PD:Approval
quality recognition

Accreditation Submission Guide

for recognition by REPs UAE

Contents

Introduction

Thank you for your interest in submitting your qualification/s to PD:Approval (PDA) to be accredited for recognition by REPs UAE.

The main outcome of accreditation is to enable your learners to gain a qualification that gives them entry to the REPs UAE professional register. Accreditation differentiates you from other training providers by showing that you offer professional recognition in the UAE.

The qualification/s you submit must map fully to the relevant UAE Standards to ensure the industry benchmark is met, but you also have the autonomy to add more contextualised content to the course and assessment – a huge benefit when developing your universal selling point to learners.

The vocational assessment must also meet UAE requirements and this document will guide you through mapping, assessing and applying.

If you are in the early stages of developing your qualification/s then the Standards are a great way to provide the initial structure and guidance. The flexibility is there to ensure that you can meet not only the requirements but also provide excellent employability opportunities once your learners have completed their qualification/s.

For learners who have already undergone fitness training and/or are already working in the sector, their expertise can be used to gain a recognised certificate of achievement and membership of REPs UAE through Recognition of Prior Learning (RPL) rather than undertaking the full qualification.

If you have any questions, please feel free to contact us at

- Email: repsuae@pdapproval.com
- Telephone: +44 (0) 333 577 0908
- Instant Chat: Tawk To (accessible on every page of the website)

We are looking forward to working with you.

The Professional Development Team
PD:Approval
www.pdapproval.com/repsuae

Section 1: Background Information

1.1 Introduction to the Register of Exercise Professionals UAE and PD:Approval

The Register of Exercise Professionals UAE (REPs UAE)

Launched in 2013, REPs is an independent, public register which recognises the qualifications and expertise of fitness professionals in the UAE. REPs provides a system of regulation for instructors and trainers to ensure that they meet the health and fitness industry's agreed UAE Fitness Occupational Standards.

REPs serves to protect people who take part in exercise and physical activity and provides assurance and confidence to the public and employers that all professionals on the Register are appropriately qualified and have the knowledge, competence and skills to perform their role effectively.

REPs covers all the main disciplines in fitness including group fitness, personal training and Pilates and works with a wide range of employers, training providers and public bodies who support its mission.

The register was initiated and established by Dubai Sports Council and is part of a global network of fitness registers now operating around the world. REPs UAE is a member of ICREPs the global confederation for fitness registers.

1.2 Introduction to PD:Approval

PD:Approval (PDA) is an independent quality assurance service working with new and established membership organisations, for instance REPs UK, Sports Therapy Association, and is approved by ICREPs as an accrediting body.

PDA has 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 UAE.

1.3 REPs UAE registration categories

The REPs UAE Framework has been structured specifically so that it provides a career pathway for learners who want to work their way through the industry at their own pace, gain recognition and insurance to practice, both within the UAE and abroad:

- Gym
- Group Exercise (pre-choreographed and freestyle)
- Personal Trainer
- Mat-based Pilates

The qualifications that give entry to the framework are mapped to the REPs UAE Standards:

- Certificate in Gym Instructing
- Certificate in Group Exercise Instructing (freestyle)
- Certificate in Group Exercise Instructing (pre-choreographed)
- Certificate in Mat-based Pilates
- Certificate in Personal Training
- Diploma in Personal Training (this qualification combines Gym and Personal Trainer)

For full information on the units of each qualification, the guided learning hours (GLH), please visit our website.

1.4 Terminology

It is important that you understand the terminology used in accreditation so that your marketing and social media is correct when describing your accredited qualification/s or the relationship with REPs UAE once your qualifications are approved.

Below is a list of the terms used in accreditation – 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
Accredited	All qualifications that successfully complete the submission process are 'accredited' by PD:Approval, as are the training providers that deliver them.
Approved/ Approval	Training providers need to gain 'approval' for their submission in order to become accredited.
Recognised	PDA accredited qualifications are 'recognised' by REPs UAE (not approved or accredited by REPs UAE).

Section 2: Getting ready for submission

In order to support you all the way, from preparing for your submission and achieving approval for your accreditation, through to certificating your learners, we have made a list of the key areas this will involve and the costs they may incur. Each is explained more fully in this guide:

Mandatory	Description	Cost
Prior to Full Approval	Accreditation Pack (Resource Bundle, Qualification Syllabus, Learner Assessment Pack, Recognition of Prior Learning Pack, this submission guide)	£1200 per qualification (approximately 5590 AED split into 2 payments)
	Submission and technical evaluation for Interim Approval	
	Approval Visit (after Interim Approval - travel and accommodation costs apply)	£1000 minimum towards expenses (approximately 4,600 AED) ***
	Tutor, Assessor and Internal Quality Assurance Professional Awards training days (x3, blended learning) – minimum 9 places on the training days @ £150 each (additional places £100 each learner). Full information here.	£1350 (minimum fee) (approximately 119,200 INR)
	Registration and Certification	£25 per certificate (approximately 116 AED). If using digital materials, cost per learner is added at registration.
	Renewal of accreditation for one year	£600 per qualification (approximately 2790 AED)
	After year 1, annual EQA Grading Visit (travel expenses apply) and remote monitoring	£1000 minimum towards expenses (approximately 4,600 AED) ***

Optional	Description	Cost
Technical Support	To help with any aspect of the submission, for example mapping, programme development, etc	£40 per hour (approximately 186 AED)
PD:Approval Learner Manuals*	These are the learning resources that have been already mapped to the REPs UAE standards available as hard copy or digital (digital prices in brackets). Both versions must be purchased for a minimum of 300 learners per qualification.**	Group Exercise £35 (£15) Gym Instructor £40 (£20) Diploma in Personal Training £55 (£30) (approximately 160/70, 180/93, 250/140 AED)
Addendum to Manual	A pack to cover any missing materials in an existing manual. Provided digitally and cost per learner added when registering learners on our website. Minimum annual registrations of 300 required.**	1 Module £5 (approximately 25 AED) 2+ Modules £15 (approximately 73 AED)

*** If your application is approved using PD:Approval's manual or ATM, the same manual or ATM must be used for the whole of that accreditation period (one year). This can be reviewed at renewal and any changes to the pack must be submitted to PDA for approval prior to renewal.*

