

# Information for current students – rules and regulations

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## **GENERAL INFORMATION**

### **Access**

Students are made aware of the existence of this policy and have open access to it:

On paper in a folder in the Lecture room

Electronically on [www.profi-fitness.eu/studentinfo.php](http://www.profi-fitness.eu/studentinfo.php)

All tutors teaching at Profi Fitness School are made aware of the contents and purpose of this policy.

This policy is reviewed annually and may be revised in response to feedback from students, tutors, and external organisations. Revised 28<sup>th</sup> June 2011

## **FAIR ASSESSMENT POLICY**

### **1. Introduction**

#### Statement on Assessment

We aim to provide an assessment framework which provides all students with the opportunity to achieve their full potential by the most appropriate and direct route.

Our assessment policy is based on the concepts of equality, diversity, clarity, consistency and openness.

We will endeavour to ensure that all our assessment processes are fair and non-discriminatory.

### **2. Policy Statement**

#### What Students Can Expect From Us

Every student taking a course at the Profi Fitness School will be assessed fairly. This means that:

Assessment will be a test of the student's knowledge, what they understand, and what they are able to do.

For any particular course, every student will be assessed using the same overall set of exercises and criteria.

Assessments will be standardised across different tutors and classes to ensure that all students have been judged against the same standards.

We reserve the right to amend the times of classes during the course if necessary.

#### Students can also expect:

An assignment schedule at the beginning of each course.

Appropriate assessment opportunities during the course.

Learning outcomes, performance criteria and other significant elements of learning and assessment will be made clear at the outset of a course and when assignments are given.

All work will be assessed. Constructive and focussed feedback, including written and verbal, will be given by the tutor, to enable the student to improve their performance.

When work is required to be marked, it will be carried out within 2 weeks of submission by the student.

Where a student's work does not satisfy the criteria for passing an assessment, in whole or in part, they will be provided with clear feedback on the basis on which the assessment was made.

Students will gain full accreditation for all prior learning on production of the necessary paperwork.

Students will not be limited to how many times they may take a course.

### What we expect from Students

Students are expected to attend all practical classes.

Students are expected to attend all theoretical classes unless they hold a recognised certificate in certain subjects.

Students are expected to meet all deadlines for course work and assignments.

Students are expected to achieve the assessment criteria within the given timescale.

All work submitted for assessment purposes must be the student's own. Any work submitted that is not completely their own, will be regarded as cheating.

Submissions must not include any discriminatory or divisive language. Use of such language will result in failure of the assessment and the possibility of disciplinary action.

Submitted assignments remain the property of Profi Fitness School and will only be returned to the student at the discretion of the School and then only after the moderation process has taken place.

### Cheating and Plagiarism

A fair assessment of a student's work can only be made if that work is entirely the student's own. Therefore students can expect to fail their assessments if:

They are found guilty of copying, giving or sharing information or answers, unless part of a joint project

- They use an unauthorised aid during a test or examination
- They copy another student's answers during a test or examination
- They talk during a test or examination
- They give test information to students who have not yet taken the test

Where a tutor suspects cheating or plagiarism, they must make an assessment as to the seriousness of the incident. If it is considered to be a minor infringement then the tutor may:

- Deal with the matter and provide help and guidance to the student, or
- Issue a warning about future conduct, or
- Direct the student to the Malpractice section of the Student Information and Procedures handbook

If the incident is considered to be a major infringement, then the tutor will:

- Report the matter to the Manager and arrange a disciplinary hearing
- Review the assessment policy with the student concerned, inform them of the disciplinary hearing, and also of their right to appeal
- Attend the disciplinary hearing with the student

The students can expect:

- Refusal to accept the assignment and request to have it redone
- Issue of a written warning
- An investigation being conducted, as well as a report being prepared for ITEC in case of an ITEC assignment or examination
- Failure to comply with the rules may result in actions described in Malpractice Procedures section

The decision of the Manager will be final, subject to appeal.

### **3. Procedure for Appeals by Students**

If a student feels that they have not been assessed or disciplined fairly then they should use the Appeals & Complaints Procedure to appeal the assessment or disciplinary decision.

