PD:Approval
quality recognition

Industry Award Submission Guide

Level 3 Matwork Pilates and Yoga

Contents

Introduction

Thank you for your interest in submitting your programme to PD:Approval (PDA) for endorsement to give learners entry to the Register of Exercise Professionals (REPS) and gain insurance to practice. The award has been created for employers who are looking to develop bespoke training for their staff which they wish to be recognised by industry and which provides entry to REPs. It is also for training providers to support those learners undertaking a Pilates or Yoga* course, which is more focused towards an holistic approach rather than fitness.

The Industry Award endorsement route is about offering professional recognition through membership of REPs where it is currently not possible, in order to meet the needs of the learners or employers.

An Industry Award is a piece of bespoke training mapped 100% to the standards underpinning a category on the REPs framework, developed and delivered by an employer in-house or delivered by a partner (a PDA approved training provider). However you also have the autonomy to add more contextualised content to the award and assessment – a huge benefit when developing your universal selling point to learners. The vocational assessment must meet REPS requirements and this document will guide you through applying, mapping and assessing.

This document sets out the endorsement submission process and certain obligations you will need to adhere to for REPs recognised Industry Awards endorsement.

The Industry Award requires that REPs membership is built into the learner fee – which is provided by REPs at a discounted rate. This will ensure that successful learners gain their professional recognition through entry onto REPs once they pass their summative assessment.

The main outcome of Industry Award endorsement is a personalised award which suits the requirements of either you as an employer or your learners, and enables your learners to gain entry to REPs, progress through the REPs categories, access quality assured continuing professional development (CPD) training and gain insurances to practise. These categories can be seen as a career pathway to help guide individuals to job roles in the Health and Fitness Sector.

This endorsement scheme is comparable to the requirements set out by Awarding Organisations that are governed by Ofqual. Your award will not gain recognition as a Regulated Qualifications Framework (RQF) qualification and will not be eligible for funding through the Skills Funding Agency (SFA). However it will be a REPs recognised Industry Award and will grant your students entry to the register on production of PD:Approval's official certificate of achievement.

This process provides professional recognition only through REPs and is not offered by other membership organisations.

If you have any questions, please feel free to contact us at reps.endorsement@pdapproval.com.

We look forward to working with you.

The Professional Development Team
PD:Approval

* Yoga industry awards will be available later in the year.

Section 1: Background Information

1.1 REPs and PD:Approval

The Register of Exercise Professionals (REPs) was launched in 2002 as an independent, public register which recognises the qualifications and expertise of health-enhancing exercise professionals in the UK, and provides a system of regulation for instructors and trainers to ensure that they meet the health and fitness industry's agreed National Occupational Standards (NOS).

REPs provides assurance and confidence to the public and employers alike that all professionals on the register are appropriately qualified and have the knowledge, competence and skills to perform their role effectively. A REPs membership helps to enhance employment prospects, with a range of exercise and fitness facilities only employing REPs members.

Quality and high standards of education are at the heart of REPs and it strives to ensure that all registered members have access to a developed career pathway in health and fitness or have the technical support to be able to create their own with the best learning experiences possible. A key aim of the register is to protect the public from 'cowboy trainers' who do not hold appropriate qualifications.

All of the REPs entry qualifications are delivered via awarding organisations, mapped to NOS and are referred to as accredited qualifications. These accredited qualifications sit on the Regulated Qualifications Framework (RQF).

REPS also provides a catalogue of quality assured Continuing Professional Development (CPD), endorsed by PD:Approval (PDA) through a rigorous evaluation process which examines not only the training programme but the training provider as well. Endorsed training builds on the fundamentals of a qualification and allows register members to pursue an area of interest and gain insurances to practice.

A REPs membership is recognised as the badge of professionalism by the fitness industry, and the PDA endorsement logo on your endorsed training supports them to achieve their goals.

PD:Approval (PDA) is an independent quality assurance service working with new and established membership organisations in numerous sectors. We have an uncompromising approach to quality and unbiased objective quality checks to ensure that the learner benefits from the best learning experience and can take advantage of employability skills that are also identifiably transferable.

PDA's expertise lies in embedding robust processes and structures to drive up excellence, increasing employability and career advancement for members within the UK and internationally. The approval process is administered by PDA, licensed by REPs.