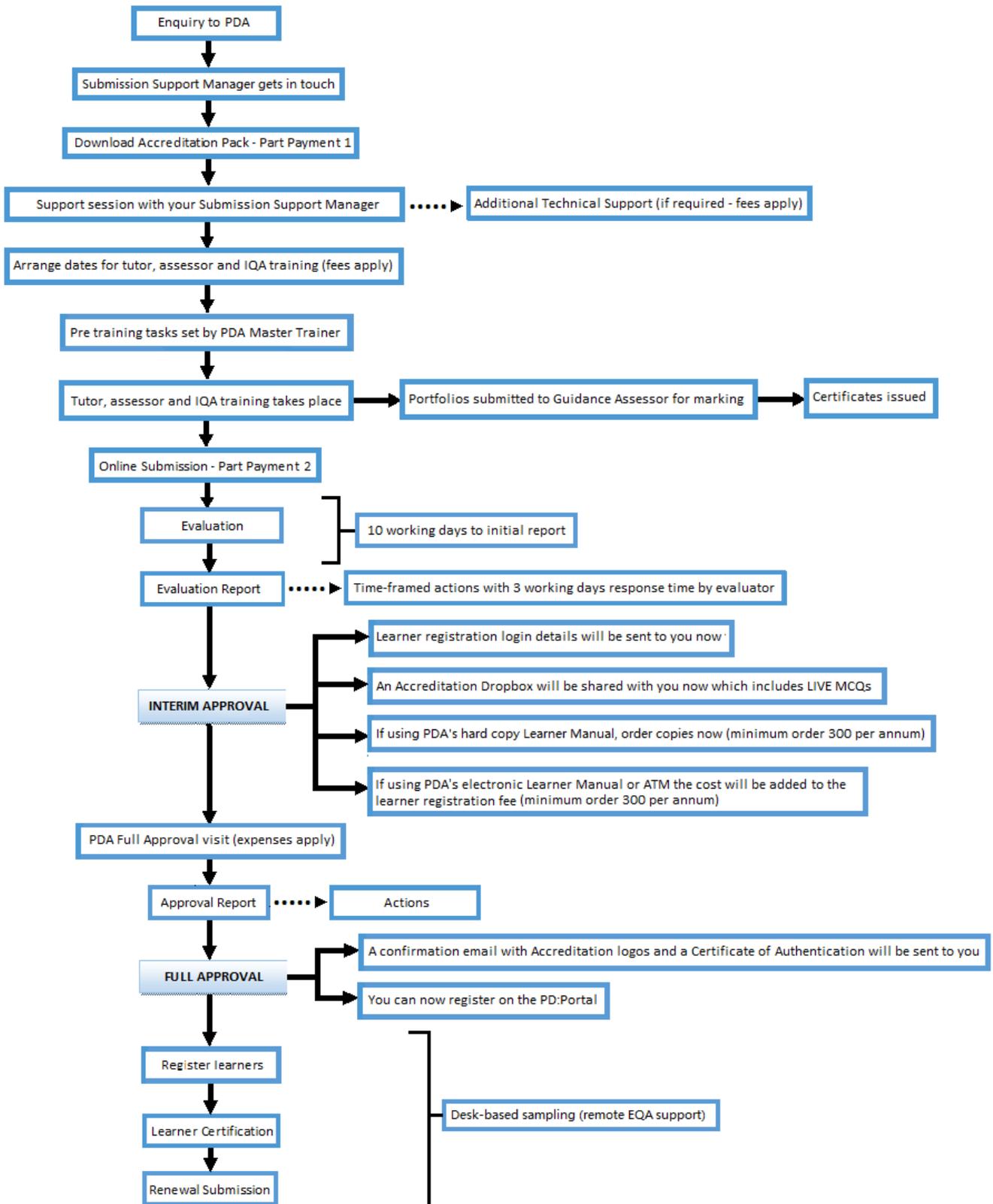**** A commitment of 300 copies per year is required to use PDA's Learner Manual or ATM; if less than 300 are purchased by the renewal date, the cost of the unused manuals or ATMs will be payable before any new certificates are issued.*

**** Travel and accommodation costs may increase dependent on time of year and changes to flight/hotel costs.*

A full list of prices can be found in Appendix 1.

2.1 The Accreditation flowchart

This flowchart illustrates the full accreditation journey in year 1.

```
Enquiry to PDA
      |
      v
Submission Support Manager gets in touch
      |
      v
Download Accreditation Pack - Part Payment 1
      |
      v
Support session with your Submission Support Manager  ······▶  Additional Technical Support (if required - fees apply)
      |
      v
Arrange dates for tutor, assessor and IQA training (fees apply)
      |
      v
Pre training tasks set by PDA Master Trainer
      |
      v
Tutor, assessor and IQA training takes place  ──▶  Portfolios submitted to Guidance Assessor for marking  ──▶  Certificates issued
      |
      v
Online Submission - Part Payment 2
      |
      v
Evaluation  ─────  10 working days to initial report
      |
      v
Evaluation Report  ······▶  Time-framed actions with 3 working days response time by evaluator
      |
      v
INTERIM APPROVAL  ──▶  Learner registration login details will be sent to you now
                  ──▶  An Accreditation Dropbox will be shared with you now which includes LIVE MCQs
                  ──▶  If using PDA's hard copy Learner Manual, order copies now (minimum order 300 per annum)
                  ──▶  If using PDA's electronic Learner Manual or ATM the cost will be added to the learner registration fee (minimum order 300 per annum)
      |
      v
PDA Full Approval visit (expenses apply)
      |
      v
Approval Report  ······▶  Actions
      |
      v
FULL APPROVAL  ──▶  A confirmation email with Accreditation logos and a Certificate of Authentication will be sent to you
               ──▶  You can now register on the PD:Portal
      |
      v
Register learners
      |
      v
Learner Certification  ─────  Desk-based sampling (remote EQA support)
      |
      v
Renewal Submission
```

2.2 Submission Support Manager

Upon enquiry, we will provide you with details of **your Submission Support Manager**. Submission Support is a free service we offer to support you towards your submission and your Submission Support Manager will be available to answer any questions you may have prior to submitting your application and evidence. Once you have purchased the Accreditation Pack (see Stage 1 below), your Submission Support Manager will arrange with you a mandatory online support session which will give you the important opportunity to ensure you understand all the requirements of accreditation and to discuss any areas of the evidence or process that you are unsure of. The Submission Support Manager's role ends once you have submitted your application.

Handy Hint: Make the most of your Submission Support Manager – they are there to help you to submit the right information to give you the best chance to attain approval without delay.

Please note: All written communications with PDA and its team members must be by email; no other forms of written communication will be responded to.

2.3 The submission process

We have separated the payment for the accreditation process into two stages. The full cost of submitting for accreditation is £1200 (approximately 5590 AED), which covers our Accreditation Pack, the technical evaluation, an MCQ Pack, the Approval visit (travel costs apply) and remote support from an allocated External Quality Assurer (EQA). For more information about our quality assurance process see Section 7.

