



LEARNER PACK

Sport Structures

Your Solution in Sport

education@sportstructures.com

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Introduction

Welcome to our learner pack. This pack has been designed for learners attending our education and training courses. It details our policies and procedures and provides you with key information such as our appeals and complaints procedures. Full versions of the policies are available on request and on our website. Links have been included.

Who are we?

We are a multi-award-winning training and consultancy organisation and have been operating in the sport and physical activity sector for over 20 years. We strive to provide solutions that add value and drive positive change, reflecting the diverse needs of sport and physical activity, underpinned by our strong approach to training and development since our founding by Simon Kirkland in 2002.

Our vision is:

Transform sport and physical activity through empowering and inspiring people.

We are strongly driven by our values that define our approach to our work both internally and externally. Our values are:

- **Passion:** Inspired by our mission, we are driven to make a difference.
- **Integrity:** We commit and hold ourselves accountable to the highest standards of ethics.
- **Excellence:** We strive for high quality by challenging, reflecting, learning, and improving.
- **Togetherness:** We use the power of collective working to share, empower, educate and innovate.

Our social value is shown in that we have not only delivered consultancy projects, but we have delivered award winning programmes for the benefit of people choosing sport as a way to improve their quality of life through coaching or volunteering. Our awards include:

- Coaching intervention of the Year 2008
- Podium Award 2012 for Best Volunteer Programme (Personal Best)
- 6th in the National Lottery Awards (Sports Division) 2012
- Coach Developer of the Year 2016 (Kath Percival)
- Coach Developer of the Year Finalist 2022 (Simon Kirkland)

Products and Services

The company has evolved considerably since its evolution, increasing the range of services we offer based on sector need. We have three key business areas:

- [Apprenticeships](#)
- [Education and training](#)
- [Consultancy](#)

Our Education and training offer covers a range of courses and workshops to support the development of individuals in both paid and voluntary roles within the sport and physical activity sector. To do this, we are an approved centre for multiple

awarding organisations and also work with National Governing Bodies of sport to support their coach education pathways.

We also work with partners who need to provide training to members, students, local communities and employees, including Active Partnerships, foundations and trusts, colleges and universities.

Our Contact Details and Opening Hours

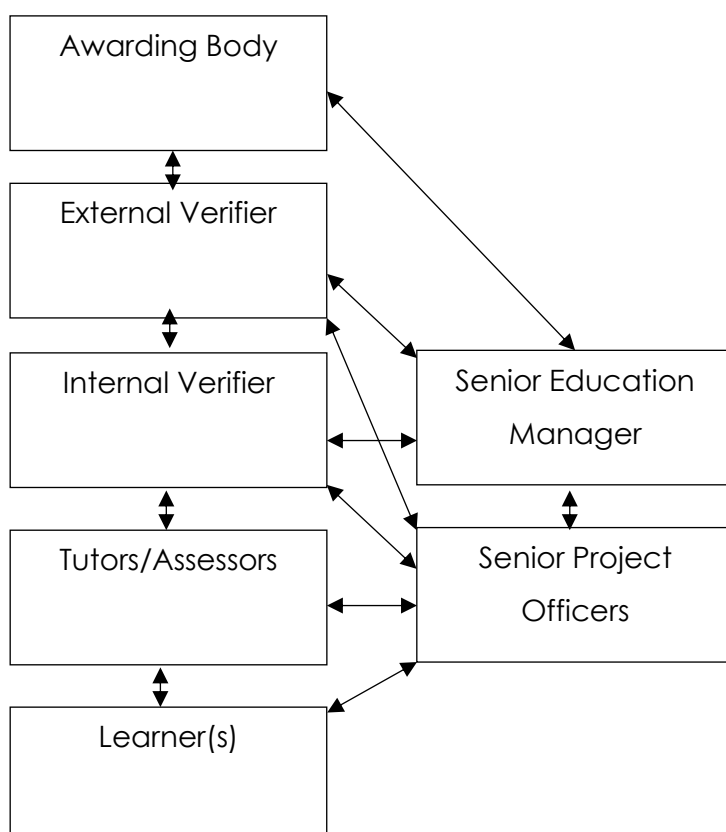
We are open from Monday to Thursday - 9am to 5pm and Friday - 9am to 4:30pm and are closed at weekends and on bank holidays.

If you experience an issue with a virtual course, please contact the tutor.

If you experience an issue with a face-to-face course, please contact the tutor/venue.

Our postal address is Sport Structures, Suite 8, The Cloisters, 12 George Road, Edgbaston, Birmingham, B15 1NP.

Our email address for enquiries is education@sportstructures.com and we can be contacted on +44 (0) 121 455 8270. To see members of our staff team, [please click here](#).



The diagram above illustrates our reporting lines and the staff involved in the delivery and organisation of our education services.

Customer Service Principles

We are committed to providing high quality customer service to partners, customers, and learners. We have customer service principles.

Respond

- Answer the phone after 3 rings.
- Answer all enquiries within 72 hours (Monday – Friday).

