



# Level 3 Diploma in Personal Training

Learner Achievement Portfolio



**EDUCATE FITNESS.**

## Innovate Awarding Level 3 Diploma in Personal Training


Assessment plan and record of achievement

Centre Name:

Learner Name:

				Record of achievement		
Mandatory units: Stage of assessment	Evidence	Assessment method	Planned assessment date	Pass/refer	Assessor's signature/initials and date	IV initials (if sampled)
Applied Anatomy and Physiology	Theory paper	Externally set multiple-choice question paper				
Lifestyle Management and Motivation for Personal Training	Case Study, Worksheet	Written				
Consultation, Assessment and Programme Design for Personal Training	Case Study, Worksheet	Written				
Planning and Delivering Personal Training Programmes	Case Study, Continuous/Summative Assessment	Written, Observation				
Nutrition for Physical Activity	Theory paper, Worksheet	Written				
Business Acumen for Personal Training	Worksheet	Written				

Assessment planning and record of achievement declaration

Declaration		Name	Signature	Date
Learners agreement:	I agree to be assessed according to the assessment plan and am happy that any additional support I require has been discussed and a separate plan put in place for this. I declare that all of the evidence (listed in the assessment plan) that will be produced for this portfolio will be my own unaided work.			
Assessors agreement	I have discussed the planned assessments with the learner and any additional support required has been planned and recorded separately.			

Records of achievement declaration

Declaration		Name	Signature	Date
Assessor 1's agreement:	I declare that all learner evidence (listed in the assessment plan) has been assessed and meets the learning outcomes, assessment criteria and evidence requirements for the qualification.			
Assessor 2's agreement: (if applicable)	I declare that all learner evidence (listed in the assessment plan) has been assessed and meets the learning outcomes, assessment criteria and evidence requirements for the qualification.			
Assessor 3's agreement: (if applicable)	I declare that all learner evidence (listed in the assessment plan) has been assessed and meets the learning outcomes, assessment criteria and evidence requirements for the qualification.			
Internal verifier's agreement:	I declare that all learner evidence (initialled in the assessment plan) has been internally verified and meets the learning outcomes, assessment criteria and evidence requirements for the qualification.			

## Lifestyle Management and Motivation for Personal Training (D/617/1187)

1. Explain factors that affect health and wellbeing.

<b>Smoking</b>
<b>Alcohol</b>
<b>Nutrition</b>
<b>Physical activity levels and preferences</b>
<b>Weight management</b>
<b>Rest and relaxation</b>
<b>Stress</b>
<b>Work pattern/job</b>
<b>Relevant personal circumstances</b>
<b>Posture</b>

2. How can you educate clients on leading a healthy lifestyle?

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3. Describe how psychological factors can influence change?

<b>Self-efficacy</b>
<b>Intrinsic and extrinsic motivation</b>
<b>Social support and peer pressure</b>
<b>Individual clients needs and differences</b>
<b>Barriers to change</b>
<b>Positive reinforcement</b>

4. How can psychological questionnaires influence behaviour change?

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5. Describe each stage of the transtheoretical model of behaviour change, include the client's attitude at each stage along with possible interventions.

Stage 1
Stage 2
Stage 3
Stage 4
Stage 5
Stage 6

6. Describe motivational interviewing and the techniques you can use to stimulate collaborative conversation.

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7. Describe how technological advancements can be used to support the client to increase:

<b>Physical activity levels</b>
<b>Motivation</b>
<b>Focus</b>

8. How can you create a positive environment to empower your clients to achieve their goals?

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9. How would you monitor your clients goals and make effective adaptations based on results?

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10. What strategies to maintain client contact can you use to ensure your client is motivated between sessions?

11. What are some possible barriers to exercise and how can you overcome these?

12. Describe 3 health conditions and the professional boundaries relating to a Personal Trainer. (boxes for condition, features, signs, symptoms, professional boundary)

Condition 1	
Features	
Signs and symptoms	
Professional boundary	



Condition 2	
Features	
Signs and symptoms	
Professional boundary	

Condition 3	
Features	
Signs and symptoms	
Professional boundary	

13. Give some possible sources where you could seek our evidence based health and wellbeing advice.

**Assessor feedback**

## Consultation, Assessment and Programme Design For Personal Training (K/617/1189)

1. Explain who are CIMSPA and what are the benefits of becoming a member of CIMSPA.

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2. Describe the industry codes of professional and ethical conduct relating to the role of a personal trainer.

