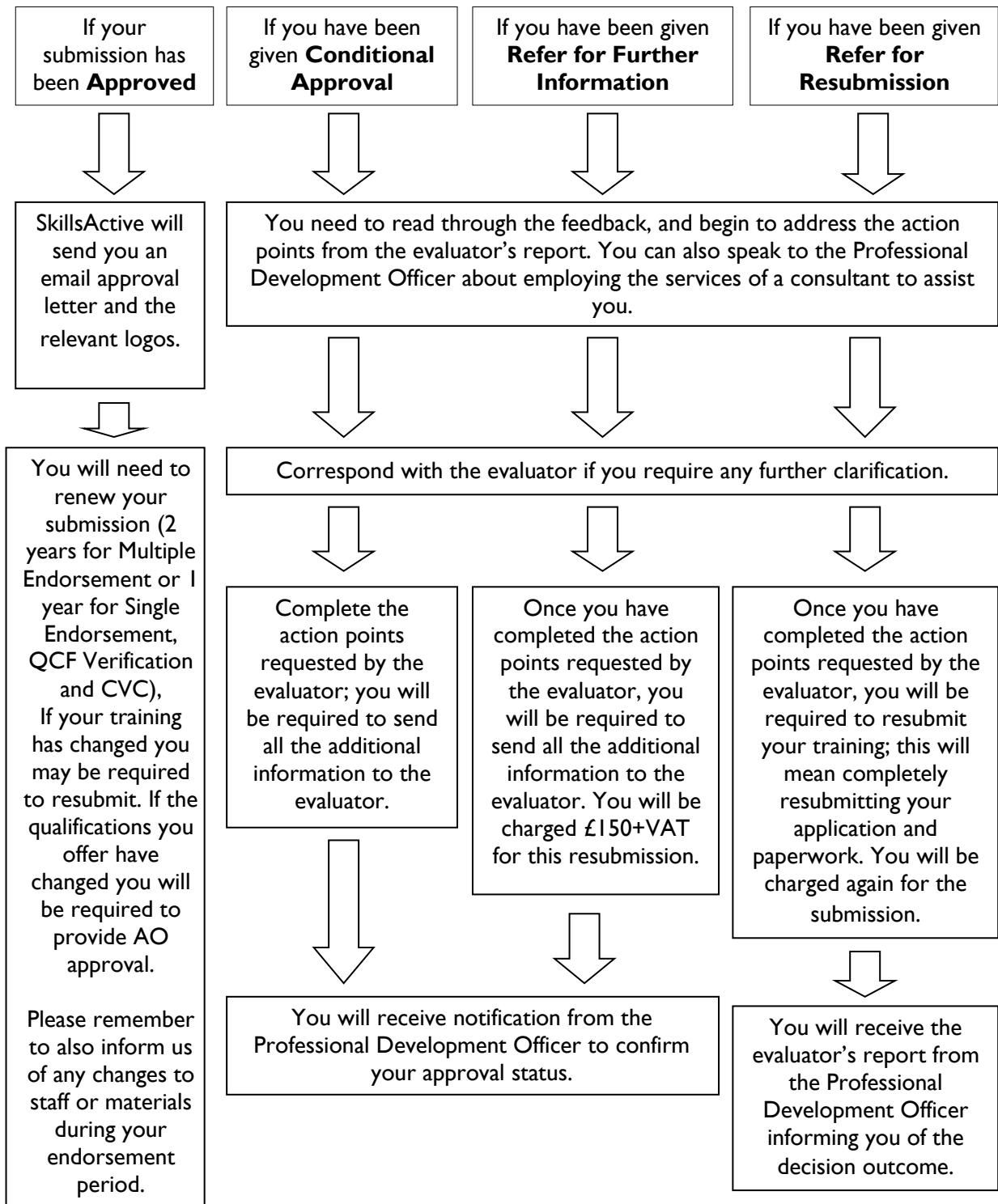
- Course 8-16 CPD points
- Workshop 4-6 CPD points
- Other Training 1-3 CPD points

(v1.7/05/15)





