



Personal Trainer Academy

Equal Opportunities and Diversity Policy

Personal Trainer Academy is committed to supporting tutors/ assessors in providing equality of opportunity so that all candidates can achieve their full potential. This applies to enrolment and assessment. Tutors/ assessors should not discriminate or treat any individual less favourably on the grounds of age, gender, marital status, race, disability, colour, sexual orientation, nationality, ethnic origin, religion, social background or any other irrelevant distinction. This policy will refer to these points as *protected characteristics*.

Personal Trainer Academy will ensure the equality of treatment for all by aiming to:

- Raise awareness of equality and diversity within our workforce and amongst our tutors/ assessors.
- Ensure that neither our members of staff nor learners are ever discriminated against or receive less favourable treatment because of any protected characteristics or difficulties.
- Acknowledge any issues that could be defined as discrimination, victimisation or harassment with an appropriately sensitive and prompt investigation.
- Comply with the Awarding Body in making suitable, reasonable adjustments detailed below.

As an affiliate of Personal Trainer Academy, please make sure you observe this policy at all times. You are also expected to abide by the following:

- Do not take unlawful discriminatory actions or decisions contrary to the spirit of this policy.
- Do not discriminate against, harass, abuse or intimidate anyone on account of their protected characteristics.
- Do not place pressure on any other learners to act in a discriminatory manner.
- Resist pressure to discriminate placed on you by others and report such approaches to an appropriate member of staff or learner.
- Co-operate when we investigate, including providing evidence of conduct which may amount to discrimination.
- Co-operate with any measures introduced to develop or monitor equal opportunity.



Considerations for Internal Processes:

Recruitment/Enrolment:

- Decisions on enrolment should be based solely on the suitability of each candidate for the qualification and applications from candidates with protected characteristics should be considered equally.
- Encourage applicants to disclose any protected characteristics or difficulties.
- Suggest a visit or attendance at an open day. This provides the opportunity to discuss informally what support might be required and what may reasonably be given.

Assessments:

- Personal Trainer Academy is committed to providing/allowing reasonable adjustments, where possible, to accommodate candidates with protected characteristics or difficulties.

Good Practice:

- Maintain confidentiality throughout all processes.
- Write all materials in plain English with a reasonable size font.
- Produce materials in alternative formats e.g. on disk.

Raising a concern regarding Discrimination: Please refer to the Complaints Procedure.

Reasonable Adjustment for Assessment Procedures:

▪ Introduction

This guidance has been written to help tutors/ assessors meet their obligations for equality of access to qualifications and assessment as required by relevant legislation. The recommendations in this guidance are not exhaustive and in every case it is for Personal Trainer Academy and their approved tutors/ assessors to determine on a case-by-case basis whether reasonable adjustments are necessary and what reasonable adjustments will be effective.

▪ Background

Personal Trainer Academy has a duty to ensure that the integrity of its qualifications and assessment is maintained at all times. At the same time, they, and their tutors/ assessors, have a duty to ensure that the rights of individual candidates to access qualifications and assessment in a way most appropriate for their individual needs are upheld. Disability and



equal opportunity legislation and the regulatory criteria give support and guidance to awarding bodies and their tutors/ assessors in creating an inclusive assessment process. Disability legislation (The Disability Discrimination Act 1995) brought in measures to prevent discrimination against people with disabilities. The provisions of the Act have since been widened to include training providers and awarding bodies. This means that they are now required to make reasonable adjustments to assessment arrangements which prevent disabled candidates from being placed at a substantial disadvantage in comparison to candidates who are not disabled.

▪ **Definition of Reasonable Adjustments**

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation.

Reasonable adjustments must not affect the reliability and validity of the assessment outcomes, but may involve:

- Changing usual assessment arrangements, for example allowing a candidate extra time to complete the assessment activity.
- Adapting assessment materials, such as providing materials in Braille.
- Providing assistance during assessment, such as a sign language interpreter or a reader.
- Re-organising the assessment room, such as removing visual stimuli for an autistic candidate.
- Modifying the assessment method, for example from a written assessment to a spoken assessment using assistive technology, such as screen reading or voice activated software.

