



## TRAINING PROVIDER OPERATION MANUAL



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# 1. INTRODUCTION



The training workshop is designed to give participants a theoretical and practical understanding on how to successfully run an Aqua Cycling session.

The quality of our offering and our reputation relies on the quality of our training. This Training Provider's Operation Manual sets out the policies, procedures, guidelines and forms that we will use to deliver quality workshops.



## 2. MISSION STATEMENT



We believe in supporting people to achieve their fitness goals by using innovative training sessions based on a combination of cardiovascular and resistance exercises.



### 3. AIMS AND OBJECTIVES

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The workshop is designed to give participants an understanding on how to successfully run an Aqua Cycling session.

#### **During our training programme participants will learn:**

- About the properties of water and how Aqua Cycling uses them to improve fitness
- The benefits of exercising in water while using Aqua Bikes
- How to use an Aqua Bike and set up a class
- How to run a Cycl'H2O session (structure and exercises)
- Health and safety measures

#### **The trainee will:**

- Receive a manual and learning resources which include the key knowledge and skills for each training section;
- Receive detailed information on the aims, outcomes and timetable for each training section;
- Receive verbal and written feedback on their skills and knowledge in relation to the training programme;
- Have opportunities to ensure that the training program is tailored to their individual learning and physical needs;
- Have opportunities to provide feedback after completing the training program.



## 4. EQUAL OPPORTUNITY POLICY AND PROCEDURE

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### 4.1. Statement of policy

The aim of this policy is to emphasise our commitment to create an environment that promotes equal opportunity when delivering any of our services.

### 4.2. Scope of policy

This policy applies to:

- All trainees who are applying for training;
- All training events or activities;
- All resource and support opportunities that we offer;
- All staff who are employed or contracted to work with or for us.

### 4.3. Equality commitments

We are committed to:

- Promoting the equality of opportunity for all persons;
- Preventing unlawful occurrences of direct discrimination, indirect discrimination, harassment and victimization;
- Fulfilling our legal obligations under the equality legislation and associated Codes of Practice (Skills Active, Awarding Organisation);
- Promoting a harmonious working and training environment where all people are treated with respect and trained to achieve their full potential;
- Taking positive action and where necessary to adhere to our Equal Opportunities Policy.

### 4.4. Implementation

We accept responsibility for the effective implementation of this policy. In order to implement the policy, we shall:

- Ensure that training course places are allocated solely on the individuals' merit and suitability for the course;
- Not discriminate or treat any individual unfairly on grounds of gender; race, disability, ethnic origin, religion, sexual orientation or social background;



- Aim to make reasonable arrangements to enable individuals with specific needs and/or disabilities to access the training on the same grounds as all other applicants;
- Provide adapted teaching methods and resources to cater for the diverse needs and backgrounds of the trainees;
- Review the training and assessment processes diligently to measure the effectiveness of the teaching methods, training materials and processes to meet the diverse needs of trainees;
- Provide individual support to individuals who have specific needs;
- Ensure that the staff take part in training and personal development to enable the participants to confidently and competently meet our Equal Opportunities Policy and maximise the learning and achievement of the trainees.

#### **4.5. Equality in recruitment**

- Jobs will be open equally to all eligible candidates, and appointments will be determined only upon the applicant's ability to meet the role requirements to the specified standard.
- The necessary skills, experience and qualities for the position will be measurable and advertised in advance.
- Recruitment procedures will be fair, open and transparent.
- The recruitment and selection team will be expected to operate within our Equal Opportunity Policy and practices and reduce the possibility of discrimination.

#### **4.6. Complaints**

Any trainee with concerns that they have not been treated fairly, and in accordance with this policy, is entitled to raise their concerns via email: [info@aquafitproltd.co.uk](mailto:info@aquafitproltd.co.uk) or via telephone.

The complaint is to be directed to 'The Director'. Any complaint of discrimination will be dealt fairly, promptly (within 7 working days) and confidentially.



## **5. POLICY FOR LEARNING SUPPORT AND REASONABLE ADJUSTMENTS**

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As part of our equal opportunity policy, we are committed to providing access and individual learning support to trainees by making reasonable adjustments whenever possible.

We can provide a range of support and guidance to students who have declared a particular learning need supported by a statement.