## **EQUAL OPPORTUNITIES POLICY**

### Aims and Objectives

Profi Fitness School recognises and implements the philosophy that equality of treatment in the educational environment is a fundamental right. To bring this about, Profi Fitness School pledges to use its best endeavours to devise and implement procedures which will ensure that no student or potential student will receive less favourable treatment than any other because of age (subject to School regulations in regard to matriculation and minimum age of entry), nationality or ethnic or national origin, gender, marital status, family status, disability, religious belief, sexual orientation, or membership of the traveller community. Profi Fitness School strives to provide appropriate facilities and services to enable all students to participate fully as students of the School. The provisions in this policy are without prejudice to the right of the School to adopt positive measures to promote equality of opportunity with respect to students as it deems appropriate.

### Policies and Procedures

#### (a) Selection of Students for Courses

Selection for all courses and programmes will be on genuine course-related criteria. Specifically, advertising and administrative procedures will indicate an intention not to discriminate on any grounds. Where possible, interview boards will reflect a reasonable gender balance. Interviews will be conducted according to guidelines designed to avoid unfair discrimination. Assumptions about domestic roles or responsibilities will not influence selection decisions.

#### (b) Disability Support Service

Profi Fitness School provides a comprehensive support service for students with a disability. Students and potential students with recognised disadvantages or disability may be given special consideration.

#### (c) Harassment and Sexual Harassment

The School believes that every student is entitled to study in an environment free from harassment and sexual harassment and every staff member is entitled to work in an environment free from harassment and sexual harassment.

(d) Anti-Bullying

The School believes that the study environment should give all students the freedom to carry out their studies without having to suffer bullying or intimidation from any student or group of students or member of staff.

(e) Discrimination

Any student or course applicant who believes that he/she has been discriminated against on the grounds of age (subject to School regulations in regard to matriculation and minimum age of entry), nationality or ethnic or national origin, gender, marital status, family status, disability, religious belief, sexual orientation or membership of the traveller community has the right to complain regarding the alleged discrimination. Such a complaint should be made under the Complaints Procedure. Both formal and informal guidance and advice to students shall be given in such a way, and in such language, that it includes and represents equally any category of student or potential student.

Discrimination is defined as the treatment of a person in a less favourable way than another person is, has been or would be treated in a comparable situation on any of the nine grounds which exists, existed, may exist in the future, or is imputed to the person concerned.

Equality in the Community

Profi Fitness School is committed to equality of opportunity irrespective of gender, marital status, family status, sexual orientation, religious belief, age, disability, nationality or ethnic or national origin or membership of the travelling community.

If a member of the public feels they have been discriminated against on the ground/s of gender, marital status, family status, sexual orientation, religious belief, age, disability, nationality or ethnic or national origin or membership of the travelling community, they should address their complaint, in writing, to the Manager, who will deal with the complaint appropriately.

## **COMPLAINTS AND APPEALS PROCEDURE**

Profi Fitness School has established a specific policy to resolve student complaints and grievances. This policy must be followed to the letter by all involved parties. In this context, “complaint” is defined as being subjected to an arbitrary, capricious, or un-reasonable standard of academic performance (in the case of grades) or of a specific school policy.

There will be two stages of complaint procedure. The first stage is a verbal complaint and the second stage is a written complaint. A written complaint should only be filed after exhausting the first stage complaint measures.

### **To file a verbal complaint:**

#### Contact the other party directly.

The student is encouraged to approach a tutor if he/she feels the tutor’s performance is inappropriate in any way. The student can have a colleague present during the conversation.

#### Appeal to the other party’s supervisor.

The Manager will handle any verbal complaints that the student feels are too serious to discuss directly. A meeting will be arranged and this will be treated as a formal complaint. The student is allowed to bring a colleague to the meeting as a witness. There may be a secretary present to record the meeting details. The details of the meeting will be recorded and an investigation will be conducted. The issues discussed will be proceeded with in strictest confidence.

The Manager is required to respond to the complaint within 10 working days from the meeting date.

If the student is not satisfied with the result of the complaint, a written complaint can be filed as the Appeals procedure.

### **To file a written complaint – appeals procedure:**

The complaint form is available in this document. Student should fill in the form completely and submit to the Manager. The Manager has 5 working days to answer to the written complaint. Another meeting will be arranged. During the meeting the Manager will be present as well as a review board consisting of 2 people not involved in the incident. The

student is allowed to bring a colleague to the meeting. The meeting will be recorded and an investigation will be started, including investigation by the independent reviewers. Reports will be filed for all the information found.

After 10 working days a decision will be made by the review panel. The decision made by the panel is final. Student can appeal to further instances if unsatisfied with the results.

