

Instructor Training Course

Learner Information Pack



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Welcome to the SWIMSANITY® Instructor Training Course

We hope that you enjoy this course and would like you to get the best experience possible. To help you to do this, please read through the information below

Before the training course

1. Read the *Timetable* for day one and day two that has been emailed to you so that you know how the course will be delivered.
2. Familiarise yourself with the assessment instructions and the criteria for assessment
2. Check the venue details to make sure you leave yourself enough time to arrive for 09.00 start.
3. Please contact hi@swimsanity.co.uk if you would like to ask any questions or want to find out specific information about the course.

Attending the Instructor Course

Please bring:	*Evidence of L2 Fitness Instructors – Water based / aqua certificate <i>*if you have it</i> Swimwear and towel + pool shoes if preferred Clothing to change (optional)
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You will be taking part in groupwork theory sessions each day and a number of practical pool teaching workshops over the day so be prepared to be active. Ensure you have food, snacks and water to keep you focused and hydrated. If you like to learn by taking notes, you may want to bring a notepad and pen.

Note: you must have completed an **Application Form** and **PARq** form before participating.

What to Expect from this Course

The course is designed for L2 Water Based Exercise instructors (Aqua), but can still be undertaken without this prerequisite.

This course will teach you how to:

Aims

Teach safe, effective and inspirational Swimsanity® HIIT aqua classes

Outcomes

By the end of the course, Instructors will be able to:

1. Safely set up the pool environment, equipment and ensure participant safety for a Swimsanity® workout class
2. Demonstrate the ability to provide all necessary introductory information for safe and effective Swimsanity® classes
3. Deliver correct and timely instructions and explanations of exercise intensity and duration to enable participants to achieve HIIT training benefits
4. Demonstrate the ability to instruct participants to use water resistance and equipment safely and effectively
5. Demonstrate the ability to teach in a motivating way and inspire participants to work hard throughout the class
6. Demonstrate Swimsanity® workout exercises with correct technique
7. Observe and correct participants to ensure a safe and effective Swimsanity® workout
8. Demonstrate the ability to select and offer appropriate progressions/regressions to suit differing abilities and fitness levels
9. Evaluate their own teaching of a Swimsanity® class.

Working together

To ensure that all learners get the best out of the training, we have set out below the guidelines for working together on this training course.

Please read these, asking any questions to clarify if required so that we work together productively and harmoniously.

Learners are expected to:	Tutors will:
<ul style="list-style-type: none"> ● Attend all sessions as timetabled ● Attend all sessions on time ● Bring all necessary paperwork, activities and any home study tasks ● Wear suitable clothing for the timetabled activity ● Actively participate in the sessions ● Take responsibility for their own learning ● Ask for help and guidance as and when required ● Behave responsibly towards others and the venue in respect of Health, Safety and Operational rules ● Adhere to the Equal Opportunities Policy 	<ul style="list-style-type: none"> ● Work to the timetable and start/finish times ● Tell you of the purpose and process of each session ● Use appropriate and relevant methods to maximise your learning ● Provide opportunities to contribute to the learning, via questions, comments and feedback ● Inform you of the health, safety and operational rules in relation to the premises and equipment ● Offer individual support and guidance in relation to any assessment criteria ● Adhere to our Equal Opportunities Policy

Please sign and date below to confirm your agreement to us working together:

Learner Signature		Date	
Tutor Signature		Date	

Instructor Course Timetable

Start: 10,00 – 17.00

Duration: 7 hours

Time	Content
10.00-10.15	Introductions / tea & coffee
10.15-10.30	Course aims, outcomes and timetable
10.30-10.45	Health and Safety housekeeping
10.45-12.00	Workshop 1: Water principles WORKSHOP 2: Principles and Application of HIIT and Water Principles to SWIMSANITY®
12.00-12.30	lunch
12.30-13.30 POOL	WORKSHOP 1: Setting up SWIMSANITY® equipment WORKSHOP 1: Instructing a SWIMSANITY® class
13.30- 14.15 POOL	SWIMSANITY® practical class PARTICIPATION
14.15- 15.15 POOL	Workshop 2: HIIT water exercises easier to harder versions WORKSHOP 2 – PRACTICAL ASSESSMENT
15.15-15.30	break
15.30-16.15	MARKETING TUTORIAL AND DISCUSSION Q & A
16.15-16.45	Assessment evaluation, feedback and action planning
16.45-17.00	Summary and Evaluation of the day