1.2 REPs registration categories

The table below demonstrates the different levels of membership available to those wishing to join REPs.
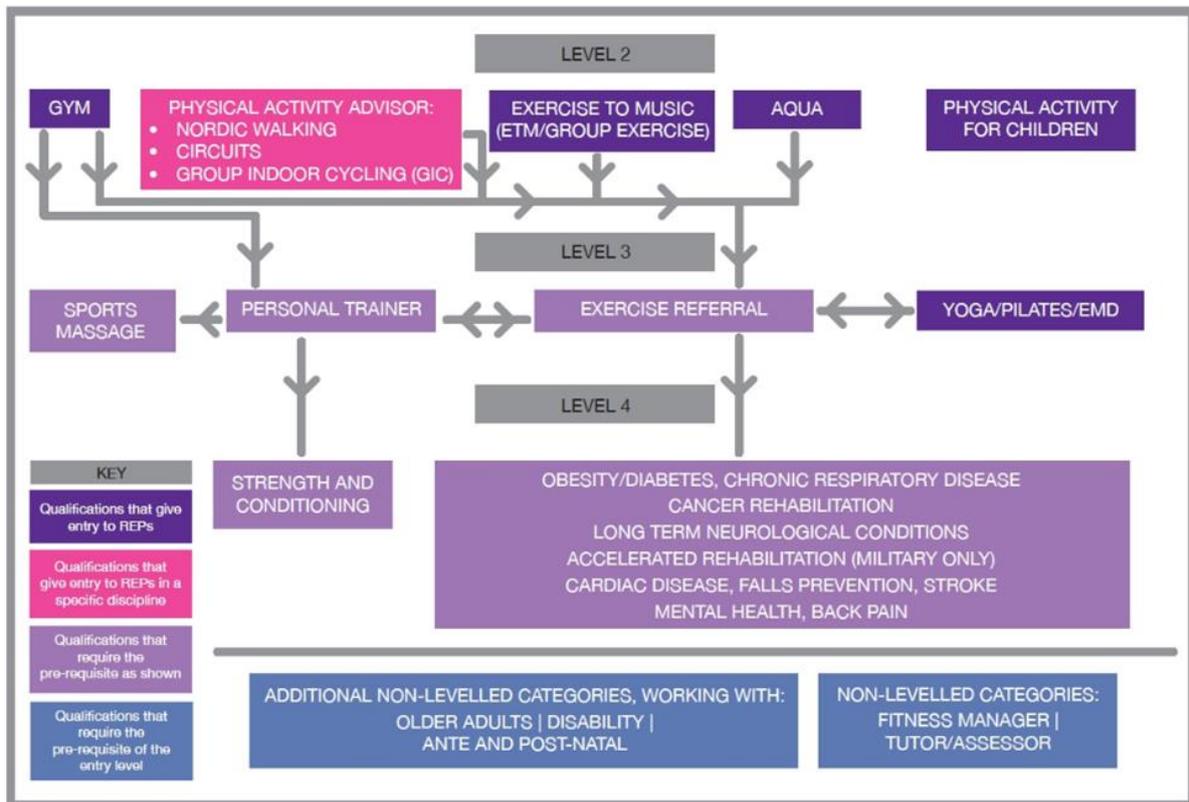
Industry Awards must map fully to the relevant standards to ensure an industry benchmark is met.

Section 2: Industry Award Endorsement

Industry Award Endorsement lasts for one year from approval and is for one industry award. Learners signing up at any time during the approval period will be eligible to achieve the endorsed award. Endorsed industry awards are awarded 20 REPs CPD points.

All those responsible for the creation as well as the delivery of any training programme submitted for Industry Award Endorsement must be suitably qualified. Tutors, assessors and internal quality assurers must hold relevant qualifications or acceptable alternatives. See Appendix 1 for details of all costs.

2.1 Discounted REPs Membership

To ensure professional recognition, you are required to build a discounted REPs membership fee of £27.60 into the cost of the award. The REPs team will support you to record those learners that have completed the programme successfully so they can be registered and take advantage of the member benefits.

2.2 Certificate of Achievement

All learners undertaking the endorsed industry award must be registered on the PDA endorsement website and their status updated when they complete their assessment. A fee for registration will be charged which includes the cost of the Certificate of Achievement which PDA will issue to all those who successfully pass their assessment. For more information on registration, go to 7.1 Registering your Learners.

The certificate is recognised by REPs for entry to the register and will contain a hologram logo to protect against copying, a unique certificate number, the award they have achieved, your provider name and the date the learner passed their final assessment. If you provide your own certificate, please be aware that it will not be recognised by REPs or the other ICREPs member countries. Go to 7.2 Certification for more details.

2.3 Terminology

It is important that you understand the terminology used in Industry Award Endorsement so that your marketing and social media is correct when describing your endorsed programme or the relationship with the REPS. Below is a list of the terms used in Industry Award Endorsement – please make yourself familiar with them to ensure that you do not mislead your learners or inaccurately describe the status of your training:

Term	Explanation
Endorsed/ Endorsement	All training that successfully completes the submission process is 'endorsed' by PD:Approval and is referred to as an 'endorsement'.
Approved/ Approval	Training providers need to gain 'approval' for their submission in order to become endorsed.
Recognised	An endorsed award is 'recognised' by the REPS (not endorsed, approved or accredited).
Awarded	CPD points are 'awarded' to endorsed awards and then the endorsed provider will 'award' those points to learners who successfully complete their endorsed training.
Award	Industry Awards are REPs recognised but not termed as qualifications and will **not** appear on the Regulated Qualifications Framework (RQF). Therefore your endorsed award should be referred to as an award.
Beware!	Beware of the word 'accredited' – it cannot be used to describe any type of training endorsement and is used in the educational world only in the context of qualifications.