The following indicates what is required at each stage, and what part of the accreditation fee you are required to pay.

Stage 1

To start the submission process, please purchase the relevant Accreditation Pack/s from our Shop**.**

The pack contains essential information for all training providers that can be personalised and adapted to suit your own organisation and needs:

1. **Qualification Syllabus**
   The Qualification Syllabus lists all the learning aims and outcomes that you will need in your qualification/s to ensure they meet the REPs UAE Standards. Within the syllabus you will see a checklist that will guide you through "mapping" your content to the standards – this means that you tell us where we will find the standards covered in your training. The Mapping folder in your accreditation pack has a completed mapping toolkit for providers using our LAP, which illustrates how you should complete the blank mapping toolkit if using your own assessment materials. The qualification you submit must cover 100% of the competencies listed in the mapping toolkit.

Handy Hint: PD:Approval can provide ready-made learner materials to save you time. If you would like to know more, please contact us at repsuae@pdapproval.com.

2. **Learner Assessment Pack (LAP):**
   The LAP provides everything you need to carry out the summative (final) assessment at the end of the training. The LAP includes:

   - Case study
   - Programme card
   - Health screening paperwork
   - Worksheets (internally assessed)
   - Personal Development Plan
   - Viva (oral examination)

- Practical observation checklist
- Reflective statement
- Professional discussion
- Session (Group Exercise only)

The final part of the summative assessment, the multiple choice questions (MCQ), will be provided to you at Interim Approval in a pack described later on. You have the option to create your own LAP instead of using this one, but it must conform to the same standards.

3. **Tutor Assessment Pack (TAP):**
   The TAP contains practice examination paperwork:

   - Mock multiple choice question (MCQ) paper
   - Answer sheet for the learner
   - Mock MCQ answers for marking

4. **RPL Pack:**
   The RPL Pack is for learners who have already undergone training and/or have been working in the sector. Through Recognition of Prior Learning (RPL), individuals with learning and experience in the health and fitness sector have the opportunity to go straight to the final assessment without undertaking the entire qualification. The RPL Pack can only be delivered and assessed by an accredited provider.

5. **Resource Bundle:**
   The Resource Bundle contains information and templates for the following areas of your accreditation submission and must be used in conjunction with the processes that you run internally:

   - **Administration Pack:** a template pack that you can tailor to your own organisation, detailing the internal policies and processes that you should have in place
   - **Tutor Pack:** everything the tutor needs to run the training, such as a lesson plan template, tutor self-reflection form, PAR-Q, informed consent form etc.
   - **Learner Pack:** everything you need to provide the learner before, during and post training, including a guide to producing your learner manual.
   - **Assessment Pack:** a set of templates to use in your assessment process, such as assessor feedback form, invigilation checklist, etc. *Please note that these templates do not replace the LAP but can be used alongside. You will find full observation checklists in the LAP.*
   - **Quality Assurance Pack:** a set of templates to use in your quality assurance process, such as a sampling plan, team roles and responsibilities matrix, interview questions for learners etc.

6. **Accreditation Guide:**
   The pack also contains a copy of this guide in case it hasn't been downloaded separately. This guide will support you through the application process and covers all the evidence that you will need to provide in order to meet our requirements. The guide will also help you to understand the application process and the timeframes, as well as signposting you to additional support should you need it.

Disclaimer: By purchasing the Accreditation Pack, you (either as or on behalf of the training provider) understand and agree that the documentation it contains is for guidance and support only and is not legally approved. The documentation requires that you (either as or on behalf of the training provider) amend it to meet the accreditation needs and reflect the training provider's branding. Once amended, the documentation will be your (the training provider's) intellectual property and the contents your (the training provider's) responsibility.

Handy Hint: If you wish to accredit more than one qualification at the same time, you can do this through one submission form – contact us for a copy of the relevant Accreditation Pack for each qualification as you will only be charged the submission fees for additional qualifications.

Once you have purchased the pack, you can then start gathering your evidence. You have the choice to:

1. Use your own materials, which must map 100% to the Qualification Syllabus.
2. Use your own materials, map them to the Qualification Syllabus, and where there are gaps PDA can create an addendum to cover the missing materials for you (fees apply).
3. Use your own materials but PDA will map them to the Qualification Syllabus for you and find any gaps. PDA will then create the missing materials (fees apply).
4. Purchase our Technical Manual for each qualification (not Pilates), available as hard or digital copy (ask your Submission Support Manager for details). *Please note that if your application is approved using PD:Approval's manual, the same manual must be used for the whole of that accreditation period (one year). This can be reviewed at renewal and any changes to the pack submitted to PDA for approval prior to renewal.*

Summative assessment

The summative assessment is the term used for the tests held at the end of the qualification to show your learners' theory and practical skills and knowledge. You have three options for carrying out the summative assessment:

1. Use PDA's LAP which is included in the Accreditation Pack, with the MCQs and MCQ answers provided at Interim Approval*.
2. Create your own LAP and MCQs mapped to the Qualification Syllabus and submit them with your evidence for approval
3. Use a LAP and MCQs from another professional body mapped to the Qualification Syllabus and submit them with your evidence for approval

* A Live MCQ Pack for the summative assessment will be provided to the specified Main Contact as part of your submission fee once you have achieved Interim Approval. It will be in a password protected folder to keep it secure. The pack will contain:

- MCQs for the learner
- MCQs with answers for the tutor
- MCQ answer sheet for the learner to fill in

If you create your own LAP, it must contain guidance for the learner and all the paperwork they need to fill out in order to complete the summative assessment – use the Resource Bundle to help you. A tutor version of the LAP must be provided with suggested answers.

The LAP must contain the following:

- Case study
- Programme card
- Health screening paperwork
- Worksheets (internally assessed)
- Personal Development Plan
- Viva (oral examination)
- Practical observation checklist
- Reflective statement
- Professional discussion
- Session (Group Exercise only)

MCQs must also be provided as part of the LAP (but not given to the learner until the actual exam) along with a version with answers for the tutor to use. MCQs must be kept in a password protected document before, during and after approval.

Once accredited, providers must ensure they regularly refresh the MCQs to avoid repetition. Additionally, a new set of MCQs must be used for learners who need to resit their assessment. All new MCQs must be sent to your allocated EQA for approval before using them with your students.

Handy Hint: For full assessment requirements please see the Standards page on our website.