The Assessment

We want you to enjoy teaching SWIMSANITY® classes and feel confident in teaching this unique and exciting new workout. To enable you to demonstrate your ability to teach SWIMSANITY® and use the equipment safely, there are two elements to the assessment:

1. To demonstrate the safe and correct set up, use and putting away the SWIMSANITY® equipment [practical observed assessment]
2. Teach part of a safe and effective SWIMSANITY® class [practical observed assessment]

The tutor/assessor will be assessing your ability to teach SWIMSANITY® against the assessment criteria throughout the course and during a summative assessment towards the end of the day of the training course. The tutor will give you positive and helpful feedback to enable you to learn and provide support towards being able to demonstrate the assessment criteria.

During the course, you will be teaching the other participants on the course, and they in turn, will be taught by some of the other learners as part of their practical assessment. You will also be encouraged to self-evaluate and participate in giving and receiving feedback to others on the course.

At the end of day two, you will be given written feedback and details of any action points that will enhance your teaching of SWIMSANITY®. On successful completion of the assessment, you will receive a SWIMSANITY® Instructor Teaching Certificate (including Register of Exercise Professional CPD points).

Achieving the assessment criteria

After the assessment, you will be given written and verbal feedback and any actions. When you have demonstrated your ability to meet the assessment criteria, you will receive a SWIMSANITY® Certificate. If you have not yet demonstrated the essential criteria, you will receive written and verbal feedback together with an action plan to enable you to prepare to re-take the assessment. The course tutor/assessor will agree timeframes and actions with you. The tutor will provide you with support and guidance towards being re-assessed in the areas required to achieve a certificate.

Assessment Instructions

To achieve a Certificate and show your level of competence in this training, you will be assessed on your ability to:

- Safely and correctly set up the SWIMSANITY® equipment
- Instruct a safe, effective and engaging SWIMSANITY® routines as assigned by the tutor/assessor

Assessment Criteria

Note: To achieve a Swimsanity® Certificate of Achievement, learners must demonstrate the all criteria in a minimum of **2 out of 3** components.

Criteria in **bold** print are compulsory.

Whilst instructing, the learner:	Warm up	HIIT Circuit	Cooldown
Performance Criteria			
1. Demonstrated safe set up of pool environment, equipment and participant screening			
2. Introduced the Swimsanity® class giving essential water and HIIT safety briefing			
3. Gave correct and timely explanations and instructions			
4. Gave correct instructions to enable the safe and effective use of water resistance			
5. Monitored the work:rest ratio to enable participants to work safely and effectively			
6. Taught in a motivating way to inspire participants to work hard			
7. Observed and corrected participants to ensure safe and effective exercise performance			
8. Offered alternatives and corrections to suit individual needs			

9. Provided progressions and regressions to suit individual needs			
10. Asked questions to check comfort, safety and effectiveness of exercises			

What if I am unable to attend my assessment?

DEFERRAL GUIDELINES

If you are unable to take part or complete your planned assessment and need to 'defer' the assessment to a later date, we will provide you with an alternative assessment opportunity. Some possible reasons for deferring assessment include: a medical condition, accident or personal crisis. In some cases, you may be asked to provide evidence, such as a doctor's certificate.

In some cases, the assessment must be completed within a stated time frame.

If you need to apply to defer your assessment and want to find out about alternative opportunities for assessment, **please contact:** hi@swimsanity.co.uk.

What if I don't pass the assessment?

REFERRAL GUIDELINES

If you do not achieve some or all assessment criteria and receive a 'referral' assessment decision, you will be given feedback and an action plan to enable you to prepare to re-take the assessment.

The tutor and/or assessor will provide you with support and guidance towards being re-assessed in the areas required to achieve a certificate.

In some cases, there will be a specific time frame within which you must retake the assessment, and there may be a fee to pay. For more information and to apply for a re-assessment, please contact: hi@swimsanity.co.uk.