Measure

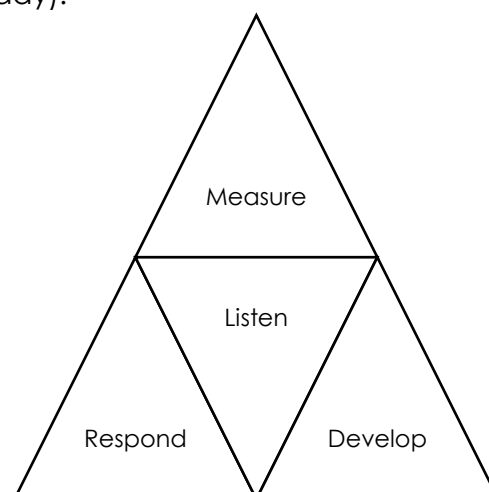
- Aim for an NPS score of 60 or above.

Listen

- Listen to all enquiries and deal with these effectively, keeping the relevant parties updated, where appropriate, throughout the process.
- Deal with any complaints in line with our complaint policy
- Review feedback received as part of quarterly internal feedback processes.

Develop

- Develop policies and processes to ensure our customer service is effective.
- Action plan to identify our strengths and areas for development.



Insurance

Sport Structures Ltd has insurance for Cyber, Employers, Public liability, and Professional Indemnity. Further details are available on request.

Terms and Conditions of Booking

Should you need to refer back to our terms and conditions of booking at any point, they can be found on our [website](#).

Our Policies

It is important that all learners attending a course with us are aware of our policies. We have provided a summary of some of our key policies below, full policies can be found on our [website](#).

In line with the learner's contract, learners have a responsibility to identify and communicate with us in advance if there are any special requirements.

Equality Policy

We recognise that everyone has a contribution to make to our society and a right to equal opportunity. We are therefore engaged and committed to promoting a best-practice environment, where all individuals and groups are treated with respect and dignity.

All staff/associate workforce, learners and any related third party are required to adhere to this policy and to the requirements of the Equality Act 2010 and its amendments. For a copy of our Equality Policy, please refer to our website - [Equality Policy](#).

Our designated and trained equality officer is Rebecca Gibson.

Equality Officer	Contact details
Rebecca Gibson	Rebecca.Gibson@sportstructures.com

Health and Safety

All staff, learners and any related third parties have a legal responsibility, as stated under Section 7 of the Health and Safety at Work Act 1974, to do everything practicable to prevent an accident or injury to themselves and to fellow staff, learners and any related third parties.

The designated Health and Safety Officer is Simon Kirkland.

Health & Safety Officer	Contact details
Simon Kirkland	Simon.Kirkland@sportstructures.com

Learners have the following responsibilities.

- Co-operating with Sport Structures workforce on health and safety matters.
- Not interfering with anything provided to safeguard their health and safety.
- Taking reasonable care of their own health and safety.
- Reporting all health and safety concerns as appropriate the tutor/assessor or Head of Centre.
- Wearing clothing that is appropriate to training course, workshop, or qualification (including footwear with adequate grip that is suitable to the surface (i.e., sports hall, Astroturf).
- Removing all jewellery that may cause injuries to themselves or others.
- Ensuring that they physically fit to participate.
- Declaring any injuries or medical issues that may restrict their ability to take part to the course to the tutor/assessor / member of Sport Structures staff.

For more information, please refer to [Health & Safety Policy](#).

Learner Complaints Procedure

Should learners wish to complain about any services provided by Sport Structures, they are advised to follow the three stages procedure stated in our Complaints Procedure.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by Sport Structures they may take their complaint to the relevant awarding body if appropriate. Where a learner remains dissatisfied after the complaint outcomes have been confirmed by the awarding body, they have a right to take the matter to the appropriate regulator.

Complaints relating to non-regulated qualifications, such as those administered by Sport Structures on behalf of National Governing Bodies of sports, will be dealt with as per the stages identified in our Complaints Procedure in conjunction with the relevant organisation the course is delivered in partnership with.

For more information regarding the three stages of the Complaints procedure, please refer to [Complaints Policy](#).

Learner Appeals Procedure

Learners undergoing assessment have access to an appeals procedure should they wish to challenge an assessment decision made by an assessor employed or contracted by the approved centre.

Learners wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal. Any appeals by a learner must be conducted using the three-stage process identified in our Appeals Policy. All appeals should be sent to a Director for investigation.

If you would like to obtain a more detailed copy of our Appeals Policy and Procedure, please refer to [Appeals Policy](#).

Access to Fair Assessment Statement

Sport Structures is committed to providing ongoing support to learners with particular requirements and aspires to eliminate discrimination. On this basis, we ensure accessible services and make appropriate adjustments, where required, to facilitate learners in completing the course/programme as independently as possible.

Access arrangements ensure that the conduct of reasonable adjustments and special considerations reduce substantial disadvantage caused due to a learner's disability or difficulty. In accordance with the Equality Act 2010, we have a commitment to provide access for learners with particular needs to prevent discrimination in the delivery of qualifications and the assessment of learners. For more information regarding Reasonable Adjustments, Special Consideration and Procedures, please refer to our [Access to Fair Assessment Policy](#).