Understanding the submission outcome





Recap for a quick and smooth approval

- Ensure that you take the time to read through all the evidence requirements. This Training Provider's Guide is here to help support you and will give you detailed explanations of what is required.
- If you are unsure of anything, please discuss your concerns with the Professional Development Officer before submitting.
- Take a look at our [support templates](#) – they will not only save you time but contain all the information required for those areas in your submission.
- You may prefer to recruit the services of a SkillsActive Support Consultant who can work alongside you to help you to develop your resources and evidence to meet the requirements for submission. A consultant is available for a few hours or a few days depending on your requirements. Full details can be found on our [website](#).
- If you don't already have your tutor, assessor or IQA qualifications, sign up for one of our [workshops](#) before putting in your submission.





Now you are endorsed

Now you are endorsed, there are a number of added benefits for you to take advantage of:

Quality Training Portal registration

Registering on the QTP is the first step to reaching potential learners in our sector. If you have chosen an Endorsed Provider product (Compliant Providers do not have access to the QTP), you will receive details in your approval email about how to [register on the portal](#), and once you receive your personal login you will have full control over the content of your pages. Don't lose any time in uploading the training that you have paid for!

Information uploaded through the QTP is reviewed before going live so there may be a delay before you can see it displayed. Once the information is online, make sure you review it regularly to keep it fresh and up to date. Remember, you have complete control of your QTP pages and it could be the first impression potential learners have of your organisation.

Active Advantage registration

If you haven't signed up already, make sure you register with [ActiveAdvantage](#) to receive a free audit of key business expenses such as telecoms and design. This service is not available to Compliant Providers.

Marketing

As well as using the QTP to promote your organisation and training, Endorsed Providers can purchase advertising space on the [QTP home page](#), and those in the fitness sector can also take advantage of a number of promotional opportunities through the REPs website including advertising space and email marketing - full details [here](#).

Fitness Endorsed Providers can also benefit from advertising discounts - 30% discount with the fitness trade magazine, Workout, and 35% discount with PT Magazine. Contact endorsement@skillsactive.com for more details.

Other things for you to consider:

Quality assurance

Endorsed Providers holding Multiple Endorsement will receive a quality assurance visit within the first year of their endorsement, which will provide support and advice across a range of topics as well as ensuring that quality is being maintained. These providers will also be asked to submit up to two further full submissions during the period of their endorsement. Endorsed Providers with Single Endorsements will be part of a sampling process and may receive a visit.

Endorsing new training

Multiple Endorsement providers can endorse new CPD training by uploading details onto the QTP for approval, without having to submit further evidence. Endorsed Providers with Single Endorsement would need to complete a new submission for any other training they wish to endorse.





Adding new qualifications

QCF Verification holders (as well as Multiple Endorsement providers) can add to or change the qualifications that are included in their endorsement and listed on the QTP, but must ensure that evidence from their Awarding Organisation of authority to deliver those qualifications is emailed to the Professional Development Officer at the same time at endorsement@skillsactive.com.

Making changes

Any major alterations to your submitted training, staff or policies should be communicated immediately to the Professional Development Officer at endorsement@skillsactive.com. QCF Verification providers must email evidence of authority of their Awarding Organisation for any new qualifications that they wish to list on the QTP.

Complaints against Endorsed Training Providers

It is SkillsActive's responsibility to learners to ensure that Endorsed Providers are performing to the [Code of Practice](#) and [Terms & Conditions](#) required as part of their SkillsActive endorsement agreement. If a complaint is received against an Endorsed Provider, support will be given by the SkillsActive EQAs and Professional Development team to the Endorsed Provider, if the complaint is upheld and the appropriate procedures followed. Non compliance on the part of the Endorsed Provider may result in a sanction, which will only be applied as a last resort and when all reasonable actions have been attempted. Further details can be found [here](#).

Renewal

Within the last three months of endorsement, Endorsed Providers will receive a reminder regarding the upcoming renewal date with details of how to renew [online](#). Unless you have made any significant changes, this will be a very straightforward process. If you hold QCF Verification, you will be asked to attach a copy of your last awarding organisation EQA report.