Should you need support in creating or adapting your own materials, you can make use of our **Technical Support** team. These are highly experienced consultants who can help you in any aspect of your application, including ensuring your accreditation application meets all our criteria before you submit it. Support begins with a no-obligation discussion about your requirements and how the consultant can meet them, after which we will confirm the details and the cost in writing.

If you wish to go ahead with the support we will invoice you for the fee and, once payment is made, the support can go ahead. To arrange a support call, email us with the details of the support you require at repsuae@pdapproval.com.

Handy Hint: All mapping, ATMs and/or Technical Support need to be completed before proceeding to Stage 2.

Stage 2

Stage 2 is the online application process, which requires the final payment (£700 for each qualification) and for you to upload all the evidence for your submission (see section 4.2).

Visit our website and select the qualification you are applying for. Press the **Select** button to start your application – you will receive a link to your own application form which you can return to if you are unable to complete the application in one go. It will save whatever you have added as long as you press Next at the bottom of the page.

You will be able to add another qualification to your form if you are applying for more than one at the same time. However, you must contact us first so we can send you the Accreditation Pack to access the Qualification Syllabus. The price for additional qualifications will depend on the qualification you have already submitted; if the qualifications you are applying for share units it may affect the submission fee.

2.4 Tutor, Assessor and IQA Professional Awards

If training needs have been identified, PDA can offer training days to take place at your venue. PDA will liaise with you and our Master Trainer to finalise suitable dates where all the learners will be available to attend.

You will be required to pay a training day fee of £1350 (approximately 6300 AED) which covers a mandatory 9 places on the awards at £150 each – the nine places can be distributed as required across the 3 awards. Any additional learners you require to attend will each be charged at a reduced rate of £100 (approximately 460 AED) per award. Additionally you will be charged £1000 (approximately 4600 AED) towards the Master Trainer's expenses. Travel and accommodation for the Master Trainer will not be arranged until full payment has been received.

Please note: Any changes to the agreed dates must be made known before flights are booked for the Master Trainer, as after this takes place PDA will be unable to refund the payment you have made for the Master Trainer's travel and accommodation.

In addition, if there is a delay in you agreeing suitable dates or a delay in payment of the fees to PDA, either of which affects the cost of the Master Trainer's travel and accommodation costs and

takes them over £1000, you will be charged the excess amount. No travel arrangements can be made until the full fee is paid so invoices must be settled in full by the payment date on the invoice.

Each award requires pre-course tasks which must be completed and sent to the Master Trainer at least 14 working days before the first training day takes place.

After the training, certificates of achievement will be sent to the Main Contact you have specified, for the learners who have successfully completed the awards delivered by PDA's Master Trainer. Copies will also be added to your Accreditation Dropbox.

2.5 Recruitment of new tutors, assessors and Internal Quality Assurers (IQA)

We understand that it is not practical to send out our Master Trainer each time you need to recruit once you have gained Full Approval, therefore we have a programme in place where the new team members are mentored by a member of your existing qualified team (who has already completed a Professional Award) whilst they work through the award. When you inform PDA of a new team member and have paid the fee, all learning materials and instructions will be provided.

The Mentor Programme costs £150 (approximately 710 AED) per student and covers all learning materials, Guidance Assessor support, sign-off of work and Certificate of Achievement.

Section 3: The Submission

Please ensure you have gathered all the necessary evidence before starting the online application form as there will be a fee of £200 (approximately 960 AED) to cover additional evaluation time if there are gaps in your submission. At the end of the application form you will be asked how you wish to pay. You can either pay immediately by PayPal or BACs, or request an invoice (payment terms 30 days from invoice). Your submission will be passed to one of our Technical Evaluators **as soon as payment is received**.

Handy Hint: Paying at the time of your submission means that we will immediately pass it on for evaluation.

3.1 The submission process

The submission process is all online through our website and has been structured to make it as streamlined as possible. Visit www.pdapproval.com/repsuae and take a moment to read through the features and benefits as this will ensure that you make full use of your accreditation.

Handy Hint: Don't forget to purchase your Accreditation Pack for your qualification as you will need this to complete your submission.

When you are ready, go to our Get Accredited page and select the qualification you wish to submit for accreditation - if you wish to submit more than one qualification you will be given the option to do so during the submission process. You will then be taken to a sign-in page where you input your contact details including email address and then press Submit.

An automated secure HTML link will be emailed to the email account you specified to give you access to your submission form. This unique link 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 press the Next button at the end of each page. Click on the link in the email and it will take you through to the submission form. It's a good idea to bookmark the secure link in your browser so that you don't have to keep going back to your email each time.

Start filling in the relevant boxes and, when you reach the evidence upload area, hover over each criteria to reveal a pop-up information box on how best to meet the evidence requirements. You can also refer to this guide for details. There are a few key pieces of evidence required which are explained in Section 4.

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.

3.2 The submission evaluation

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 completed to the evaluator's satisfaction for you to proceed to approval. The action plan will be detailed and have deadlines attributed to each criterion. Our aim is to provide the evaluation report within 3 weeks, however this is dependent on whether the evaluator needs to verify any of the materials with you during this time.

3.3 Confidentiality

All members of the PDA team have signed a Code of Confidentiality agreement and the materials you submit to us will be kept securely. 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

The online application form covers three areas – the first provides us with details about your organisation and employees, the second covers your submission evidence, and the last section deals with payment and agreement to our Accreditation Terms and Conditions.

4.1 Building your evidence

You can use the Accreditation Pack materials - Qualification Syllabus, Resource Bundle and LAP - to create your own materials or to strengthen those you already have. The LAP covers both practical and theory elements. The theory assessment is in the form of Multiple Choice Questions (MCQs) which are provided to you at Interim Approval in a password protected document, along with a version containing the answers – make sure you give your learners the right version!

You must ensure that the MCQs are regularly refreshed so that the same ones are not used too often, but any new MCQs must first be approved by your allocated EQA before you use them in your assessments.

4.2 Evidence required

The following details the evidence you will be asked for on the application form, please be as precise as possible when you are entering the details on the form to ensure accuracy and consistency.

Helpful Hint: It is essential that you read the explanation notes both here and on the submission form to help you meet all the criteria required. If your submission is missing essential evidence or the evidence you have provided needs extensive revision, a further fee of **£200** (approximately 965 AED) will be required to evaluate additional or amended evidence.

1. **Contact details**
   This section is for the person who is filling out the form on behalf of your organisation. If it isn't the person who will be the Centre Contact for your accreditation, and who our communications will be directed at in the first instance, you will be able to identify them later on the form. Please complete as many boxes as possible.

2. **Organisation details**
   This information ensures that our records hold the correct information of your organisation name and location. Please remember to let us know if these details change once you are accredited. If you have a Facebook and Twitter page do let us have the details so that we can *like* and *follow* you.