What if I have an individual need or condition that would make it difficult for me to meet all or some of the assessment criteria?

If you have an individual need or condition that would make it difficult for you to have a fair and equal opportunity to meet the assessment task or criteria, please inform us by contacting: hi@swimsanity.co.uk as soon as possible, ahead of the assessment, to enable us to make any arrangements or adjustments to make any necessary provisions for you to access the assessment. For more information about assessment, please contact: hi@swimsanity.co.uk.

Training Cancellation Terms and Conditions

We know that there may be times when learners are unable to attend booked training with SWIMSANITY®. We aim to be helpful and flexible in accommodating cancellation requests wherever possible. However, cancellations may affect our costs and the quality of training for other customers, therefore any decisions relating to cancellations will be at the final discretion of the Director.

Customer Cancellation

- Cancellations received up to 14 days before the start of the training start date will not be charged the training fee.
- No refund will be given for cancellations received 1-10 days prior to the training start date.
- No refund will be given for failing to attend the training without any prior notification

Cancellation by SWIMSANITY®

- SWIMSANITY® reserves the right to cancel or change the training at any time, including but not limited to, lack of participation, venue and equipment unavailability, equipment or trainer availability.
- We will aim to provide you with a minimum of 14 days notification, or the earliest possible notification of any changes where unforeseen circumstances have resulted in the change.
- Learners will not be charged for the training and we will endeavour to provide alternative training arrangements
- We will not be deemed liable for any director or indirect consequential costs that the learner may have incurred as a result of cancelled training, including, but not limited to, accommodation and transportation costs.

General Disclaimer

- We shall not be liable for damages resulting from errors or omissions in the training resources.
- We shall not be liable for any damages that result from the use of the training materials or content from the training programme.

Expectations and Customer Service

We want to make sure that all learners to have clear, accurate and timely information for our training and assessment. Our tutors endeavour to give every learner excellent quality training and assessment. Any learner who believes that they have not been treated fairly or have not received appropriate customer care, may raise their concerns.

Equal Opportunity Policy

SWIMSANITY® is committed to taking positive steps to reduce disadvantage experienced by individuals or groups and this is reflected in the policy.

Training and assessment team members are responsible for helping to ensure that individuals do not suffer discrimination and to promote equality of opportunity. Those personnel with responsibility for teaching, support and welfare of learners will have additional responsibilities to ensure that this is actively pursued. SWIMSANITY® is committed to opposing discrimination and promoting equality of opportunity. The services we provide will heighten awareness and encourage good practice amongst all learners and employers.

Equality and Diversity Procedures

SWIMSANITY® accepts responsibility for the implementation of this policy. In our commitment to ensuring this policy, we intend to:

- Treat any individual fairly and not discriminate on grounds of gender, race, disability, ethnic origin, religion, sexual orientation or social background
- Ensure that training course places are allocated solely on the individual merits of the learner's suitability for the course
- Take reasonable steps to enable individuals with individual needs and/or disabilities to take part in SWIMSANITY® training as all other applicants to the best of our capacity
- Offer a range of teaching and learning methods and teaching resources to satisfy for the diversity of individual learners
- Offer individual learning support to those who have identified specific needs

- Evaluate and review training and assessments to check that the effectiveness of the learning and teaching in meeting specific and diverse needs of learners

We reserve the right to change our Equal Opportunities Policy without prior notice. This policy is kept under review and subject to change in line with changes and amendments to law and any events that require the policy is updated.

Appeals Procedure

All learners are assessed by suitably trained and skilled assessors and are assessed against our published assessment criteria.

If, after completing this process, you remain dissatisfied with the decision made by the SWIMSANITY® tutor/assessor, instructors may take their appeal to Swimsanity® Internal Quality Assurer. Please keep copies of all documents relating to the appeal.

In the unlikely situation that an instructor remains dissatisfied after the appeal outcome has been confirmed by SWIMSANITY®, then they may appeal to the fitness industry Endorsement regulator, PD-Approval: endorsement@pdapproval.com.