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3. Explain the process you would follow to conduct a professional one to one consultation with clients

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4. Explain how to use 3 different health and fitness assessments, and explain why you would choose these methods. (boxes for assessment type, assessment method, suitable for)

Assessment type 1	
Assessment method	
Suitable for	
Why would you choose this method?	

Assessment type 2	
Assessment method	
Suitable for	
Why would you choose this method?	

Assessment type 2	
Assessment method	
Suitable for	
Why would you choose this method?	

5. Describe the principles of postural assessment

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6. How can you use regular assessments to monitor client progression?

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7. There are various principles and variables that need to be understood and applied, when designing an exercise programme. Provide a short description of how the principles of training will be applied to your clients.

<b>Adaptation</b>
<b>Specificity</b>
<b>Progressive overload</b>
<b>Reversibility</b>
<b>Adaptability</b>
<b>Individuality</b>

Recovery time

8. Explain the variables within the FITT principles, and how you can adapt/modify or progress each of them over time with clients.

F _____	Explanation
	How can you adapt/modify or progress
I _____	Explanation
	How can you adapt/modify or progress
T _____	Explanation
	How can you adapt/modify or progress
T _____	Explanation
	How can you adapt/modify or progress

9. Using the key principles from question 7 and 8, how would you design:

<b>Short term programmes</b>
<b>Medium term programmes</b>
<b>Long term programmes</b>

10. Explain how to tailor exercise programmes for a:

<b>Sedentary client</b>
<b>Sports specific client</b>
<b>Client recovering from injury</b>

11. What is the current minimum physical activity international guidelines (ACSM) for apparently healthy adults (18-64 years).

12. Explain 3 tools/methods for monitoring exercise intensity and when you would use them.

13. Describe the typical signs and symptoms of overtraining



14. What resources and exercise methods are suitable for training clients in different environments (e.g. outdoors/at home)?

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15. Identify effective repetition and resistance ranges to develop strength, endurance and hypertrophy.

	Training goal		
	Strength	Hypertrophy	Endurance
Intensity			
Load as % of 1RM			
Reps			
Recovery			
Sets per exercise			

16. Identify the heart rate training zone models for developing aerobic and anaerobic capacity

Developing aerobic	
Developing anaerobic	

17. Explain the purpose and principles of progressive programming and periodisation.

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18. How could you adapt a training programme to be done in environments outside of the gym (outdoors and home based), what resources and modes are suitable for these environments?

19. When it comes to designing small group training sessions, how can you adapt design and delivery of sessions?

20. How can you balance the needs of the group?

21. How will you ensure the safety of clients at all times?

22. Describe cardiovascular training techniques and methods (boxes for interval training, fartlek, continuous)

<b>Interval training</b>
<b>Fartlek training</b>
<b>Continuous training</b>

23. Describe resistance training techniques and methods.

<b>Super-sets</b>
<b>Tri-sets</b>
<b>Giant sets</b>

Pre/post exhaust

Pyramids

Drop-sets

Negatives/eccentric training

Circuit resistance training

24. Describe functional skill training methods and techniques.

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25. Describe flexibility training techniques and methods.

<b>Static stretching</b>
<b>Dynamic stretching</b>

26. Identify the suitability of training techniques and methods for different clients.

<b>Sedentary clients</b>
<b>Experienced clients</b>
<b>High-level clients</b>

**Pass/Refer**

<b>Assessor feedback</b>

## Planning and Delivering Personal Training Programmes (D/617/1190)

1. Explain communication techniques that can be used when instructing clients including verbal and non-verbal.

2. Explain how to observe and monitor clients during sessions.

3. Describe teaching strategies that can be used to correct and enhance client performance.

4. Describe methods of maintaining clients' motivation

5. Explain why it is necessary to modify, adapt, regress or progress exercise programmes

6. Explain why it is important to monitor individual performance during small group training

**Pass/Refer**

**Assessor feedback**



## Nutrition for physical activity (M/617/1193)

1. Explain the functions of macronutrients, micronutrients and hydration.

### Macronutrients

### Micronutrients

### Hydration

2. Describe the main nutrient groups and their food sources.

### Proteins

### Fats

## Carbohydrates

## Vitamins

## Minerals

## Water

3. Explain the impact of nutrition on health.

4. Describe the principles and key features of current government healthy eating guidelines

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5. Distinguish between credible and non - credible sources of nutritional information and guidance to advise clients

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6. Explain how current government healthy eating advice can be used to support clients with:

<b>Weight management</b>
<b>Hypertrophy</b>
<b>Sports performance</b>

7. How can you educate clients to make good food choices?

8. What tools can you use to collect a clients nutritional information and how you can use this to analyse information, to ensure the client's needs and nutritional goals are identified?