Section 3: The Endorsement Process

3.1 Submission details

The online submission process has been structured to make it as streamlined as possible. There are however a few key pieces of evidence required which will be explained in detail later.

Each submission will be evaluated by a PDA appointed Technical Evaluator who will cross reference your evidence against robust criteria. Once complete, they will produce a report and, if required, an action plan which will need to be addressed to proceed to approval. The action plan will be detailed and have deadlines attributed to each criterion. Our initial evaluation process will take a maximum of six weeks.

On approval you will be formally notified with confirmation of endorsement and a Certificate of Authentication, along with relevant logos. You will then be able to upload the approved Industry Award on to PDA's PD:Portal (PDP) to promote your programme to potential learners – you won't need to do this if your award is in-house only.

3.2 The Industry Award Endorsement flowchart

This flowchart illustrates the endorsement journey in year 1.
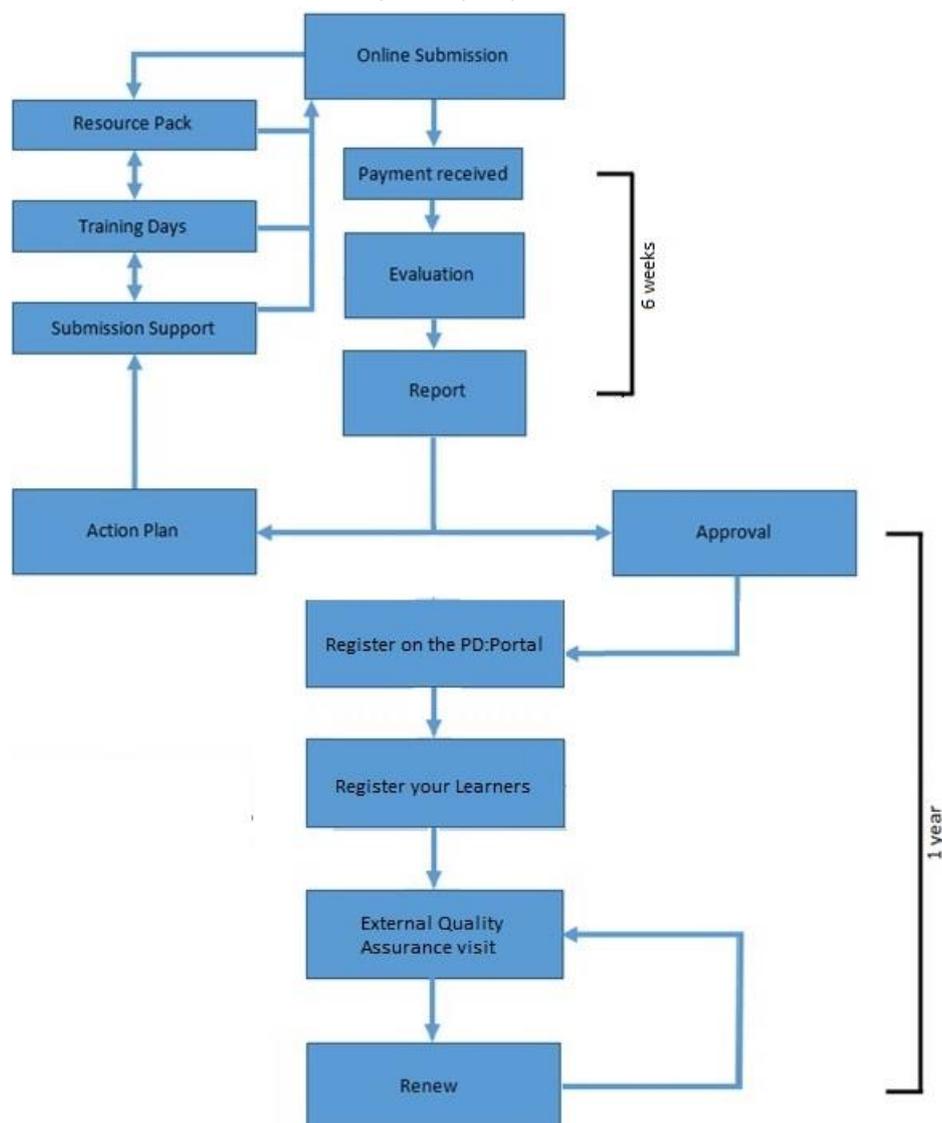
3.3 The submission process

When you are ready and have collated your submission material you will be able to apply for an automated secure HTML link to the submission form via the website by selecting the Submit button under the [Industry Award](#) tab. The unique link you receive will enable you to return to your form whenever you wish before you submit, and all information you upload will be saved automatically once you move to the next page.

Handy Hint: Bookmark the secure link in your browser so that you don't have to keep going back to your email each time.

Click on the link and it will take you through to the submission form builder. Continue filling in the relevant boxes and, when you reach the upload area, hover over each criteria to reveal a pop up information box on how best to meet the evidence requirements.

Handy Hint: Use our online instant chat which is on every page of the website should you get stuck. If we are offline then we will be notified and one of the team will make it a priority to respond.