3. **Centre Contact details**
   If different from the earlier contact details, please provide us with full details of the Centre Contact should we need to call, email or send any correspondence by post regarding your accreditation application.

4. **Invoicing details**
   Please provide the name of the person who we should contact regarding all finance issues, including invoicing, if it is different from the Main Contact.

5. **Administrator contact details**
   It's useful to have an Administrator Contact in case we are unable to reach any of the other contacts you have provided.

6. **Website address**
   Please provide the website address where your accredited qualification/s will be advertised.

7. **Size of delivery team**
Let us know how large your delivery team is. You will need to provide details of their experience and skills as part of the accreditation process.

8. **In which region/s do you intend to deliver your qualification/s?**
For our records and data collection purposes we ask you to record the regions in which you plan to deliver your accredited qualification/s. A tick list is provided.

9. **Marketing materials**
Please upload examples of any designed marketing materials promoting your qualifications and organisation. Please indicate where you will place the REPs UAE Training Provider logo and the PD:Approval Accredited logos (you can add the accreditation logos once you have Full Approval).

10. **What qualification are you applying for?**
You have the choice of Gym Instructor, Group Exercise Instructor, Mat-based Pilates, Personal Trainer and the Diploma in Personal Training (Gym and Personal Trainer combined). **Please note** qualified Personal Trainers must also have a REPs UAE recognised accredited Gym qualification to be able to join REPs UAE.

You can only pick one qualification at a time on the website; if you wish to accredit more qualifications, you will be asked later in the form if you would like to add another one. The guided learning hours (GLH) indicated for each qualification can incorporate the assessment, pre-course study and break times.

11. **How will this qualification be delivered?**
It's important that we know how you will be delivering your qualification. You have the option of **blended** (face-to-face and online) or **100% face-to-face**. Blended learning is very popular as it removes many barriers for your learners such as cost and distance to travel. However, we must ensure that it fulfils our strict criteria so you will be asked to provide login details to a test account. So that the evaluator can review your online training thoroughly, please ensure that there is no requirement for them to complete any of the study to be able to move through the process. For more details on Blended Learning see Appendix 2.

The other option for delivery is full-time **classroom based**, where the learners are taught with their tutor face-to-face. Select whichever applies to your training.

12. **When do you want to deliver your programme?**
Let us know when you hope to deliver your accredited programme so that we can do our best to help you meet your time frame.

13. **Tutor:student ratio**
Let us know the maximum number of students your tutor will be teaching.

14. **Guided Learning hours (GLH)**
You will be asked to provide the total GLH, and how much of that time is face to face and practical learning. The lesson plans must reflect the total GLH, Face to Face Tuition Hours (FTH) and practical learning time, broken down into manageable daily sessions for the learner. We advise no more than 8 hours learning per day, including breaks, with a mixture of practical and theory training.

Please note the breakdown of GLH and FTH for each qualification:
- Gym Instructor: 150 GLH which must include at least 75 hours FTH of which 24 hours must be practical
- Group Exercise Instructor (freestyle): 150 GLH which must include at least 75 hours FTH of which 24 hours must be practical
- Group Exercise Instructor (pre-choreographed): 140 GLH which must include at least 60 hours face-to-face tuition of which 20 hours must be practical

- Mat-based Pilates Instructor: 275 GLH which must include at least 150 FTH of which 75 hours must be practical
- Personal Trainer: 200 GLH which must include at least 102 FTH of which 50 hours must be practical
- Diploma in Personal Training: 275 GLH which must also include at least 150 hours FTH of which 75 hours must be practical

15. Evidence uploads

You will now be asked which course materials you are submitting. If you are not using PDA's materials you will also be asked if you own the intellectual property. If you don't own the intellectual property of the course materials, you will be able to download an authorisation form for the intellectual property owner to complete and for you to upload to your submission as part of your evidence.

Please note that if your application is approved using PD:Approval's manual, a minimum order of 300 copies per year is required and the same manual must be used for the whole of that accreditation period (one year). This can be reviewed at renewal and any changes to the pack must be submitted to PDA for approval prior to renewal.

If not using PDA's materials, you will be asked to provide the following evidence for your submission. Please ensure that you upload the correct information into the correct upload box:

- **Learner Manual:** The learner manual covers all of the mandatory units for learners to work through the whole qualification. It typically has pictures and diagrams as well as text to guide the learner logically and set them up to pass the qualification. If you indicate that you own the intellectual property, this must include all images and text.

Handy Hint: don't forget to include opportunities for formative checks throughout your lesson plans.

- **Addendum to Manual (ATM):** If there are areas of the Qualification Syllabus that you are unable to map to your training materials, you will need to create an ATM to cover these areas for your learners. You can either ask PDA to create an ATM or you can create your own and add it as evidence. The ATM can also be used with those learners who have already been certificated by you prior to accreditation to bring them up to the standards recognised by REPs UAE, so that they can receive a recognised certificate of achievement from PDA if successful. If you indicate that you own the intellectual property, this must include all images and text.

Please note: The ATM must satisfy the same criteria as the Learner Pack (see 19 below).

- **Learner Assessment Pack (LAP):** The Accreditation Pack that you download contains a LAP which clearly details all the assessments and learning checks that are required for the learner to work through the specific qualification. You can use this or create your own.

16. Equipment

You will be provided with a list of equipment depending on the qualification you have selected and must tick everything that you have available for your learners. It is not necessary to have all the items listed, however some of them will be essential. The lists can be found in Appendix 3.

Please note that by selecting equipment from the list as part of your submission, you are confirming that it is safe, effective and fit for purpose.

17. Venues and facilities

The form includes a list of facilities and equipment your venue/s should provide for your learners, please tick the ones that you have in place at all of your venues. In addition, you must upload a short video of each venue you will be using showing all the items you have selected in both this list (facilities for your learners) and the Equipment list (equipment used as part of the learning). All equipment with moving parts must be shown in use.

Please note that by selecting facilities from the list as part of your submission, you are confirming that it is safe, effective and fit for purpose.

Only approved venues can be used for your accredited training and delivery of RPL (recognition of prior learning). You will receive a certificate of approval for each of your approved venues.

18. **Biography template and achievement certificates**

Use the template link at the top of the form when you reach this page, to download a Biography Template for each member of your team – or download it here. Here you can detail the experience, training and qualifications of everyone involved in your delivery team, including the programme's author if applicable. This must include all the relevant qualifications achieved by the members of your delivery team, including their fitness qualifications, so that we can determine the suitability and level of achievement. We also need to know how much experience they have as either tutor, assessor or internal quality assurer (IQA).