## STUDENT COMPLAINT FORM

### 1. Name of Student:

\_\_\_\_\_

**Mailing Address:**

City: \_\_\_\_\_ Zip code: \_\_\_\_\_

Tel: ( ) \_\_\_\_\_

E-mail: \_\_\_\_\_

### 2. Name(s) of party or person(s) against whom grievance is being filed.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

### 3. Complaint statement:

### 4. Nature or Type of Complaints -- (include the date(s) of incident(s))

### 5. Name(s) & Address (es) of any witnesses -- (if applicable)

### 6. Desired Solution

**Signature of student:** \_\_\_\_\_

**Date Filed:** \_\_\_\_\_

**Received by:** \_\_\_\_\_

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

Name and Signature of Tutor/Manager Received

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If you require more space please take a blank page, sign it and attach to the form.

## **MALPRACTICE POLICY & PROCEDURE**

### **1. What constitutes malpractice?**

Malpractice is any irregular conduct, on the part of a candidate or centre staff, which gives unfair advantage to a candidate or group of candidates, or disadvantages other candidates. The Assessment Information, distributed to all candidates with their confirmation of registration, outlines the consequences of such conduct.

An example of irregular conduct which constitutes malpractice includes:

- . plagiarism of another's work
- . copying or collusion, or attempted copying or collusion, during an examination or of other assessed work
- . obtaining unauthorised access examination material
- . using or trying to use unauthorised material or other aids in an examination (e.g. unauthorised electronic media such as mobile phones and palm tops; notes, books and study guides)
- . behaviour which disrupts, or has the potential to disrupt, the smooth running of the examination (e.g. not following the invigilator's instructions)
- . impersonating a candidate (i.e. claiming to be someone other than yourself)
- . altering or forging any results documents or certificates

### **2. Identifying malpractice**

Cases of malpractice can be identified in a number of different ways. They may be:

- . reported by an examiner or assessor, who may identify shared answers in an examination script or identical wording in a coursework assignment
- . identified by a moderator, who may identify identical work in coursework assignments

### **3. Dealing with malpractice**

All cases of suspected malpractice are investigated thoroughly by Profi Fitness School.

### *Stage 1*

Where a case of suspected malpractice has been identified by an invigilator or other centre representative or by an assessor or examiner, the evidence is reviewed in the first instance by the Manager(s) and nominated moderator(s) who form the Awards Committee for the given assessment round.

The Manager and moderator(s) review all available evidence related to the case. This may include reports, examination seating plans, answer papers and assignments. If they decide that there is no case to answer, they recommend that the candidate's results are released.

If it is decided that the matter needs to be investigated further, the candidate's results are withheld until a full investigation can take place.

### *Stage 2*

If further investigation is required, the centre is responsible for passing the information to the candidate.

The Manager(s) and moderator(s) review all of the information related to the case, including the candidate's statement and any additional information provided by the centre. This review has two possible outcomes:

The Chief Examiner(s) and moderator(s) may recommend that the candidate's original result is released unchanged.

They may recommend that the result be withheld permanently. In this case, the candidate will not receive the result for the component of assessment to which the malpractice related. However, the candidate may re-enter for this component at a future date. However, in cases where a candidate or candidates have been found to have plagiarised coursework assignments, these assignments may not be submitted in future assessment rounds. In these cases, candidates are required to submit a new assignment.

## **4. Completing investigations into malpractice**

The malpractice procedure outlined in this section is designed to ensure that decisions relating to assessment results are fair, consistent and based on full consideration of all of the available information. Profi Fitness School aims to complete the investigation of cases of suspected malpractice within 8 weeks.

If candidates wish to appeal against a malpractice decision which has involved them, they may do so using the published **Appeals** procedure.

### **5. Notifying the regulatory authorities (ITEC) of malpractice**

Profi Fitness School will report to the regulatory authorities all cases of malpractice in which there is evidence that certificates may be invalid. The reasons may include:

- allowing candidates access to previous ITEC examination papers.
- photocopying ITEC examination papers.
- changing the date of an ITEC examination (theory or practical) without informing ITEC.
- obtaining unauthorized access to examination material prior to the examination.
- assisting or prompting students with answers.
- failure to keep completed examination scripts secure.
- failure to send completed examination scripts to ITEC on the day of writing.
- failure to supply an invigilator with no knowledge of the subject of the examination.
- failure to internally assess the case studies and complete the ITEC case study assessment forms.
- failure to conduct internal practical assessments using the ITEC assessment criteria.
- failure to comply with the ITEC recommended minimum guided learning hours.
- failure to comply with any of the ITEC examination regulations and procedures and/or guidance documents.