Read on for a full breakdown of the criteria required for a successful endorsement submission.

3.4 Confidentiality

All members of the PDA team have signed a Code of Confidentiality agreement. PDA will endeavour to ensure that there is no conflict of interest between you and any PDA team member working with you. However, if you feel there may be a conflict of interest between yourselves and any member of the PDA team, please inform us immediately.

Section 4: Criteria for Approval

4.1 Evidence required

The following details the evidence required through the online submission form for Industry Award Endorsement:

1. **Contact details**
   This part of the form is mandatory, so that we have full details of the centre contact should we need to call, email or send any correspondence by post regarding endorsement. There are also areas to record invoicing and administrative contacts, which help towards a speedy and efficient approval. Please remember to let us know if these details change once you are endorsed to ensure that you always get the communications we send you.

2. **Organisation details**
   This mandatory information ensures that our records hold the correct information for the location of the endorsed provider. You also have the option to fill in the correct invoicing and administrator contact details if they are different from those of the main contact. Please remember to let us know if these details change once you are endorsed to ensure that you always get the communications we send you.

3. **Website address**
   Please provide the website address where your endorsed programme will be advertised.

4. **Where you deliver the endorsed programme**
   For our records and data collection purposes we ask you to record the regions in which you will deliver your endorsed industry award.

5. **Do you own the intellectual property of the programme you are submitting?**
   If you don't own the intellectual property of the programme you wish to have endorsed, you will need to upload a letter of authority from the person who does, allowing you to deliver or distribute it under your company name.

6. **When do you want to deliver the programme?**
   Let us know the date you are intending to start delivering your endorsed programme.

7. **Title of your training**
   Ensure the title you enter is exactly the same as it appears on your learning materials as this is how we will record it on our system and on the REPs members area

8. **Target market**
   Let us know who you are aiming your training at.

9. **Description of training**
   You will be asked to provide a brief overview of your training to include research sources.

10. **Is your training online/blended:**
    If you are offering your award as blended learning, you will be asked to provide login details so the evaluator can check the online element. Please ensure they have a version that doesn't require them to answer any questions!

11. Learning aims and outcomes

Here you will need to specify the learning aims and outcomes of your programme ie what the purpose of the training is and what the learner will be able to do once they have completed it.

12. Tutor:student ratio

Let us know how big a class you intend to teach.

13. Prerequisites

This is where you must stipulate any prior qualification that the learner needs to have in order to undertake your award.

14. Guided Learning Hours

Guided Learning Hours (GLH) must be a consistent with the requirement of current qualifications underpinned by the National Occupational Standards e.g. Level 2 Fitness Instructor (Gym) 150 hours, Level 3 Personal Trainer, Level 3 Pilates and Yoga equal 240 hours. A practical face to face assessment is required as well as practical face-to-face teaching of 20%. The GLH includes self directed study and directed study and takes into consideration pre-course reading, the assessment and refreshment breaks.

15. Facilities & Equipment

Use the template provided on the submission form to detail the facilities and equipment required to run your programme.

16. Biography and certificates

Use the template provided on the submission form to detail the experience, training and qualifications of everyone involved in your delivery team, including the programme's author if applicable.

Below is a list of the qualifications acceptable for tutors, assessors and IQAs:

Tutors:
- Level 3 Award in Preparing to Teach in the Lifelong Learning Sector (QCF) (PTTLS)
- Level 3 Award in Education and Training (QCF)
- Level 4 Award in Preparing to Teach in the Lifelong Learning Sector (QCF) (PTTLS)
- Level 4 Certificate in Teaching in the Lifelong Learning Sector (QCF) (CTTLS)
- Level 4 Certificate in Education and Training
- Level 5 Diploma in Teaching in the Lifelong Learning Sector (QCF) (DTTLS)
- Level 5 Diploma in Education and Training
- Certificate in Education

Assessors:
- Level 3 Award in Understanding the Principles and Practices of Assessment (QCF)
- Level 3 Award in Assessing Vocationally Related Achievement (QCF)
- Level 3 Award in Assessing Competence in the Work Environment (QCF)
- Level 3 Certificate in Assessing Vocational Achievement (QCF)
- A1 (previously D32, D33)

IQA:
- Level 4 Award in Understanding the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice (QCF)
- V1 (previously D34)

17. Tutor Information pack

This is everything that a tutor will need to deliver your endorsed programme, and is essential for anyone who needs to step in if the usual tutor is unable to take any class. It must include lesson plans, tutor:learner agreement, learner register, health and safety checklist, PARQs (if applicable), an example certificate of achievement if you are issuing your own (NB Only PDA's certificate will be recognised by REPs). You must also attach any additional resources such as PowerPoints.

Handy Hint: Our Resource Pack includes Tutor Information templates and guidance to save you time. Visit our **Shop** for more information on this and the other resources included.