All tutors, assessors and IQAs must be a members of REPs UAE, and they must provide their membership number on the Biography Template.

There are certain requirements for the tutoring, assessing and quality assuring of accredited qualifications recognised by REPs UAE. If you are applying for accreditation for the Certificate in Gym Instructing, Certificate in Personal Training or Diploma in Personal Training the members of your team that are carrying out the roles of tutor, assessor or Internal Quality Assurer (IQA) must have a REPs UAE recognised Personal Trainer qualification. If applying for either the Certificate in Group Exercise Instructing Freestyle or Pre-choreographed qualifications, the members of your team that are carrying out the roles of tutor, assessor or IQA must have a REPs UAE recognised Exercise to Music or Group Exercise Freestyle qualification. For the Certificate in Mat-based Pilates, the members of your team that are carrying out the roles of tutor, assessor or IQA must have a REPs UAE recognised Mat-based Pilates qualification.

Please do not upload CVs, the template is designed to detail only the most relevant information about your team. For each qualification achieved, please upload the corresponding certificate of achievement.

Delivery teams without tutor, assessor and/or internal quality assurance qualifications will be required to gain qualifications or undertake the awards delivered by PDA (fees apply) - see section 2.4.

Members of the team whose experience in their roles is less than 6 months or who are undergoing the PDA Professional Awards must be accompanied by a fully qualified and experienced tutor/assessor/IQA who has the relevant industry qualifications (see above) when delivering/assessing/IQAing the accredited qualification/s.

19. **Tutor Information pack**

This is everything that a tutor will need to deliver your accredited qualification, and is essential for anyone who needs to step in if the usual tutor is unable to take any class – use the Tutor Pack in your Resource Bundle to help fulfil this criteria.

The pack must include:

- Learner application form
- Attendance register
- Health and safety checklist
- CPD record
- Lesson plans for each session – these must include the learning aims and outcomes
- Learner feedback form

- Tutor:learner agreement
- PAR-Q/consent form (if applicable)
- As well as any additional resources such as PowerPoint presentations.

Handy Hint: The Resource Bundle included in the Accreditation Pack contains a Tutor Pack with templates and guidance to save you time.

20. **Learner Pack**

This is the manual of information that the learner needs once they sign up to your accredited programme, and must include everything they need before, during and after the training takes place – use the Learner Pack in your Resource Bundle to help fulfil this criteria.

The pack should contain:
- 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: The Resource Bundle included in the Accreditation Pack contains a Learner Manual template and guidance to save you time.

21. **Administration Pack**

The administration pack ensures you have all 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 – use the Administration Pack and Quality Assurance Pack in your Resource Bundle to help you fulfil this criteria.

The pack must include:

- Mission Statement
- Aims & Objectives
- Equal Opportunities Policy & Procedure
- Appeals Policy & Procedure
- Appeals Request Form
- Learning Support and Reasonable Adjustments Policy
- Internal Quality Assurance Policy & Procedure (see Section 7.6)
- Trainer Procedures for Recording & Retaining Evidence
- Data Protection Policy & Procedure
- Learner Contact & Support Procedure
- Training Cancellation Policy
- Health & Safety Policy
- Prevent Duty & Safeguarding Policy
- Media Policy & Procedure
- Social Media Policy & Procedure

Handy Hint: The Resource Bundle included in the Accreditation Pack contains a template Administration Pack and guidance to save you time. The Quality Assurance Pack also includes templates to assist you in your internal quality assurance process.

22. **Assessment Pack**

Please provide all of the materials for running an assessment and self-reflection – use the Assessment Pack in your Resource Bundle to help fulfil this criterion. The assessment must be fit for purpose with clear marking criteria and be able to judge the achievement of the learning outcomes. Please also ensure you include assessment information in your Learner Pack.

The assessment pack must include:

- Assessor Feedback Form
- Assessor Self-reflection Form
- Group Assessment Plan
- Individual Learner Assessment Plan
- Invigilation Checklist
- Invigilation Guidelines for Theory Assessments
- Peer Assessment Form
- Practical Observation Checklist
- Reasonable Adjustments for Additional Learning Needs Form

Further information on creating an assessment, invigilation or re-sits can be found in Appendix 4.

Handy Hint: The Resource Bundle included with the Accreditation Pack contains an Assessment Pack to save you time which you can use to submit with your application or as a guide to create your own pack. It also includes templates to assist you in your internal quality assurance process.

23. **Mapping to REPs UAE Standards**

Use the Qualification Syllabus that you received in your Accreditation Pack to map your programme 100% to the REPs UAE Standards – by mapping your programme, the evaluator will be able to check that you have covered everything required to gain accreditation.

To complete this process, you must insert in the righthand columns where in your training we will find reference to the particular competency or knowledge requirement and how it will be assessed. This might reference PowerPoint slides (for example 'Slide 9-18 of PowerPoint A') or a page in the learner manual (for instance, 'page 11-15 in the Learner Manual'), etc. You can see an example of mapping in the Accreditation Pack you have downloaded (Mapping folder).

If you are using PD:Approval's materials, or other materials that have already been approved by us, you don't need to complete any mapping as we have done it for you.

Helpful Hint: If you would like help with the mapping, please contact us to discuss the support of one of our Technical Consultants.

24. **Do you want to add another qualification?**

At this point, you will be asked if you want to add another qualification. If you do, you will repeat the process above from 10-20. Select the additional qualification and complete the details. If you answer no, then you will carry on to the next question. The price for additional qualifications will depend on the qualification you have already submitted; if the qualifications you are applying for share units there may not be an additional submission fee.

Handy Hint: If you haven't already purchased an Accreditation Pack for the additional qualification, apply for it now using from the Shop as you will need this to complete your submission.

25. **Company number**

Please provide your registered company number which is required for tax purposes. If you don't have a company number, please provide your public liability insurance certificate.

26. **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 accreditation and agree to pay the non-refundable fee/s.
- That you agree to the Accreditation Terms & Conditions

You must ensure that you are fully aware of your commitments under the terms and conditions.

4.3 Submission Payment

Once you have submitted your submission form and we have received payment, we will appoint one of our technical evaluators to review your submission.

4.4 Technical Support

If you require any additional support throughout this process, we have a team of technical consultants who can help. They can support you with anything from mapping to completing your submission. Starting with a no-obligation chat either by Skype or telephone, you can discuss your requirements with one of the team to determine the level of support you require, how long it might take, and the price of the support. We will confirm the details in writing so that you can decide if you wish to go ahead or not. If you decide to proceed, we will invoice you for the full cost and inform the consultant when it has been paid so that they can start the work you have agreed on. At a very competitive hourly rate of £40 (approximately 180 AED) this is a very useful service, especially for new providers.