We recommend that our Endorsed Providers renew as early as possible to ensure a seamless transition; this is especially relevant to providers offering CPD as they may need to resubmit if there is a gap between the end of their endorsement and renewal and in the meantime will have to remove any SkillsActive logos and references to endorsement from their website and marketing.

Quarterly newsletter

You will receive a quarterly newsletter from the Professional Development team, which will keep you up to date with developments within endorsement, events and news. We also often include case studies from our Endorsed Providers so if you would like to promote your organisation and training as well as linking it to how endorsement has helped your business, we would love to hear from you at endorsement@skillsactive.com.

On-going support

The Professional Development team is available any time to support our Endorsed Providers. Full contact details can be found [here](#).





Appendices

Appendix I: Support for training providers

SkillsActive offers a huge range of support for training providers, which could be telephone or online support from the Professional Development Officer, through the employment of a Support Consultant, by purchasing one of our support template packs, or by attending one of our training days.

Support Consultancy

You can employ a Support Consultant through SkillsActive to help with creating resources, completing your submission, mapping, etc. Consultants can be hired by the hour or by the day depending on your needs. Full details are on our [website](#).

Support Templates

SkillsActive has created a range of support template packs which can be purchased as a bundle or separately. The cost of the [bundle](#) is £252.00 (including VAT) and individual packs vary from £64.80 to £108.00.

The packs are available as Word documents and can be edited and branded according to your organisation. They provide all the paperwork necessary to satisfy the following areas of the endorsement process:

- [Assessment Support Pack](#)
- [Quality Assurance Support Pack](#)
- [Tutor Support Pack](#)
- [Training Provider Operation Manual](#)
- [Learner Resource Pack](#)

This bundle gives you the complete set of tools for a successful submission for endorsement and also helps set up and deliver training, ensuring standardisation with excellent policies and procedures in place. Please visit the individual links for more information on each pack.

Training days for training providers

SkillsActive also offers the following training days for training providers seeking endorsement:

- **Assessor Training Workshop** £168.00 (including VAT)
This workshop is aimed at those who are currently delivering or looking to deliver training with assessments and who do not have an assessing qualification. It introduces assessors to the basic principles of the assessment process and provides an understanding of the roles and responsibilities of an assessor.
- **Tutor Training Workshop** £168.00 (including VAT)
This workshop is aimed at for those who are currently delivering or looking to deliver training and who do not have a formal teaching qualification. It is designed to introduce tutors to the basic principles of teaching and learning and how to plan and deliver effective training programmes.





- **Quality Assurance Workshop** £168.00 (including VAT)
This workshop is for those who are involved in or responsible for ensuring the quality and compliance of endorsed training programmes and assessments, and is an introduction in how to internally manage the quality of training programmes and assessments. It is designed to provide knowledge and skills to those who do not currently have an internal quality assurance award.

To find out when these training days are next taking place visit the SkillsActive [Events](#) page or contact endorsement@skillsactive.com.





Appendix 2: Example certificate

Your certificate should indicate where the endorsement logos will appear; you will receive all the relevant logos once you are approved.

**ENDORSED PROVIDER
LOGO HERE**

Certificate of Achievement

This is to certify that

Joe Bloggs

has successfully completed the following 2 day training

Advanced Kettlebells

containing the following modules

Advanced Kettlebell exercises
Progressions & regressions
Key programming factors
Effective programming

Signed: (Tutor) Date:

Register
Logo

SkillsActive Logo

Endorsed
Provider logo

CPD Point
logo





Appendix 3: Glossary of terms

Application form

An online form detailing all of the criteria that must be submitted to gain Endorsed or Compliant status.

Approval

A decision indicating that a provider's training has met the set criteria to gain Endorsed or Compliant status.

Centre Verification Check

A quality check to ensure training providers have appropriate policies, procedures and systems in place as well as occupationally competent staff.

Code of Ethical Practice

Part of every SkillsActive professional register, this is a statement outlining how members are required to conduct themselves within the industry.

Code of Practice for Training Providers

A statement outlining the roles and responsibilities an Endorsed or Compliant Training Provider must abide by. The full code of practice can be found on our [website](#).