18. Learner Information Pack

This is the pack of information that the learner needs once they sign up to your endorsed programme, and must include:

- Contents page and page numbers for ease of reference
- Overview of the organisation, your accolades, values and ethos, along with company department contact numbers.
- Company polices (equal opportunities, complaints, appeals etc)
- Training programme overview
- Timetable
- Resources to bring (pens, paper, gym kit etc)
- Pre-course instructions
- Main resources relating to the training programme - ensure that you try to incorporate everyone's learning style (VAK)
- Overview of the assessment and the criteria (if applicable)
- Appendix - policy forms

Handy Hint: Our Resource Pack includes a Learner Manual template and guidance to save you time. Visit our **Shop** for more information on this and the other resources included.

19. Administration Pack

The administration pack ensures you have all of the necessary systems and processes in place to guarantee that you can process, support and deliver training to the learners efficiently and effectively. This contributes to safeguarding your organisation against complaints and appeals.

These must include:

- Quality Assurance
- Equal Opportunities
- Appeals and Complaints
- Data Protection
- Information Recording
- Reasonable Adjustments

Handy Hint: Our Resource Pack includes a template Administration Pack and guidance to save you time. It also includes templates to assist you in your internal quality assurance process. Visit our **Shop** for more information on this and the other resources included.

20. Assessment

Summative invigilated assessments must have a pass mark of 70%. This is to ensure that high REPs standards are maintained. Summative assessments in the form of an assessment portfolio are also accepted. However when assessors sign off learners' competencies then this needs to be carried

out under exam conditions. The learner must know on their timetable that this is an assessment day so that they can prepare for it. Units in the portfolio must be signed off by an approved tutor/assessor.

For further guidance on assessments please see Appendix 2

Handy Hint: Our Resource Pack includes a range of Assessment templates to save you time. Visit our **Shop** for more information on this and the other resources included.

21. **Mapping to standards**

Standards underpin job roles in the sector related to categories of registration on the REPS and ensure that there is a benchmark for individuals and employers to identify common skills sets against a member's registration category. To ensure that all training providers applying for endorsement meet the REPs benchmark related to the category being sought, you must map 100% to the mapping toolkits available via the submission form.

The mapping toolkits have been created for training providers to simply identify in a blank column next to each competency which modules or unit number throughout the programme relate to those outcomes. Please see Appendix 3 for an example of a completed mapping toolkit.

Handy Hint: When developing an Industry Award use the toolkits to help guide and structure the content. Remember you cannot do less than the minimum standards but you can do over and above to ensure that you meet the needs of your learners and ensure that your offering is bespoke.

22. **Agreements**

At the end of the submission you will be asked to confirm your agreement to the following:
- That any venues, facilities and physical resources have met health & safety guidelines and venues are covered by any necessary insurances
- That you have read and understood the requirements of endorsement and agree to pay the non-refundable fee
- That you agree to the Contract Terms including the endorsement terms and Code of Conduct and Practice for Endorsed Training Providers

You must ensure that you are fully aware of your commitments to the contract terms.

Section 5: The Evaluation

Once payment is received for your submission, PDA will appoint an independent technical evaluator to review your evidence. They will review it in line with PDA's endorsement criteria and the standards set by REPs and you will receive their report within 3 weeks.

5.1 The evaluation result

The technical evaluator will rate your submission with one of the following:

- **Accept**: this means that your evidence has met all requirements and your training is endorsed – congratulations!
- **Approval Pending**: this means that parts of your submission fall just short of meeting all the requirements and your report contains actions and a deadline for them to be completed by. There is no fee.
- **Further Evidence Required**: this means that parts of your submission has failed to meet the standards by some way, so your report contains actions and a deadline for them to be completed by. In order to proceed with the submission, you will be required to pay an additional fee of £200+VAT to cover the evaluator's time in reviewing the new evidence, should you decide to go ahead. If you haven't already, at this stage you should consider purchasing the Resource Pack or using our Technical Support to help you achieve a successful submission. **NB** you may also have a Further Evidence Required status if you fail to adhere to the deadlines on an Approval Pending report.
- **Decline**: this means that unfortunately your submission has failed to reach the standards set by PD:Approval and REPs despite the support of the evaluator, or that you have failed to complete actions set for you in your Further Evidence Required report or missed the deadline. The submission process for the programme in question will end and your report will guide you on what you must do to improve a future submission.

Once your submission has been approved, PDA will issue you with your endorsement logos and a certificate for you to display, with copies filed in an Endorsement Dropbox which will be shared with the Main Contact. You will also be able to register on the PD:Portal and can start registering your new learners. You will find more information in Section 7.

5.2 Changes to your endorsement

If you make any major changes to your endorsed award during the approval period, you must make these known to PDA as soon as possible. This could include for instance new delivery team members, or changes to policies and procedures. Continuing to deliver endorsed training when major changes have occurred without informing us could result in a sanction or termination of your endorsement.

Section 6: Quality Assurance

6.1 External Quality Assurance (EQA)

Your endorsement will last for one year during which time you will receive a quality assurance visit from PDA which will focus on the practical skills as well as the assessment and internal quality assurance. You will be notified of your allocated External Quality Assurer (EQA) upon approval and will receive guidance before their visit.