9. Explain how to estimate resting metabolic rate and energy requirements.

10. How would you feedback results of the nutritional assessment to your client?

11. Explain 3 circumstances in which a client should be referred to another professional before commencing an exercise programme.


**Pass/Refer**

Assessor feedback

## Business acumen for personal training (T/617/1194)

1. Describe 3 marketing research strategies and techniques that could help to support a personal training business

Type of market research and method
Advantages
Disadvantages
Type of market research and method
Advantages
Disadvantages
Type of market research and method
Advantages
Disadvantages

2. Explain the purpose **and** importance of developing a:

Marketing plan

Business plan

3. Where can you find information and support regarding UK tax?

4. Create your own personal training business plan.

Mission statement

Aims and objectives

USP's

**Marketing strategy**

**Who are you prospective customers?**

**SWOT Analysis**

Strengths

Weaknesses

Opportunities

Threats

**Resources required to plan, prepare and launch the business**



Areas of risk and difficulty	Contingency plans to address areas of risk and difficulty
Health, safety, legal and insurance requirements	Professional standards to implement

Budget overview				
Planning costs	Preparation costs		Launch costs	
Profit and loss account				
Income (Total)	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Expenditure (Total)	Quarter 1	Quarter 2	Quarter 3	Quarter 4

	Calculation formula	Year 1 projection
Gross profit		
Net profit		

Cash flow forecast				
Forecast	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Cash in				
Cash out				

Information technology (IT) planning	
How you will use your digital profile to positively promote the business?	
IT applications that will be used to support business planning and delivery.	
Risks and benefits of each application.	
How each application will be used to monitor, interpret and manage business data?	

5. Explain current legislation and ethical practice that affects the use of technology

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6. Explain the principles of business financials including:

<b>Financial forecasting</b>
<b>Planned income/expenditure</b>
<b>Sales</b>
<b>Targets</b>

7. Describe accounting methods for recording financial performance.

<b>Profit/Loss</b>
<b>Balance sheet</b>

8. Describe the current UK tax and insurance legislation.

<b>Tax</b>
<b>Insurance</b>

9. Explain UK tax requirements, including:

<b>Income tax</b>
<b>National insurance</b>
<b>Self-assessment</b>

10. How can IT systems be used to support record keeping, finance and accounting?

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**Pass/Refer**

<b>Assessor feedback</b>

**Lifestyle Management and Motivation for Personal Training** (D/617/1187)

**Consultation, Assessment and Programme Design for Personal Training** (K/617/1189)

**Planning and Delivering Personal Training Programmes** (D/617/1190)

**Nutrition for Physical Activity** (M/617/1193)

## **Case study – Personal training client**

You will need to produce a case study using the following guidance:

### **Step one – Selecting your client**

To complete all the required elements of this assessment you must select an appropriate client for your case study. Your client must be:

- A real person
- The person who will be your client during your observed consultation and personal training session\*
- Apparently healthy and have no medical conditions which would be considered to be out a personal trainer's scope of practice
- Able to take part in the planned session

\*In the event of an unforeseen circumstance that means the actual client cannot participate in your summative observed session, another person can take their place; however the following criteria must be met.

The replacement client must be:

- Apparently healthy and have no medical conditions which would be considered to be out a personal trainer's scope of practice
- Able to take part in the planned session, or able to take part following reasonable adaptations

When using a replacement client you must make any planning adaptations prior to the summative observed session and be prepared to adapt the actual session as it progresses to ensure this is effective for the client taking part.

### **Step two – Food diary analysis**

During the course, you will need to analyse your client's nutrition in relation to their goals using a food diary.