Continuing Professional Development (CPD)

Training that contributes to an individual's professional development by enhancing knowledge and/or skills in line with the requirements of SkillsActive's professional registers.

Continuing Professional Development (CPD) points

CPD points are attributed to SkillsActive endorsed training. The number of CPD points for each programme is related to the duration and type of training. SkillsActive requires members of its professional registers to achieve a minimum of 24 CPD points over 2 years.

Course

A programme of learning that must be a minimum of 8 hours duration, be part-mapped to national occupational standards, and have a summative assessment (theory and/or practical).

Endorsement

Endorsement is a robust quality check on training that is mapped to specific criteria developed by industry.

Evaluator

A suitably qualified individual affiliated to SkillsActive who produces a report on the training that has been submitted, based on specific criteria.

External Quality Assurer (EQA)

A suitably qualified individual affiliated to SkillsActive who monitors and supports Endorsed Training Providers to ensure their compliance to quality training provision.





Formative assessment

A planned process of assessment (formal or informal) conducted throughout the guided learning hours of the training that measures achievement against learning outcomes.

High Intensity Training/High Intensity Interval Training (HIT/HIIT)

HIT/HIIT generally refers to repeated sessions of relatively brief intermittent exercise, often performed with an all-out effort or at an intensity close to maximum with defined work to rest ratios. For endorsement purposes all training involving HIT/HIIT must be delivered as a Course.

Intellectual property

A legal concept that, for endorsement purposes, refers to the creator of a training programme or product for which exclusive rights are recognised i.e. through copyright, patents or trademarks.

Internal quality assurer (IQA)

A suitably qualified person employed by a training provider to provide internal checks on training and assessment methods.

Learner

An individual undertaking training.

Lesson plan

A schedule that shows how the tutor intends to deliver and assess the required knowledge and skills for each lesson.

Mapping

Mapping is an activity that identifies how a training provider's Course content aligns to the National Occupational Standards (NOS).

National Occupational Standards (NOS)

NOS underpin the job roles created by employers. These are UK wide and highlight the knowledge and skills required to carry out a role effectively.

Multiple Course/Workshop/Other Endorsement

A two-year endorsement which allows training providers in the fitness sector to submit one training programme for approval and then award CPD points to as many further training programmes as required during the endorsement period. Multiple Endorsement can be purchased at either Course, Workshop or Other level.

Multiple Training Endorsement (ex Fitness)

A two-year endorsement which allows training providers in the Playwork, Sport, Outdoors, Caravanning, Hair and Beauty sectors to submit one training programme for approval and then award CPD points to as many further training programmes as required during the endorsement period.



**Other [training]**

An endorsement category for any form of short duration training of at least one hour's duration which develop a learner's knowledge and skills i.e. conferences, seminars, podcasts and articles.

Practical observation

A method of assessment whereby a learner's practical skills are assessed against specific criteria linked to the learning aims and outcomes of the training.

QCF Verification

Endorsement for training providers who offer qualifications listed on the Qualifications and Credit Framework (QCF).

Single Endorsement

A one-year SkillsActive endorsement for only one piece of training; it may be a Course, Workshop or Other type of programme.

Summative assessment

An assessment that generally takes place at the end of a training programme, and measures the learner's competency against specific criteria. This can also be completed on a continuous basis rather than at the end of the training.

Training provider

An organisation that creates and/or delivers training programmes and/or qualifications, and holds the intellectual property rights for the training.

Tutor

An individual responsible for delivering training.

Workshop

A programme of training that must be a minimum of 4 hours duration, with no requirement for mandatory assessment or mapping to NOS.