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 accreditation criteria and the standards set by PDA and REPs UAE. We aim to provide the initial report within three weeks but this timeline may be affected if the evaluator needs to verify any details with you during this time.

Any communications regarding your evaluation and report status must be directed to repsuae@pdapproval.com, who will liaise with the evaluator on your behalf.

5.1 The evaluation report status

If all your evidence has been approved, you will receive a report with an **Interim Approval** status. Whilst the evidence you have submitted has been approved, a status of Full Approval will not be available until your allocated EQA performs an Approval Visit during your first assessment.

If your submission isn't Interim Approved, your initial report will have one of the following statuses:

- **Approval Pending**: this means that parts of your submission haven't quite met the criteria and your evaluator will provide a report which contains actions and a deadline for them to be completed by. There is no additional fee, however if you fail to provide the evidence or miss the agreed deadline, your status will be changed to Further Evidence Required with the accompanying fee (see below).

- **Further Evidence Required**: this means that the evaluator has identified significant gaps in your evidence and will provide a report which 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** (approximately 930 AED) 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 using our Technical Support to help you achieve a successful submission. If you fail to complete the actions or miss the deadline, your status will change to Not Approved (see below).

- **Not Approved**: this means that unfortunately your submission has failed to reach the standards set by PDA and REPs UAE. The submission process for the programme in question will end and you will need to start a new submission if you wish to become accredited. A report will be provided which will guide you on what you must do to improve a future submission.

Please note all written communications about your evaluation and/or report must be by email to repsuae@pdapproval.com; no other forms of written communication will be responded to.

5.2 Appeals

If you are unhappy with a decision made by PDA you can appeal by following the process outlined in 8.7 Complaints & Appeals.

Section 6: Interim & Full Approval

6.1 Interim Approval

Once you have satisfied all the submission criteria, your organisation will be awarded Interim Approval. This means that you must now only use the accredited materials for training new learners in the discipline/s that you have been approved for. At this point your approved qualification/s are not yet recognised by REPs UAE and you cannot market them as such or display any REPs or accreditation logos. Recognition comes after Full Approval when logos will be provided to you. However, you must now start registering your learners (see 6.2 below).

Along with your Interim Approval confirmation email, you will be given access to an Accreditation Dropbox which contains all your accreditation history so far as well as the password-protected MCQs for your summative assessment (unless you are using your own). For full details of your Dropbox, please see 6.4 Dropbox.

Using PDA materials:

- **If you using PDA's Learner Assessment Pack:** We will now provide you with the live MCQ papers which will be password protected and stored in your Accreditation Dropbox. The passwords will be emailed to the specified Main Contact and it will be their responsibility to maintain the documents' security.
- **If you are using PDA's hard copy Learner Manual:** Contact PDA to order copies (you will be required to commit to purchasing a minimum of 300 manuals per accreditation year, which can be purchased in batches of 100 – shipping costs apply). If less than 300 are purchased by the renewal date, the cost of the unused manuals will be payable before any new certificates are issued.
- **If you are using PDA's digital copy Learner Manual:** You will be required to commit to registering a minimum of 300 learners per accreditation year using the digital manual. If less than 300 are registered by the renewal date, the cost of the unused manuals will be payable before any new certificates are issued.
- **If you are using PDA's digital Addendum to Manual (ATM):** You will be required to commit to registering a minimum of 300 learners per accreditation year using the digital ATM. If less than 300 learners are registered by the renewal date, the cost of the balance will be payable before any new certificates are issued.

6.2 Registering your learners

Once you have Interim Approval, you will be sent login details to register your learners on our website. You must gain permission from your learners upon enrolment to pass their information to us before registering them **within 7 working days of the start of their qualification**. Their information will be used solely for the purposes of recording their registration and assessment status and issuing a Certificate of Achievement for those who have passed (once you have gained Full Approval).

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 unique 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 qualification)
- The qualification code (the code you have assigned to the qualification)
- The qualification 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 the Learner Status form. We will then start processing the Certificates of Achievement for those who have passed.

Depending on your process, you can then update us on any learners who have been referred using the same online form if they subsequently pass or fail.

NB: For your first students, you can only register them after you have confirmation of Full Approval.

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 – approximately 116 AED - 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.

Previously certificated learners
Once your qualification/s map to the REPs UAE Standards and are accredited, you can re-assess previous learners who have already been certificated by you prior to accreditation using the Recognition of Prior Learning (RPL) materials in your accreditation pack. Register them as normal on the Learner Registration Form and use the Learner Status form to update us. If they have passed the RPL assessment, we will provide a PD:Approval Certificate of Achievement so that they can be recognised by REPs UAE as well as the other ICREPs member countries.

This process would also be appropriate for those working in the industry who have extensive experience or prior training, and are sufficiently skilled and knowledgeable but do not hold an accredited qualification.

6.3 Full Approval

In order to award you Full Approval, PDA will carry out an Approval Visit at least 4 weeks after the training days and during your first summative assessment for your accredited qualification. This is to ensure that your systems and processes are properly implemented and that your delivery and assessment meet the required standard. The newly qualified members of your delivery team will be observed at the same time.

The fee for the Approval Visit is included in the cost of your accreditation submission, however additional costs apply to cover travel expenses (see below).

Approval Visit expenses fee
You will be required to pay towards the travel expenses incurred for the Approval Visit and will be invoiced £1000 (approximately 4600 AED) once dates have been agreed. No travel arrangements can be made until this fee is paid so invoices must be settled in full by the payment date on the invoice.

If the travel expenses exceed £1000 because of the delay in payment, the provider will be charged the excess.

After the Approval Visit a report will be provided which will determine your Approval status and detail any actions you might still need to complete within a specified timeframe to gain Full Approval.

All communications at this point will be through PDA at repsuae@pdapproval.com, who will support you with any actions detailed in your report. **Please do not contact your EQA directly.**

Please note all written communications with PDA must be by email; no other forms of written communication will be responded to.

Your Approval report will grade you using the following criteria:

- **Approval Pending**: this means that there are areas which need attention and your report will contain actions and a deadline for them to be completed by. There is no additional fee, however if you fail to complete the actions or miss the agreed deadline, your status will be changed to Further Evidence Required with the accompanying fee (see below).

- **Further Evidence Required**: this means that there are significant areas that need attention and your report will contain actions and a deadline for them to be completed by. In order to proceed with the process, you will be required to pay an additional fee of **£200** (approximately 965 AED) to cover the EQA's time. If you fail to complete the actions or miss the deadline, your status will change to Not Approved (see below).