Child and Vulnerable Adult Statement

Sport Structures is committed to safeguarding and aims to create a culture of vigilance; we expect everyone who works at the company and with us, to share this commitment. Our staff take all welfare concerns seriously and encourage children and adults to talk about anything that worries them. We will always act in their best interest.

We pay close attention to, and work within the legislative safeguarding requirements documented in 'Keeping Children Safe in Education' (September 2021), and the statutory Prevent duty.

We recognise that safeguarding and child protection is an essential part of the duty of care to all learners. Everyone working for Sport Structures shares an objective to keep children and adults safe by:

- Providing a safe environment for children and adults where they can learn and thrive.
- Establishing and maintaining an environment where children and adults feel confident to talk and are listened to.
- Identifying children and adults who are suffering or are likely to suffer significant harm and taking appropriate action with the aim of making sure they are kept safe.

Our Designated Safeguarding Lead is Kath Percival. Our Deputy Safeguarding Lead is Simon Kirkland. Their details can be found below:

Designated Safeguarding Lead	Contact details
Katherine Percival	Katherine.Percival@sportstructures.com
Simon Kirkland (Deputy)	Simon@sportstructures.com

For more information regarding our Safeguarding and Prevent Policy, [please visit our safeguarding website page](#).

Malpractice

Sport Structures is committed to pursuing the highest standards of probity and the elimination of malpractice and maladministration in the management of our organisation and in the delivery of qualifications. Sport Structures aims to promote accountability and a climate of openness, to encourage the disclosure of allegations of malpractice and maladministration without fear and will ensure that any disclosure is treated with the utmost confidentiality.

Anonymous allegations will only be considered if they are of a serious nature and the evidence is sufficient to warrant an investigation and for appropriate action to be taken. All allegations will be recorded and submitted to the awarding body for investigation.

More information and examples of malpractice or maladministration can be found in our [Malpractice and Maladministration Policy](#).

Data Protection

Sport Structures is fully committed to protecting the rights and privacy of individuals operating in accordance with the Data Protection Act 2018 and in accordance with the statutory legislation outlined with the General Data Protection Regulation (GDPR). In doing so we are committed to protecting the privacy and confidentiality of the data provided to us. Any decisions for the disclosure, retention or disposal of information are made in line with relevant legislation.

It is ultimately the responsibility of [Colin Geenes](#), to ensure that this policy is published, accessible and implemented across all personnel, learners and by any relevant third parties.

For more information regarding our Data Protection Policy, please refer to [Data Protection Policy](#).

Data Protection Officer	Contact details
Colin Geenes	Colin.Geenes@sportstructures.com

Quality Assurance Policy

It is essential that we have quality assurance systems in place to ensure all assessment is fair, valid, reliable, consistent, replicable and meets awarding body organisation and regulatory compliance requirements. Our Quality Assurance Policy aims to ensure that standards of tutoring and assessment are maintained over time and provide guidance to all staff involved in the delivery of qualifications and programmes.

The intent of internal quality assurance is to:

- o Safeguard the credibility of the qualifications, programmes or standards offered.
- o Monitor all teaching, learning and assessment activities that learners and employees undertake.

To achieve the aims and objectives of our Quality assurance strategy we will:

- o Ensure a Quality Assurance strategy based on an appropriate rationale is in place that gives clarity to the approach to Quality Assurance.
- o Ensure each programme has a clear rationale and risk-based sampling plan to maintain the quality of delivery, assessment, and learner experience.
- o Utilise the Quality and Governance group of external, independent members as a sounding board.
- o Employ tutors, assessors and verifiers that are suitably qualified, experienced, and current.
- o Verify competence ensuring they are appropriately qualified and experienced, deliver the learning programme and assessment requirements and maintain regular, relevant CPD.
- o Communicate regularly with all parties involved e.g., learners, other tutors, assessors or verifiers or members of the Quality Assurance team.
- o Maintain ongoing CPD amongst the Quality Assurance team including verifiers and the central team.
- o Ensure that all quality assurance activities are fair, and ethical whilst embracing equality, diversity and inclusivity ensuring health and safety are continuously monitored throughout the assessment and Quality Assurance process.
- o Continuously encourage and support tutors, assessors and verifiers to reach their maximum potential.
- o Maintain accurate records of the teaching, learning, assessment and verifying process.
- o Ensure all training and assessment activities are Specific, Measurable, Achievable, Relevant and Timebound.
- o Each specific programme to have risk-based provision with appropriate standardisation and ongoing professional development to make sure learning is appropriate, comparable, and consistent decisions are being made by assessors and verifiers.
- o Maintain regular communication with Awarding and regulatory bodies to ensure delivery meets the needs of their standards.

For more information regarding our Quality Assurance Policy and Strategy, please refer to [Quality Assurance Policy and Strategy](#).