Appendix 4: Prices

Product	Term (yrs)	Cost ex VAT	Cost inc VAT	Quality Training Portal: Dates/venues cost per entry	Renewal ex VAT	Renewal inc VAT
LEAD PROVIDER/CENTRE OF EXPERTISE						
Lead Provider (1 sector, 1 year) (NB plus Endorsement fee)	1	£500	£600	Included	Same	Same
Centre of Expertise (Habia, 2 years) (NB plus Endorsement fee)	2	£1500	£1800	Included	Same	Same
Extra sectors						
2 sectors	1	As above + 15% discount on Lead Provider/Centre of Expertise** fees for 2 sectors				
Lead Provider/Centre of Expertise** 3+ sectors	1	As above + 30% discount on Lead Provider/Centre of Expertise** fees for 3 or more sectors				
ENDORSEMENT – MULTIPLE AND SINGLE ENDORSEMENT						
Multiple Training Endorsement (ex fitness)	2	£1355	£1626	Included	Same	Same
Multiple Course Endorsement	2	£3500	£4200	Included	Same	Same
Multiple Workshop Endorsement	2	£2500	£3000	Included	Same	Same
Multiple Other Endorsement	2	£1500	£1800	Included	Same	Same
Single Course	1	£400	£480	£10/£500 unlimited*	£250	£300
Single Workshop	1	£250	£300	£10/£500 unlimited*	£180	£216
Single Other	1	£200	£240	£10/£500 unlimited*	£160	£192
QCF Verification Unlimited	1	£500	£600	Included	Same	Same
QCF Verification 3	1	£300	£360	£10/£500 unlimited*	Same	Same
QCF Verification 1	1	£150	£180	£10/£500 unlimited*	Same	Same
HE Fitness Single L2/3 Award	2	£1900	£2280	£10/£500 unlimited*	Same	Same
HE Fitness Multiple L2/3 Awards	2	£2100	£2520	£10/£500 unlimited*	Same	Same
HE Fitness Additional L2/3 Award	†	£400	£480	£10/£500 unlimited*	Same	Same
HE Fitness L2/3 Other Degree Paths	†	£50	£60	£10/£500 unlimited*	Same	Same
-“- + Different Tutor Team	†	£400	£480	£10/£500 unlimited*	Same	Same
HE Fitness CPD Licence (internal)	2	£1650	£1980	Included	Same	Same
HE Fitness L4 SEI Training (internal)	2	£950	£1140	£10/£500 unlimited*	Same	Same
HE Fitness L4 SEI Training (int/ext)	2	£2000	£2400	£10/£500 unlimited*	Same	Same
Fitness L4 SEI/S&C Award	2	£2000	£2400	£10/£500 unlimited*	Same	Same
Fitness L4 SEI/S&C Licence + 2 CPD	2	£2700	£3240	Included	Same	Same
HE Sport Degree	5	£3000	£3600	£10/£500 unlimited*	Same	Same
COMPLIANT						
Centre Verification Check	1	£189	£227	n/a	Same	Same

Key: HE – Higher Education SEI – Specialist Exercise Instructor S&C – Strength & Conditioning

* Costs plus VAT are £12/£600

** Habia only

† Expiry date in line with original endorsement





Support Consultancy	Cost ex VAT	Cost inc VAT
2 hours	£150	£180
Half day	£250	£300
Full day	£400	£480

Workshops	Cost ex VAT	Cost inc VAT
Tutor Training Workshop	£140	£168
Assessor Training Workshop	£140	£168
Quality Assurance Workshop	£140	£168

Online Training	Cost ex VAT	Cost inc VAT
Online Submission Training	£50	£60

Support Template Packs*	Cost ex VAT	Cost inc VAT
Assessment Support Pack	£54	£65
Quality Assurance Pack	£78	£94
Tutor Support Pack	£54	£65
Training Provider Operation Manual	£90	£108
Learner Resource Pack	£42	£51
Bundle Price	£210	£252

HE Support Materials	Cost ex VAT	Cost inc VAT	Renewal ex VAT	Renewal inc VAT
L2 Gym Assessment Pack	£400	£480	£200	£240
L3 Exercise Referral Assessment Pack	£400	£480	£200	£240
L3 Personal Trainer Assessment Pack	£400	£480	£200	£240

Assessment Support for HEI/FECs	Cost ex VAT	Cost inc VAT
SkillsActive Assessor (practical assessments) per day	£200	£240

* Free of charge for Multiple Endorsement providers on payment of a 35% deposit.





Appendix 5: Contact details

Head Office address

SkillsActive

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