Your EQA report will grade you according to PDA's quality framework: Outstanding, Good, Requires improvement, Unsatisfactory. A detailed report will be compiled after the visit and, if actions are required, deadlines will be set for receiving evidence. The report will offer structured guidance on how we can help support you in a timely manner to achieve an improved quality status. Please note that if an additional EQA visit is required as part of this process, a fee will be incurred and mandatory training may be required.

6.2 Internal Quality Assurance (IQA)

The Industry Award must be internally quality assured, and you will be required to provide a quality assurance strategy, systems and procedure as part of your submission for endorsement.

Your quality process will include tutor and assessor standardisation training, programme staff meetings with minutes, learner feedback forms, observations, etc. There are many ways to quality assure but as long as you can evidence how you are internally checking and recording the quality of decision making when assessing and standardising best practice when delivering the endorsed elements, you will meet the criteria.

Strategies to quality assure vocational training

- **Video** - Providing that you have been given permission to film then this can be a great way to reflect on one's own delivery as a tutor or assessor. Additionally, it can be a great training tool to train new assessors or to provide a standardisation task.

Handy Hint: Video the practical element, get your assessors to assess it and then come up with their decisions. See how different people assess and then have an open discussion when replaying it back to ensure everyone at the end comes to the same conclusion.

- **Team Meetings** - Simple yet effective. It is important that all those involved in the programme as well as those who are involved with other parts of the business that also input into the programme e.g. Administrators, Marketing etc. come to meet regularly to ensure that any changes, amendments, learner feedback etc are all recorded in official minutes and that there is evidence of actions been completed against timeframes. It is recommended that Team Meetings are held once a month.
- **Learner Feedback** - This is essential to ensure that you are meeting the needs of your learners. All learner feedback must be recorded.

Handy Hint: Learner feedback is invaluable especially when incorporated into their tutorial as this is more personal, or done anonymously using for instance Survey Monkey as a tool. Anonymous surveys will sometimes come up with more honest feedback as it removes the fear of possible reprisals for negative feedback. Survey Monkey provides analysis of the results to save time. Plus it's free.

For more information and ideas please attend PDA's Internal Quality Assurance Training Day. Visit our website for more information and to book.

Section 7: Now you are approved

Once you have achieved approval, there are some responsibilities you must be aware of, some of which have already been detailed but are listed here as a reminder.

7.1 Registering your learners

All learners must be registered on the PDA website (Stage 1 Learner Registration) in order to receive an official, secure Certificate of Achievement once they have successfully passed their assessment and their status has been updated (Stage 2 Learner Status Update). A registration and certification fee of £25+VAT is charged per learner.

You must gain permission from your learners upon enrolment to pass their information to us, which will be used solely for the purposes of recording their assessment status and issuing a Certificate of Achievement for those who have passed.

You are required to allocate a unique learner number to each of your learners when you register them, and we will ask for this number on the registration form.

For each of your learners, you must provide us with the following information via our website by filling in the Learner Registration form:

- Full name
- Date of birth
- Learner Number (the number you have allocated to the learner and is required for security and identification purposes)
- Date of learner's registration (the date they registered with you on to the award)
- The award they are undertaking

Once the learners have completed their final assessment, you will need to update us on who has passed, failed, been referred or withdrawn by completing Stage 2 of the registration process. We will then start processing the Certificates of Achievement for those who have passed.

Depending on your referral process, you can then update us again with the same online form for those who have failed or been deferred if they subsequently pass or fail.

Security
Your learners' details will be kept securely on a Customer Relationship Management (CRM) system with a two-step verification process for access, and will not be shared by any third party. Records will continue to be stored until the learner informs us that they wish them to be removed, so that duplicate certificates can be provided on request (a fee of £25+VAT will be incurred for duplicate Certificates of Achievement).

PD:Approval complies with all requirements for General Data Protection Regulations (GDPR) and is a member of the Information Commissioner's Office (IOC). All members of PD:Approval have signed a Code of Confidentiality.

7.2 Certification

The official Certificate of Achievement issued by PDA will contain a hologram logo to protect against copying, and will have a unique certificate number, the award they have achieved, your provider name

and the date the learner passed their final assessment. If you also provide your own certificate, please be aware that it will not be recognised by REPs or the other ICREPs member countries.

Certificates of Achievement are posted by Recorded Delivery on the 20th day of every month direct to the Main Contact identified in the submission form or the person you have specified to receive them, and will require a signature upon delivery. You are responsible for ensuring your learners receive their copy of their certificate. Replacement for a lost certificate will incur a fee of £25+VAT.

PDA's official hologrammed Certificate of Achievement is the only certificate that will be recognised by REPs. Once your learners have received their certificate they will be able to register with REPS and be recognised by the other ICREPs member countries.

7.3 Assessments

You must regularly review the MCQs used in your summative assessment to ensure they can't be anticipated by the learners. Any new MCQs must be approved by your EQA before they are used as part of your endorsed industry award.