#### **Preparation**

To prepare for this part of the case study you will need to:

- Ascertain the client's goals regarding healthy eating or any fitness-related objectives (e.g. healthy eating, fat loss, muscle gain, preparing for an event – this may include pre-event nutrition, nutrition during the event and post-event nutrition)
- Provide the client with a seven-day food diary template to complete
- Explain to your client how to complete the food diary and ensure they complete it for seven days
- Obtain the completed food diary from your client, check that it has been completed in sufficient detail and ask additional clarification questions if required

#### **Review and analysis**

You will need to review your client's food diary and identify the following:

- Any eating or drinking behaviours that are detrimental to the client's health

- Any positive eating behaviours that the client should continue

You will need to analyse the levels and consumption of the following:

- Water/fluid
- Alcohol
- Caffeine
- Processed foods
- Macronutrients

### **Recommendations**

You will need to work within your scope of practice to:

- Recommend the eating behaviours that the client should change to meet their goals
- Recommend to the client how to tailor their nutrition to meet their goals
- Identify any potential barriers to change that your client may face and suggest ways that you can help your client overcome these barriers
- Identify how training will affect your client's nutritional requirements. Include any recommendations related to the client's fitness goals

You must include a copy of the client's food diary and your analysis and recommendations within your portfolio.

## Food diary, analysis and recommendations

Date: \_\_\_\_\_

Please include all foods and drinks consumed each day with approximate or exact portion sizes and how the foods were cooked (e.g. fried, baked etc.). Also, include how hungry you felt and how you were feeling using the keys below.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast							
Mid-morning							
Lunch							
Mid-afternoon							
Supper							
Other							

## Food diary analysis and recommendations

Client's goals regarding healthy eating or any fitness related objectives (e.g. fat loss, muscle gain, preparing for an event).

Eating or drinking behaviours that are detrimental to the client's health.

Positive eating behaviours that the client should continue.

Hydration levels and water consumption.

Caffeine consumption.

Alcohol consumption.

Processed food consumption.



Fruit and vegetable consumption.

Macronutrients analysis - Carbohydrate.

Macronutrients analysis - Protein.

Macronutrients analysis - Fats.

What changes does the client need to implement their current nutrition to meet their goals and how will this be monitored?

What potential barriers to change may your client face?

What methods would you recommend to your client to overcome these barriers?

How will you check in with your client between sessions?

What products and IT (Apps/online tools) will you use to support and manage your client?

## Nutritional review

Based on the information collected in the 'Food diary, analysis and recommendations' section above, one week later you will need to review your clients progress towards their nutritional goals. How has your client had progressed towards their goals and are there any adjustments to your recommendations?

## Step three – Planning a periodised programme

During the course, you will need to collect relevant data (e.g. fitness assessments) and design a periodised personal training programme for your client. The periodised plan must:

- Be at least 8 weeks long
- Include details of FITT (frequency, intensity, time, type) for each weekly microcycle that demonstrates progression within the mesocycles and over the course of the planned programme
- Apply the principles of periodised programme design

## Session plans

You must design three detailed session plans, one from each phase of training, to include:

- A range of CV, resistance and flexibility exercises suitable for the client
- Exercises specific to the client's stated goal(s) and suited to their ability and phase of the programme
- Environments and activities that reflect the client's identified preferences
- Appropriate warm-up and cool-down components relevant to the main session

## Adaptations and contingencies

For one of the detailed sessions you will need to:

- Identify a range of alternative environments (a minimum of one outdoor and one indoor environment) that could be used. Ensure any alternative environments are suitable for your specific client
- Explain how the session and exercises would need to be adapted to accommodate each of the alternative environments
- Explain the benefits and disadvantages of each training location for you and your client

- Identify the possible hazards and risks of each environment
- Describe the health and safety requirements and identify ways to manage the identified risks
- Explain how the selected session/exercises/methods and techniques could be adapted to become a group personal training session
- Explain the benefits and challenges of group personal training and identify ways to maximise the benefits and minimise the challenges
- Describe ways to incorporate partner or group activities into the session

You must include a copy of the periodised plan and all associated evidence within your portfolio.