We will also provide advice and guidance for participants with a declared learning difficulty.

This includes:

- Dyslexia
- Other specific learning needs
- Disabilities





## 6. ADDITIONAL SUPPORT PROCEDURE FOR LEARNERS NEEDS

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We acknowledge that trainees who apply and attend our training workshop will have differing and variable needs. In support of our Equal Opportunities Policy, we intend to accommodate learner's individual needs, wherever possible.

To enable us to identify any specific learning needs, agree on appropriate adjustments and evaluate the effectiveness of our provision, we will include the following procedures:

- **Trainee Application Form** – Ask participants for any individual learning or physical needs that may necessitate adjustments or additions to the training workshop.
- **During the Training workshop** – Observe and discuss with learners to detect any changes or adjustments that may be necessary to guarantee equal access to the training workshop.
- **Learner Evaluation Form** – Request written and verbal evaluation from the learner to assess how well we were able to satisfactorily accommodate the learner's individual needs.



## **7. LIST OF POSSIBLE REASONABLE ADJUSTMENTS THAT WILL BE CONSIDERED TO MEET INDIVIDUAL TRAINEE NEEDS**

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### **Resources**

- Provide resources ahead of the training.
- Provide resources in alternative format (e.g. CD ROM, enlarge text).
- Discuss and agree an action plan with the participant for best learning methods.

### **Training**

- Provide a tour of the venue before starting the training.
- Meet or communicate with the trainee to agree any support needed.
- Provide access to e-learning as well as face-to-face training.
- Provide access to suitable equipment and environments to meet specific needs. Provide hearing loops (if applicable).



## 8. QUALITY ASSURANCE

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### 8.1. Quality assurance standards

Aqua Fit Pro is committed to providing high quality service, effective management and outstanding customer service.

The proposed Cycl'H2O training workshop will be designed to meet and exceed participant expectations. This includes ensuring that we meet and exceed our quality assurance standards.

In providing our participants with care of a consistent quality, we will:

- Provide a safe and welcoming class/training environment
- Ensure that all tutors delivering the classes/workshop are appropriately trained and possess the right qualification.

In order to consistently improve our training we will ask our participants to fill out a feedback form to be given at the end of every training.

Through participants feedback we will take the necessary steps to implement new satisfying standards.

As the director of the company, Malcom Mbombo (Quality Verifier QV) will take responsibility for ensuring effective training quality management.

Rossano Ribeiro the (Training Instructor TI), also qualified as a tutor by Skills Active, will be the Head of Fitness and responsible of running any training workshop.



## 8.2. Staffing

We will work diligently to provide a safe working environment through hazard identification and risk assessment verified by the QV (see our risk assessment sheet)

For running the training workshop, we will ask for all tutors to possess at least:

- Any relevant tutor training accredited certificate
- Level 2 REP certificate
- Any Aqua-Biking REP accredited certificate.
- Insurance

We asked our staff to:

- Have adequate knowledge on exercise and sports
- Have confidence and good communication skills
- Be good motivators
- Be punctual
- Be passionate about Fitness

To ensure staff members have the appropriate experience and qualifications, the QV will require tutors CV and previous work experience as instructors in the required field.

The QV will maintain staff records confirming that relevant certificates and insurance are kept up to date.



### 8.3. Induction

To maintain a high quality in delivering workshops, the induction process will be based on several criteria:

1. Participation in class/training: Trainee will take part in a class to get a feel of a session and good understanding of the exercises and communication skills required.
2. TI will spend time with trainee to go through all the training manual
3. Mini workshop: Trainee will have a practical training simulation with a qualified/experienced tutor.
4. Co-teaching: Trainee will share a class with a qualified/experienced tutor
5. Teaching: Trainees will lead a class on her/his own under the observation of the Head of Fitness.

Through the induction process, trainee will be given a full support by the Head of Fitness and feedback on her/his performance.

### 8.4. Assessment/Intervention

#### 8.4.1. Assessment

To ensure a high quality assessment, tutors and trainees will be asked to obtain a minimum of 7 points on each section set out on our observation sheet (see Observation checklist).

Any trainee scoring below the minimum requirement will need to be re-trained and re-assessed until reaching a satisfactory level.