7.4 Making amendments

If you plan to make any major changes to your award/s during the endorsement period, you must make these known to PDA before they take effect. This could include for instance new delivery team members, or changes to policies and procedures, or to the content. Evidence must be uploaded to the Amendments folder in your Endorsement Dropbox for evaluation to ensure that it meets our criteria and doesn't affect your current endorsement.

Continuing to deliver endorsed awards when changes have occurred without informing us or gaining approval could result in a sanction or termination of your endorsement.

7.5 Renewal

Endorsement is renewable annually at the cost of £1250+VAT for each award. Your renewal fee provides a new period of approval and continuing support from your EQA. It also provides you with continuing exposure via the PD:Portal. Please make a note of your renewal date, which will be communicated to you in your confirmation email. PDA will provide timely renewal reminders to the Main Contact specified in the submission form, so if this changes please ensure you let us know immediately.

As long as payment for your renewal is received before the endorsement expiry date your new period of approval will continue without interruption.

7.6 Dropbox

Upon approval you will receive access to your own Endorsement Dropbox, which will be shared with the Main Contact you specify, the PDA Team, and the EQA we appoint to you. The Dropbox will be used to store all documentation and records relating to your endorsement.

Creating your Dropbox:
You will need a Dropbox account opened with the email address of the Main Contact in order to access it. Your Dropbox will *only* be shared with the Main Contact you have specified, at their email address. If the Main Contact wishes anyone else to have access to the PDA Endorsement Dropbox, they must email reps.endorsement@pdapproval.com with authorisation.

To create your own Dropbox, the Main Contact must visit the Dropbox website here, complete the First Name, Last Name and email boxes (with the Main Contact's email address), then create a password. Once you have gained Full Approval, we will 'share' your PDA Endorsement Dropbox with the Main Contact, who will receive an email with a link which will provide them with full access.

Your Endorsement Dropbox is the property of PDA. Please note that whilst you may add any information you feel is relevant to your Dropbox, nothing can be deleted without the prior consent of PDA.

Your Endorsement Dropbox will contain the following folders for each of the awards we endorse:

1. Approved Submission: the approved submission materials
2. Evaluation: your evaluation report/s
3. Approval: PDA's confirmation email and Certificate of Authentication
4. Logos: REPs, REPs CPD points and PD:Approval endorsed logos, and guidelines for their use
5. Quality Assurance: the reports provided by your EQA
6. Renewal: records of your renewal applications and confirmation emails; updated Certificates of Authentication will be kept here
7. Amendments: where you record the evidence for any changes you make to your endorsement (see 7.4 Making amendments)
8. Other Info: for relevant information that doesn't fit in any of the other folders
- Your Dropbox: a document explaining how to use your Endorsement Dropbox

7.7 PD:Portal

You should now register for an account on the PD:Portal, which is available for anyone looking for quality assured training internationally. The portal provides you with an opportunity to market your award not only to current REPs members but also to anyone else looking for quality assured training in the sector. Please download our step-by-step guide to help you navigate the system. Look out for some great features:

- Training dates shared with REPs members via social media
- Direct referral form
- Learner review area
- Learner grading
- Gallery for images of your training and facilities
- GPS navigation

7.8 Complaints and Appeals

In the event of a complaint or appeal against PDA or against one of our endorsed training providers, we will do all we can to reach an amicable resolution. Any upheld complaints or appeals will be sent to our licensing body as part of our annual independent assessment. An upheld complaint against an endorsed provider may result in a Sanction.

To make an appeal against a decision by PDA or to complain about either PDA or another endorsed provider, please follow our Complaints and Appeals process.

Section 8: Appendices

Appendix 1 - Price list

Product	Price	Price + VAT	Time frame
Industry Award - one REPS registration category	£1250	£1500	One year
Registration and Certification – per learner per award	£25	£30	-
1-2-1 Technical Support	£40	£48	Per hour
Annual renewal fee	£1250	£1500	One year
Internal Quality Assurer Training Day	£155	£186	1 day
Resource Pack (includes all the packs listed below)	£250	£300	-
Administration Pack	£85	£102	-
Learner Pack	£85	£102	-
Assessment Pack	£50	£60	-
Quality Assurance Pack	£50	£60	-
Tutor Pack	£50	£60	-
External Quality Assurance support visit (incurred if investigation required)	£380	£456	1 day

Appendix 2 - Guidance on assessment

Practical Assessment

Formative Practical Assessing – this needs to be robust to ensure that the learners are competent and have the necessary practical skills and/or experience, an observation checklist is mandatory in conjunction with worksheets and case study . In most cases an observation checklist will be created that covers the practical learning outcomes in the NOS e.g. "demonstrate and explain". The qualified assessor will have the discretion to mark the learner as either a pass or fail against the criteria on the checklist. With all assessments including practical there needs to be marking criteria to ensure that the assessor can arrive at a decision to pass or fail the learner. The REPS has a 70% pass rate.

All practical observations should cater for the ability to 'viva question' the learner if there is some doubt on their competence in the criteria. However, it is essential the assessor writes the question in the comments box as well as the learner's answer, and the learner must also sign after receiving feedback to ensure that this is a true reflection of their answer.