Reasonable adjustments are approved or set in place before the assessment activity takes place; they constitute an arrangement to give the candidate access to the qualification. The work produced by the candidate will be marked in the same way as the work of other assessed candidates. Tutors/ assessors are only required by law to do what is “reasonable” in terms of giving access. What is reasonable will depend on the individual circumstances, the impact of the disability on the individual, the cost implications and the practicality and effectiveness of the adjustment. Other factors, such as the need to maintain competence standards and health and safety, will be taken into consideration.

▪ **Duties and Responsibilities of Tutors/ assessors**

To meet their responsibilities to individual candidates (and in terms of current disability and, equal opportunity legislation and regulatory requirements) an affiliate should, as far as is practicable:



- Have access to an Assessment Policy and communicate this to all learners.
- The affiliate should cultivate an atmosphere in which learners feel free to disclose their access-related needs.
- It should be noted that the duty to make reasonable adjustments has an “anticipatory” aspect. This means that the affiliate should consider what adjustments future candidates with protected characteristics or difficulties may need, and make appropriate provision in advance.
- Identify as early as possible, preferably before registering a candidate for a qualification, any difficulties the candidate may have in accessing assessment. To assist with this, Personal Trainer Academy will ensure that all staff who recruit, advise or guide potential learners have had training to make them aware of access-related issues.
- Early contact with the Awarding Body when necessary is advised, in order to determine whether reasonable adjustments to the assessment process are possible.
- Personal Trainer Academy will select an appropriate qualification for the learner, based upon his or her particular circumstances. The affiliate should explain to the candidate the assessment requirements of the qualification and the planned programme of study.
- The affiliate should make clear with the learner from the start any reasons the learner will not be able to meet all the assessment criteria. The candidate may still decide to proceed with the qualification but enter only for part, or none, of the assessment. In this case the affiliate should explain to the candidate any restriction on progression to other qualifications as a result of not achieving all the criteria. The affiliate must make the candidate aware of the possibility of unit certification.
- Select an appropriate adjustment to make the assessment accessible to the candidate. In order to decide whether an adjustment is appropriate, the affiliate should consider the nature of the skills that are being assessed and the implications for assessment of the candidate’s difficulties. The affiliate should involve the candidate in making any decisions about appropriate adjustments to assessment. In cases of doubt, the affiliate should contact the awarding body for advice on suitable and appropriate adjustments.

Ensure that they can resource the selected adjustment to assessment. It is the tutors/ assessor’s responsibility to arrange any assistance for the candidate, such as a reader, scribe, additional invigilator, British Sign Language (BSL)/English interpreter, etc.

Follow Personal Trainer Academy procedures for requesting adjustments to assessment. The affiliate should enforce or apply for reasonable adjustments on behalf of the candidate. All applications for adjustments to assessment must be supported by the internal verifier or other member of staff with designated responsibility.



Follow Personal Trainer Academy procedures for implementing adjustments to assessment. It is the affiliate's responsibility to ensure that the candidate only uses those adjustments agreed with the awarding body and that they keep records of reasonable adjustments for audit purposes. If the affiliate exceeds the level of assistance and type of assistance as set out in these sections, it may lead to malpractice investigations and possible sanctions.

Ensure that they have effective internal appeals procedures so the candidate may query any decision taken by the affiliate not to allow an adjustment to assessment. These procedures should be made available to the candidate and should include details of the grounds for appeal and the timescales associated with investigations of appeals.

Ensure that buildings used for assessment are accessible to all candidates, as far as is practicable.