## Step three – Planning a periodised programme

During the course, you will need to collect relevant data (e.g. fitness assessments) and design a periodised personal training programme for your client. The periodised plan must:

- Be at least 12 weeks long
- Include details of FITT (frequency, intensity, time, type) for each weekly microcycle that demonstrates progression within the mesocycles and over the course of the planned programme
- Apply the principles of periodised programme design

### Session plans

You must design three detailed session plans, one from each phase of training, to include:

- A range of CV, resistance and flexibility exercises suitable for the client
- Exercises specific to the client's stated goal(s) and suited to their ability and phase of the programme
- Environments and activities that reflect the client's identified preferences
- Appropriate warm-up and cool-down components relevant to the main session

### Adaptations and contingencies

For one of the detailed sessions you will need to:

- Identify a range of alternative environments (a minimum of one outdoor and one indoor environment) that could be used. Ensure any alternative environments are suitable for your specific client
- Explain how the session and exercises would need to be adapted to accommodate each of the alternative environments
- Explain the benefits and disadvantages of each training location for you and your client
- Identify the possible hazards and risks of each environment
- Describe the health and safety requirements and identify ways to manage the identified risks
- Explain how the selected session/exercises/methods and techniques could be adapted to become a group personal training session
- Explain the benefits and challenges of group personal training and identify ways to maximise the benefits and minimise the challenges
- Describe ways to incorporate partner or group activities into the session

You must include a copy of the periodised plan and all associated evidence within your portfolio.

**Note: To be considered competent, the learner must be professional and adhere to legal and organisational requirements at all times to ensure the safety of your clients. During your observations you must demonstrate these behaviours in order for all criteria to be signed off.**

## Client consultation

Name of client					
Date of birth		Gender			
Physical assessment					
Height		Weight		BMI (category)	
Client barriers					
Client motivators					
Health history					
Lifestyle, occupation and hobbies					
Exercise preferences					

Client's overarching goals	
SMART goals	
Short-term	
Medium-term	
Long-term	
How will goals be reviewed?	
Short-term	
Medium-term	
Long-term	

**Client assessment checklist**

				✓	/ X
1. Welcomed client and explained the purpose of assessments					
2. Explained the assessment procedures and gained consent					
3. Completed assessments as per requirements					
4. Results compared against norms					
5. Client informed of results and meaning					
Result (Pass/Refer)		Assessor Sign		Date	

## Planning A Periodised Programme - 12 Week Overview

### Month 1

	CV Method 1			
	Week 1	Week 2	Week 3	Week 4
F				
I				
T				
T				

	Resistance Method 1			
	Week 1	Week 2	Week 3	Week 4
F				
I				
T				
T				

	Resistance Method 2			
	Week 1	Week 2	Week 3	Week 4
F				
I				
T				
T				

	Core Exercise 1			
	Week 1	Week 2	Week 3	Week 4
F				
I				
T				
T				

**Month 2**

	CV Method 2			
	Week 5	Week 6	Week 7	Week 8
F				
I				
T				
T				

	Resistance Method 3			
	Week 5	Week 6	Week 7	Week 8
F				
I				
T				
T				



	Resistance Method 4			
	Week 5	Week 6	Week 7	Week 8
F				
I				
T				
T				

	Core Exercise 2			
	Week 5	Week 6	Week 7	Week 8
F				
I				
T				
T				

**Month 3**

	CV Method 2			
	Week 9	Week 10	Week 11	Week 12
F				
I				
T				
T				

	Resistance Method 3			
	Week 9	Week 10	Week 11	Week 12
F				
I				
T				
T				

	Resistance Method 4			
	Week 9	Week 10	Week 11	Week 12
F				
I				
T				
T				

	Core Exercise 2			
	Week 9	Week 10	Week 11	Week 12
F				
I				
T				
T				















**Assessor feedback**

**Step four – Summative observed session – Personal training**

During the course, your assessor will observe you instructing one of your planned sessions prepared for the case study. The session selected for the summative observation must include a range of exercises, including resistance, cardiovascular and flexibility.

The client who takes part in this session should be the person who the progressive programme was developed for\*.

*\*In the event of an unforeseen circumstance that means the actual client cannot participate in your summative observed session, another person can take their place; however the following criteria must be met.*

The replacement client must be:

- Apparently healthy and have no medical conditions which would be considered out of a personal trainer's scope of practice
- Able to take part in the planned session, or able to take part following reasonable adaptations

When using a replacement client you must make any planning adaptations prior to the summative observed session and be prepared to adapt the actual session as it progresses to ensure this is effective for the client taking part.