We will provide on-going training through in-house and external coaching to allow trainees and tutors to improve on their teaching skills (seminar, workshop).

#### a) Trainee

All trainees will be assessed on phase 3 of their induction by the TI. (See induction).

The QV will observe Phase 5 of the induction to validate the quality of the training. Tutor will then be given feedback on the sections to be improved. (See Quality Assurance Report)



## **b) Tutor**

As part of our quality assurance policy, tutors will be assessed every six months. Upon assessment, they will be given a feedback form showing areas they would need improvement (see Assessor feedback form).

### **8.4.2. Intervention/complaint**

The QV will be responsible of handling any complaint. A solution will be proposed to satisfy clients enquiries within seven days.

When necessary, a meeting of standardisation will take place.

The meeting's decision will be recorded using the "Minutes of standardisation meeting" form.

Following the meeting and when necessary, we will run a pilot session to test the efficiency of any new amendment.

The adoption process will take place after validating any new amendment. All staff will be informed and re-trained accordingly.

To verify that we are reliably implementing our interventions, we will ensure that:

- The main issue/concern has been tackled
- A potential solution has been offered
- A future review will take place to confirm the solution's effectiveness

## **8.5. Client support**

Client will be able to receive help and support through email, telephone and website (live chat).

All training participants will be asked to fill in and return:

- An application form
- A PAR Q form
- A Teaching and Learner agreement form
- An evaluation form



#### Policy on responding to queries:

Available email for queries: info@aquafitproltd.co.uk

TI will also be responsible to respond to any queries.

#### Time Frame:

- Within two to four hours during weekdays during working hours
- Within 12 hours during weekdays outside working hours
- Within 24 hours during weekends and bank holidays

To assess trainees' satisfaction, participants will be asked to fill out an evaluation form at the end of every class.

TI will review all feedback and will pass it on to QV.

#### Policy on responding to complaint:

Available email for complaints: complaints@aquafitproltd.co.uk

QV will be responsible to respond to any complaint.

#### Time Frame:

- Within two to four hours during week days during working hours
- Within 12 hours during week days outside working hours
- Within 24 hours during weekend and bank holiday

When deemed necessary, a meeting of standardisation will be schedule.

The procedure 3.2 (Intervention) will take place to resolve client reviews/complaints.

### **8.6. Data**

Any personal information given through email (including any attached files), document, will be confidential and is intended only for use of the training. All trainee information will be kept confidential and not shared with any third parties.

To maintain security of data, all client personal client info will be kept by the QV in secured files.



## 9. TRAINER PROCEDURES FOR RECORDING AND RETAINING EVIDENCE

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For each trainee, the following paperwork evidence must be completed and returned to the training provider on completion of the training:

### Attendance Register

- Tutors are required to complete a register logging in the duration of each training session and accurately record the attendance or absence of each delegate.

### Teaching & Learning Agreement

- Tutors will read, explain and ask each trainee to sign and date this document to confirm the agreement on the working environment for the training program.
- Tutors will sign and date the document to register their commitment to the contract.

### Learner Evaluation Form

- Tutors will collect a completed evaluation form from each trainee and submit this to the training provider.





## 10. LEARNER CONTACT AND SUPPORT PROCEDURE

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### 10.1. Enquiries

Information is available to customers via our website, telephone and email.

Every applicant will be contacted by the course tutor to ensure that:

- They have an accurate knowledge of what the course will cover and enable them to do.
- Establish if any support is needed either prior, during or after the course.

### 10.2. Booking

The following information is forwarded to the participant:

- Course dates, times, venue details and costs.
- Trainee information pack (includes: Terms and condition, Aims and outcome of the course, Teaching and learning contract).

### 10.3. Start of the Training Programme

On the first day of the course, the learner will receive:

- Trainee Manual
- Trainee hand-outs (Par Q, evaluation form,...)
- Contact details for training support during and post training.

### 10.4. During the Training

The tutor will:

- Conduct a training needs analysis to assess the skills and knowledge of the group and each individual.
- Include individual activities, quizzes and audits to assess learners' current competency in relation to the Aims and Outcomes and offer individual support and guidance.
- Lead group to take part in practical activities.
- Give the opportunity to all trainees to participate in one-to-one and small group tutorials during the course.