Learners may Appeal if:

- The learner feels that they have not been given a fair chance to provide evidence against SWIMSANITY® assessment criteria
- There were circumstances that occurred, outside of the learners' control, and this made it impossible for the learner to meet the assessment criteria
- The administration or management of the assessment disadvantaged the learner ability to meet the assessment criteria
- An unavoidable circumstance arose, which was outside the control of the learner, and resulted in the learner being unable to meet the assessment criteria as stated.

How to Appeal

1. Email the following information to 'Paul Taffe' at ht@swimsanity.co.uk. Please include:

- Your name
- Your email and telephone contact number
- The date and venue of the course that you attended
- Details of what you are appealing against

2. Attach any supporting evidence and assessment paperwork to support your appeal

On receiving the Appeal, we will confirm receipt within 7 days. Then, an internal quality assurer and assessor will review the Appeal and respond within 14 days and contact you if they would like additional information to make a fair decision.

Possible Outcomes of an Appeal

We endeavour to always ensure our assessments are conducted in a fair and reasonable way. However, in the event that a learner wishes to Appeal, below are some of the possible outcomes of an investigated Appeal:

- Re-take their assessment submission without charge
- Re-take their assessment with a charge applied
- Have their assessment Appeal referred to PD-Approval for external verification.

Learner Support

SWIMSANITY® are committed to providing access and individual learning support to learners whenever possible. We offer ongoing support and guidance to learners who have declared an individual learning need that is supported by a statement of learning need. Please talk to the tutor if you require support during the course

Complaints Procedure

Learners who believes that they have not been treated fairly, and in accordance with this policy, is entitled to raise their concerns. The complaint is to be directed to: hi@swimsanity.co.uk. Any complaints will be dealt with fairly, promptly and confidentially.

1. Email the following information to hi@swimsanity.co.uk:
 - Your name
 - Email and telephone contact number
 - Date and venue of the course that you attended
 - Details of your reasons for complaining

2. Attach any supporting evidence and paperwork to support your complaint'.

Retention of Information and Evidence Policy

Policy Statement for the Retention of Information and Data Security

It is our policy to ensure that documents and data are retained for the time required by the industry regulators, tax inspectorate or the law.

In line with industry regulator requirements, we are required to request information that must be retained for quality assurance and potential complaints and appeals. SWIMSANITY® ensures that, as per the Data Protection Act, only information or data that is necessary, relevant, up to date and accurate will be kept. Information pertaining to customers and learners will not be held for longer than is necessary.

Data Security Procedures

Personal information is stored in a confidential manner, stored securely and disposed of by shredding or some way which does not breach confidentiality.

All data and personal information (e.g. names and addresses, etc.) will be kept confidentially and securely:

- Data in electronic form – in password protected areas and in encrypted form •
- Data in hard copy form – locked up
- Only those persons that need access to this data for their duties should be given passwords or access to it.
- Keep records of passwords in a secure place. Peter Francis is responsible for securing and updating passwords on a regular basis.

Health and Safety

Our Tutors and the centre staff are dedicated to helping you to get the best from this course. With this in mind, we have listed below what we can reasonably expect from you to ensure your health and safety wherever possible.

WE ASK YOU TO:

1. The information given by you is correct and accurate and can be relied upon by us.
2. You shouldn't ever exercise beyond your capabilities. You must inform the Tutor if you have a medical condition that may interfere with your exercise regime and you should notify a member of staff of any new medical conditions before you commence any exercise.
3. You will inform a member of staff should you start to feel unwell.
4. You will seek advice from a member of staff if you are unsure about using any of our equipment.
7. You will respect the equipment that you use on site, and behave in an appropriate manner at all times when using our facilities

WE WILL:

1. We will endeavour to maintain a safe environment for you to exercise in at all times.
2. We shall at all time keep confidential information that may have been provided to us by you regarding any health conditions we need to be aware of.
3. We shall endeavour to ensure that a number of our staff on duty are trained to deliver First Aid treatment if required.
4. We will take all reasonable steps to ensure our team have the relevant Fitness industry qualifications.
5. If you inform us you have a medical disability that puts you at a disadvantage, we will ensure we induct you into the facility you join to ensure your safe use of the equipment and provide information on the evacuation process.
6. We respect your decisions and allow you to make your own decision on your exercise regime however we reserve the right to ask you not to exercise beyond your capability.