## Summative observation checklist – Personal Training Session

Preparing and introducing the session		✓ / X							
1. Prepared equipment and resources as required for the session									
2. Welcomed the client to the session and indicated the location of the gym's emergency exits									
3. Ensured PARQ and verbal screening is completed									
4. Gave an overview of what the session will involve									
5. Explained the effort required to effectively execute the exercises									
<b>Key: Competent mark a tick. Not competent mark an R (Two R's in any horizontal row = Referral. Competent with a comment mark a bullet point)</b>									
Delivering the exercise session		WU CV	WU Stretches	CV 1	RM 1	RM 2	Core 1	CD CV	CD stretches
Training Approach									
6. Gave technically correct demonstrations and explanations									
7. Explained training approach to client									
8. Explained how training approach meets clients needs									
9. Adopted appropriate teaching positions									
10. Adapted exercises to suit client's needs (and recorded change to plan)									
11. Offered alternative exercises if necessary (and recorded change to plan)									
12. Reinforced teaching points and provided feedback									
13. Gained feedback from the client									
14. Monitored intensity									
15. Correct clients technique, using progression/regression as required									
17. Exercise conducted in a timely manner									
18. Provide motivation/encouragement									
Ending the session									
19. Gave constructive feedback to the client based on their performance									
20. Gained feedback from the client as to how well their goals were met and how effective the planned activities were									
21. Gained feedback from the client as to how effective the motivational and instructional styles were									
22. Checked that the environment and equipment was left in good order									
Result (Pass/Refer)		Assessor Sign		Date					

**Assessor feedback**

## Example Scenario 1: Adapting the programme for non-gym environment

Due to unforeseen circumstances, your gym has closed, and you must adapt a clients exercise programme for a non-gym environment. In the box below explain how you will adapt your warmup, main workout and cool down of the programme (consider alternative training methods/techniques, equipment, etc).

<b>Warm-up</b>
<b>Main workout</b>
<b>Cooldown</b>

## Example Scenario 2: Plan a session for small group training

Using the boxes below plan out a small group exercise programme, lasting 30-45 minutes.

<b>Warm-up</b>
<b>Main workout</b>
<b>Cooldown</b>

## Worksheet: Self-evaluation following the summative assessment

1. Based on your client performance, feedback and session outcome, how would you revise future sessions and programme accordingly?

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2. Consider your communication skills when working with your client. Outline three particular strengths and three areas you need to work on.

Communication skills – Strengths

Communication skills – Areas to work on

3. What feedback have you received from your client regarding your communication skills?

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4. Give two examples of how you may need to adapt your own particular communication style for different types of client.

Client type	Adaptations to communication style
<b>A nervous beginner who has never been in a gym before.</b>	
<b>Advanced exerciser and former county runner who has recently had a year off from exercising for personal reasons.</b>	

5. On reflection, identify three specific actions or behaviours you demonstrated that enhanced or added value to the time spent with your client.


6. On reflection, identify one thing you could have done differently to improve the client experience.

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7. What actions will you take to improve your personal practice as a result of completing this case study?

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**Pass/Refer**

**Assessor feedback**

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## Educate Fitness Appeals and Complaints Procedure

Your Teaching and Learning Mentor will provide you with help and advice with regard to the requirements of your award. This may take the form of giving you assignments and/or activities to check your understanding. The training that you receive will be individually planned to suit your needs.

We hope that all feedback given to you will be constructive and clear and will encourage you to complete the work for your award as effectively as possible.

If you are not happy with any aspect of your programme we will do our best to help you deal with the issue. This may mean talking to your Teaching and Learning Mentor on your behalf to help overcome the problem.

Your Teaching and Learning Mentor will do their best to support you, however, we do appreciate that there may be times that issues arise that you would prefer not to discuss with your Teaching and Learning Mentor.

If for any reason you disagree with a decision made by your Teaching and Learning Mentor you have the right to appeal that decision. How to do this is written below.

### **What you can do if you don't agree with your Teaching and Learning Mentor's decision**

If you feel that you have been unfairly treated or you do not agree with an assessment decision that has been made you should follow the procedure below:

- You should express your concerns directly to your Teaching and Learning Mentor, stating what the problem is so that the Teaching and Learning Mentor can explain their decision to you.
- If an agreement cannot be reached, you can arrange to discuss the issue with your Internal Verifier.
- If an agreement cannot be reached at this stage you should contact the Lead Internal Verifier in order to reach an agreement.
- If you decide you want to appeal the assessment decision you have the right to do so but your appeal must be emailed to [appeals@educatefitness.co.uk](mailto:appeals@educatefitness.co.uk). Your appeal must be received within 5 days of the assessment decision.