In such case, after investigating the matter a report will be issued by the Manager to ITEC, containing:

- A statement of the circumstances and facts surrounding the investigation
- written statements from all staff concerned
- written statements from all candidates concerned
- any extenuating circumstances, e.g. medical reports
- details of the centre's procedure for informing candidates of ITEC's regulations
- any unauthorized material found during the examination process
- any work of candidates and other assessment material relevant to the investigation
- Copies of relevant daily registers
- Copies of relevant schemes of work

Profi Fitness School will co-operate with any follow-up investigations of malpractice required by the regulatory authorities and will agree with the regulatory authorities on appropriate remedial action if there is evidence that certificates may be invalid.

## **SUBMISSION BOOKING / PAYMENT**

### **Booking**

Please note that online application ensures your name on the list however only placing advance payment (booking fee) ensures the place on the course.

### **Deposit payment**

Please be advised that due to the fact that the number of course participant does not exceed 10 people, paid deposit of 500 Euro is not refundable.

Deposit will be refundable when the course is cancelled or re-scheduled and the new date is not suitable for the participant.

### **Outstanding payment**

You are required to pay the full amount after the first class of the course. If you opt to pay instalments, after first day of the PFI course participant is obliged to pay first instalment, last instalment must be paid before date of examination

### **Cancellation**

Your cancellation will be accepted due to sickness or other reasons which will prevent you from taking part in the course. Should this occur, you are obliged to cover the cost of the classes already taken as well as all teaching materials. Should you resign half way through the course, you are required to pay the full amount.

## CANCELLATION FORM

### 1. Name of Student:

\_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_ **Zip code:** \_\_\_\_\_

**Tel:** ( ) \_\_\_\_\_

**E-mail:** \_\_\_\_\_

### 3. Cancellation statement:

### 4. Reason of Cancellation:

### 5. Name(s) & Address (es) of any witnesses -- (if applicable)

### 6. Desired Solution

**Signature of student:** \_\_\_\_\_

**Date Filed:** \_\_\_\_\_

**Received by:** \_\_\_\_\_

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

Name and Signature of Tutor/Manager Received

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If you require more space please take a blank page, sign it and attach to the form.

## Instalment Fee Structure

Course fees can be paid in two interest-free instalments.

The 1st instalment is payable on 1<sup>st</sup> weekend and the final installment is due 3<sup>th</sup> weekend.

### Instalment Plan Overview

#### **Registration**

**Pay the €500 non-refundable deposits.**

#### **PFI FITNESS CLASS INSTRUCTOR®**

<b>Instalment</b>	<b>Amount due</b>
<b>Deposit</b>	<b>€500</b>
<b>1<sup>st</sup> payment</b>	<b>€200</b>
<b>2<sup>nd</sup> payment</b>	<b>€290</b>
<b>Total paid</b>	<b>€990</b>

#### **Registration**

**Pay the €500 non-refundable deposits.**

#### **PFI GYM INSTRUCTOR®**

<b>Instalment</b>	<b>Amount due</b>
<b>Deposit</b>	<b>€500</b>
<b>1<sup>st</sup> payment</b>	<b>€200</b>
<b>2<sup>nd</sup> payment</b>	<b>€200</b>
<b>Total paid</b>	<b>€900</b>

**Registration**

**Pay the €500 non-refundable deposits.**

**PFI PERSONAL TRAINER®**

<b>Instalment</b>	<b>Amount due</b>
<b>Deposit</b>	<b>€500</b>
<b>1<sup>st</sup> payment</b>	<b>€200</b>
<b>2<sup>nd</sup> payment</b>	<b>€290</b>
<b>Total paid</b>	<b>€990</b>

**Registration**

**Pay the €300 non-refundable deposits.**

**PFI NUTRITION CONSULTANT®**

<b>Instalment</b>	<b>Amount due</b>
<b>Deposit</b>	<b>€300</b>
<b>1<sup>st</sup> payment</b>	<b>€190</b>
<b>2<sup>nd</sup> payment</b>	<b>€200</b>
<b>Total paid</b>	<b>€690</b>

**NOTE: Students are fully responsible for meeting instalment plan due dates. Failure to make payment on due dates will result in an assessment of a 20.00Eur late payment fee.**

**Combined courses:**

Course fees can be paid in 4 interest-free instalments.

The 1st instalment is payable on 1<sup>st</sup> weekend, 2nd instalment is due 3<sup>th</sup> weekend following the 1<sup>st</sup>, 3rd instalment is due 6<sup>th</sup> weekend and the final instalment is due 9<sup>th</sup> weekend.