All assessment paperwork produced for the learner must have marking criteria so that both the learner and assessor(s) are aware of what competences they have to meet.

It is also essential that the learner receives feedback on an assessment action plan which can be linked to the observation checklist. Both the assessor and learner must sign to say that they agree with the decision.

Handy Hint: Place details of the appeal policy on the reverse of the assessment sheet so that the learner is aware of the process.

Guidance on Re-sits

When a learner has not met the required standard of 70%, the feedback action plan must clearly and positively/constructively help the learner understand what criteria they did not meet and areas within the module that they should focus more on. Information on next steps i.e. re-sits will also appear here. List the process and the next assessment dates, if available. If no dates are available then we would suggest that you provide contact details of how to book in. In most cases the learner will be allowed to re-sit one assessment, however if there is a second then a fee may be charged. It is important that before learners undertake the assessment that they are made aware of this.

If the learner has failed the assessment it might also be a good opportunity to introduce a few tutorials before they take the re-sit to ensure the best chance of success. It is also a good way to ensure that the leaner is on track with revision, can ask any outstanding questions that they are not clear on.

Guidance for writing Multiple Choice Questions

The following tips have been adapted from The E-learning Coach.

1. **Test comprehension and critical thinking, not just recall**
   Multiple choice questions (MCQ) are criticised for testing the superficial recall of knowledge. You can go beyond this by asking learners to interpret facts, evaluate situations, explain cause and effect, make inferences, and predict results.

2. **Use simple sentence structure and precise wording**

    Write test questions in a simple structure that is easy to understand and try to be as accurate as possible in your word choices. Words can have many meanings depending on colloquial usage and context.

3. **Place most of the words in the question stem**

    If you're using a question stem, rather than an entire question, ensure that most of the words are in the stem. This way, the answer options can be short, making them less confusing and more legible.

4. **Make all distracters plausible**

    All of the wrong answer choices should be completely reasonable. This can be very hard to accomplish, but avoid throwing in those give-away distracters as it detracts from the test's validity. If you're really stuck, get help from your friendly SME.

5. **Keep all answer choices the same length**

    This can be difficult to achieve, but expert test-takers can use answer length as a hint to the correct answer. Often the longest answer is the correct one. If you can't get all four answers to the same length, use two short and two long.

6. **Avoid double negatives**

    Don't use combinations of these words in the same question: not, no, nor, the -un prefix, etc. For example, this type of question could confuse test-takers: 'Which of the following comments would NOT be unwelcome in a work situation?' Flip it around and write it in the positive form: 'Which of the following comments are acceptable in a work situation?'

7. **Mix up the order of the correct answers**

    Make sure that most of your correct answers aren't in the "b" and "c" positions, which can often happen. Keep correct answers in random positions and don't let them fall into a pattern that can be detected. When your test is written, go through and reorder where the correct answers are placed, if necessary.

8. **Keep the number of options consistent**

    Did you ever have to convince a SME that he or she can't have answer choices that go to 'h' in one question and 'c' in the next? It's something of a user interface issue. Making the number of options consistent from question to question helps learners know what to expect. Research doesn't seem to agree on whether 3 or 4 or 5 options is best. We recommend 4 options as a fair choice.

9. **Avoid tricking test-takers**

    As faulty as they are, tests exist to measure knowledge. Never use questions or answer options that could trick a learner. If a question or its options can be interpreted in two ways or if the difference between options is too subtle, then find a way to rewrite it.

10. **Use 'All of the Above' and 'None of the Above' with caution**

    When you run out of distracters, *All of the Above* and *None of the Above* can come in handy. But they may not promote good instruction. Here's why. *All of the Above* can be an obvious give-away answer when it's not used consistently. Also, the *All of the Above* option can encourage guessing if the learner thinks one or two answers are correct. In addition, the downside to *None of the Above* is that you can't tell if the learner really knew the correct answer.

Appendix 3 - Example of mapping to National Occupational Standards

The example below gives an indication of how to map to the NOS.

Mapping Toolkit

CNH20
Plan, apply and evaluate massage methods

This standard is about preparing for and applying the following massage methods to non-pathological tissue:

- effleurage
- petrissage
- tapement
- vibration

Massage applies to all relevant areas of the body.

Users of this standard will need to ensure that practice reflects up to date information and policies.

How to use this Mapping Toolkit

Your sports therapy vocational award must fully reflect this standard. Using the righthand column, indicate in the relevant section where in your training materials the evaluator can see each criterion evidenced.

Performance Criteria	Mapping
You must be able to:	
1. ensure there is adequate public liability and professional indemnity insurance	Module 106
2. apply agreed standards of personal hygiene, dress and appearance	Module 222
3. make sure equipment meets current health and safety requirement	Module 365
4. make sure equipment and area provide for the comfort and dignity of the client	Module 106
5. make sure equipment and area are clean and hygienic	Module 199

Appendix 4 - PDA Contacts

For support with anything to do with your endorsement, please contact PD:Approval at:

- REPs.endorsement@pdapproval.com
- 0333 577 0908
- Instant Chat: Tawk To (accessible on every page of the website)