5. Types of Assessment and Reasonable Adjustments

Different types of assessment make different demands on the candidate and will influence whether reasonable adjustments will be needed and the kind of reasonable adjustment which may be put in place. The adjustments that are appropriate for a particular assessment will depend upon:

- the specific assessment requirements of the qualification
- the type of assessment
- the particular needs and circumstances of the individual candidate

Health and safety considerations for practical assessments

There are no circumstances when the health and safety of a candidate should be compromised in the name of assessment. In a practical activity, if there is a concern that the effects of a person's disability or difficulty may have health and safety implications for him/herself and for others, a suitably qualified person in the affiliate should carry out a risk assessment related to the candidate's particular circumstances. The risk assessment should identify the risks associated with the particular activity, but should also take account of any reasonable adjustments put in place for the candidate which may remove or reduce the risk. The risk assessment may reveal that it is not possible for the candidate to fulfil all the requirements of the assessment. In this case it may be appropriate to substitute another task. The affiliate should contact Personal Trainer Academy to discuss individual cases where further clarification is necessary. Assumptions should not be made about a disability or difficulty posing a health and safety risk, but the health and safety of all candidates and others must always be of paramount importance.

Assessments which are not taken under examination conditions

With these types of assessments, the affiliate has greater flexibility to be responsive to an individual candidate's needs and choose an assessment activity and method that will allow the candidate to demonstrate attainment.



Assessments for NVQs

Where there is an identified need, the candidate may present their evidence in any format as long as it enables them to demonstrate that they have met the specified assessment criteria. For example, a candidate may present their evidence through the medium of Braille, on audio cassette or on video (ensuring that video evidence adheres to Personal Trainer Academy guidelines). Alternatively, oral questioning or witness statements may replace written responses. Where evidence is produced in Braille or signed onto video, it is the affiliate's responsibility to ensure that a person who is suitably qualified in Braille or sign language is available to translate the material for the internal and external verifiers if this is required.

Where the candidate uses alternative means of providing evidence, the method must have equal rigour to those used for other candidates.

The candidate must fulfil the demands of the criteria consistently over a period of time to prove sufficiency, regardless of the method used to obtain the evidence. The assessment criteria may not be amended, re-worded or omitted.

The candidate may use any mechanical or electronic aids which are available in the workplace or which are commercially available in order to demonstrate competence. For example, these may include specially adapted equipment or assistive technology. The affiliate is required to provide the necessary resources to enable a candidate with access-related needs to produce evidence of developing the portfolio.

All adjustments should be consistent with the candidate's normal way of working and must not give the candidate an unfair advantage over others.

The candidate must achieve all the required units to gain a full NVQ. It may sometimes be the case that some full qualifications are inaccessible because of a candidate's inability to demonstrate competence in all parts of the qualification. In these cases unit certification will be available. The affiliate must make the candidate aware of unit certification availability.

Where reasonable adjustments are put in place for verified types of assessments, the affiliate should check whether permission needs to be obtained from Personal Trainer Academy (see Reasonable Adjustments table in Appendix A) the affiliate must ensure that they adhere to Personal Trainer Academy requirements for record keeping and supporting evidence.

Assessments which are taken under examination conditions

For Example: where the candidate is given set assessment material and a fixed amount of time to complete the assessment.

Where the method of assessment is more rigidly determined, such as for assessments taken under specified conditions, there may be a greater need for adjustments to standard assessment arrangements in order to give access.



About the candidate

Identifying candidates who are eligible for reasonable adjustments Candidates will only be eligible for reasonable adjustments if their disability or difficulty places them at a substantial disadvantage in the assessment situation, in comparison to a person who is not disabled. Any adjustment to assessment will be based on what the candidate needs to access the assessment. The Reasonable Adjustment Table Appendix A lists examples of candidate needs that may be eligible for adjustments to assessments. This list is not exhaustive and it should be noted that some candidate needs will fall within more than one of the categories set out. For full details and guidance for Identifying candidates who are eligible for reasonable adjustment see Appendix A. The appendix also gives a comprehensive list of useful organisations for many types of reasonable adjustment.

Feedback:

Feedback is encouraged and dealt with positively. We welcome constructive comments and suggestions. Your ideas will be listened to and given careful consideration. Feedback will remain confidential.

Should you wish to feedback to us, please email us on feedback@ptacademy.com or alternatively write to us at:

Personal Trainer Academy
92 Broad Street
Birmingham
B15 1AU