**Instalment Plan Overview**

**Registration**

**Pay the €500 non-refundable deposits.**

**PFI FITNESS CLASS & PFI GYM INSTRUCTOR®**

<b>Instalment</b>	<b>Amount due</b>
<b>Deposit</b>	<b>€500</b>
<b>1<sup>st</sup> payment</b>	<b>€250</b>
<b>2<sup>nd</sup> payment</b>	<b>€250</b>
<b>3<sup>rd</sup> payment</b>	<b>€250</b>
<b>4th payment</b>	<b>€250</b>
<b>Total paid</b>	<b>€1500</b>

**Registration**

**Pay the €500 non-refundable deposits.**

**PFI GYM INSTRUCTOR & PFI PERSONAL TRAINER®**

<b>Instalment</b>	<b>Amount due</b>
<b>Deposit</b>	<b>€ 500</b>
<b>1<sup>st</sup> payment</b>	<b>€250</b>
<b>2<sup>nd</sup> payment</b>	<b>€250</b>
<b>3<sup>rd</sup> payment</b>	<b>€250</b>
<b>4th payment</b>	<b>€200</b>
<b>Total paid</b>	<b>€1450</b>

**Registration**  
**Pay the €500 non-refundable deposits.**

**PFI GYM INSTRUCTOR & PFI PERSONAL TRAINER & PFI NUTRITION CONSULTANT®**

<b>Instalment</b>	<b>Amount due</b>
<b>Deposit</b>	<b>€500</b>
<b>1<sup>st</sup> payment</b>	<b>€350</b>
<b>2<sup>nd</sup> payment</b>	<b>€350</b>
<b>3<sup>rd</sup> payment</b>	<b>€350</b>
<b>4th payment</b>	<b>€300</b>
<b>Total paid</b>	<b>€1850</b>

**Registration**  
**Pay the €500 non-refundable deposits.**

**PFI PERSONAL TRAINER & PFI NUTRITION CONSULTANT®**

<b>Instalment</b>	<b>Amount due</b>
<b>Deposit</b>	<b>€500</b>
<b>1<sup>st</sup> payment</b>	<b>€200</b>
<b>2<sup>nd</sup> payment</b>	<b>€290</b>
<b>3<sup>rd</sup> payment</b>	<b>€200</b>
<b>4th payment</b>	<b>€200</b>
<b>Total paid</b>	<b>€1390</b>

**4 in 1 Course fees can be paid in 5 interest-free instalments.**

**The 1st instalment is payable on 1<sup>st</sup> weekend, 2nd instalment is due 3<sup>th</sup> weekend following the 1<sup>st</sup>, 3rd instalment is due 6<sup>th</sup> weekend, 4<sup>th</sup> instalment is due 9<sup>th</sup> weekend and the final instalment is due 11<sup>th</sup> weekend.**

**Registration**

**Pay the €500 non-refundable deposits.**

**PFI FITNESS CLASS, PFI GYM INSTRUCTOR, PFI PERSONAL TRAINER, PFI NUTRITION CONSULTANT®**

<b>Instalment</b>	<b>Amount due</b>
<b>Deposit</b>	<b>€500</b>
<b>1<sup>st</sup> payment</b>	<b>€350</b>
<b>2<sup>nd</sup> payment</b>	<b>€350</b>
<b>3<sup>rd</sup> payment</b>	<b>€450</b>
<b>4th payment</b>	<b>€450</b>
<b>5<sup>th</sup> payment</b>	<b>€390</b>
<b>Total paid</b>	<b>€2490</b>

**NOTE: Students are fully responsible for meeting installment plan due dates. Failure to make payment on due dates will result in an assessment of a 20.00Eur late payment fee.**

## **Examination**

**The Profi Fitness school exam is free.**

**Repeating examination:**

**Students who fail to pass a course must repeat all of the parts where the result is 'FAIL' or 'ABSENT'.**

**The fee to repeat the theory exam is 50 Eur.**

**The fee to repeat the practice exam is 50 Eur.**

**The fee to repeat the theory and the practice exam is 100 Eur.**

**If you require any private hours to complete the course:**

**The fee for 1 hour is 50 Eur.**

**The fee for a day (6 hours) is 200 Eur.**

## **Certification Process**

**The certificates are issued only if the result is 'PASS'.**

**On an average, this process takes up to 15 working days.**