- **Not Approved**: this means that unfortunately your organisation has failed to reach the standards set by PDA and REPs UAE. The accreditation process for the programme in question will end and you will need to start a new submission if you still wish to become accredited. A report will be provided which will guide you on what you must do to improve a future submission.

After a successful Approval Visit and completion of any actions, PDA will issue you with notification of Full Approval. You will receive the REPs UAE and PD:Approval accreditation logos to add to your marketing, and a Certificate of Authentication detailing your accredited status which you can print out and display, and use as proof of your status.

Please note: For all future delivery dates, you must register your learners within 7 days of the start date of their accredited qualification.

6.4 Dropbox

At Interim Approval you will receive access to your Accreditation 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 accreditation.

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 your organisation via the Main Contact you have specified, at their email address. If the Main Contact wishes anyone else to have access to the PDA Accreditation Dropbox, they must email repsuae@pdapproval.com with authorisation and details for us to share the Dropbox with them.

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 Interim Approval, we will 'share' your PDA Accreditation Dropbox with the Main Contact, who will receive an email with a link which will provide them with full access.

Your Accreditation 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 Accreditation Dropbox will contain the following folders for each of the qualifications we have accredited:

1. Approved Materials: the approved submission materials
2. Evaluation: your evaluation report/s
3. Approval: PDA's Interim and Full Approval confirmation emails and Certificate of Authentication
4. MCQs: a copy of a password-protected MCQ summative assessment for you to use
5. Logos: REPs UAE and PD:Approval Accredited logos, and guidelines for their use
6. Quality Assurance: the reports provided by your EQA following your EQA visits
7. Amendments: where you record the evidence for any changes you make to your accreditation (see 8.2 Making amendments)
8. Delivery Team: complete the Biography Template in this folder for new delivery team members and save it in a new folder with the name of the person, together with their supporting certificates. Keep the Delivery Team record up to date with details of your team.
9. Renewal: records of your renewal applications, confirmation emails and updated Certificates of Authentication will be kept here.
10. Other Info: for relevant information that doesn't fit in any of the other folders

Your Dropbox will also contact a document explaining how to use your Accreditation Dropbox.

Section 7: Quality Assurance

7.1 After Full Approval

Your allocated EQA will support you to maintain the quality of your delivery throughout your accreditation period through remote monitoring activities (no fees apply but support is limited to a maximum of 8 hours), and at each renewal will organise a new EQA Grading Visit with you (usual fees and conditions apply).

After your Full Approval has been confirmed, your EQA will get in touch to arrange desk-based sampling.

Please note all written communications with your EQA must be by email; no other forms of written communication will be responded to.

7.2 EQA Grading Visits

After your first year of accreditation and during each new accreditation year, your EQA will arrange with you a Grading Visit to undertake quality assurance of your organisation and provide support (usual fees and conditions apply).

Training
Our EQA team can also deliver tutor, assessor or internal quality assurance training for new members of the delivery team if required (fees apply).

If tutor, assessor and/or internal quality assurance training is required, either by your request or as a result of the EQA's Grading report, a further fee of £1350 (approximately 6300 AED) will be charged which provides for a mandatory minimum of 9 places (£150 per attendee). If you require more people to attend, they will be charged at £100 each (approximately 460 AED).

If the training is to take place during a Grading Visit, then this must be arranged and full payment received **at least one month** before the visit – this will cover the training fee plus additional accommodation costs for the extra time the EQA will stay in the UAE.

All the people taking part must be available on the agreed training days, and the training must take place during the time the EQA is in the UAE for the Grading Visit.

If the training has to take place outside of a normal EQA Grading Visit, £1000 (approximately 4600 AED) will be charged for travel expenses, plus the training fee.

As above, these days must be arranged and paid for at least one month before the training days take place.

No travel arrangements can be made until the full fee is paid so invoices must be settled in full by the payment date on the invoice. If the travel expenses exceed £1000 because of the delay in payment, the provider will be charged the excess.

7.3 The EQA Grading Report

A detailed report will be compiled after the Grading 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.

Your EQA will grade your organisation according to PDA's quality framework, as detailed overleaf.

Grade 1: Outstanding	The quality and consistency of the teaching, learning and assessment is outstanding. The content is highly relevant and there is evidence of a commitment to continuous improvement. All learners are achieving and are actively encouraged, through leadership, teaching and management to achieve their full potential. Read the full criteria here.
Grade 2: Good	The quality of teaching, learning and assessment is good or better. There is evidence of a positive and conducive learning environment. Most learners are achieving and learning outcomes are being met and there are measures in place to support learner achievement.
Grade 3: Requires improvement	The quality of teaching, learning and assessment, although it may good in places, is inconsistent in its overall quality. Some learners may be meeting the outcomes, and some learning and outcomes may require improvement.
Grade 4: Unsatisfactory	In general, the effectiveness of the programme is inadequate. The quality of teaching, learning and assessment and the outcomes for learners are inadequate. There are weaknesses in leadership and management and learners' ability to succeed is impaired.

7.4 Unsatisfactory Status

If your quality status is Unsatisfactory, an additional EQA Grading Visit may be required which would incur a fee of £380 (approximately 1700 AED) per day plus £1000 (approximately 4600 AED) expenses, plus the cost of any training that your EQA has specified. If the status remains at Unsatisfactory despite our support, your continuing accreditation could be at risk.

Please note that if there is a delay in you agreeing suitable dates or a delay in payment of the fees to PDA, either of which affects the cost of the Master Trainer's travel expenses and takes them over £1000, you will be charged the excess amount. No travel arrangements can be made until the fee is paid so invoices must be settled in full by the payment date on the invoice. If the travel expenses exceed £1000 because of the delay in payment, the provider will be charged the excess.

7.5 Remote EQA support

As well as the Grading Visit, your EQA will provide remote support to you for the remainder of the accreditation year to maintain your current quality assurance status (maximum 8 hours), and will from time to time request evidence to review.

7.6 Internal Quality Assurance (IQA)

Your organisation and accredited qualification/s must be internally quality assured by a qualified member of your team, and you will be required to provide a quality assurance strategy, systems and procedure as part of your submission for accreditation.

Your internal 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 accredited qualification/s, 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 and reviewed.

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.

Section 8: Now you have Full Approval

Once you have achieved Full Approval, there are some responsibilities you must be aware of which have already been detailed but are listed here as a reminder. There are also a number of benefits you can take advantage of.

8.1 Certification

All learners must be registered on the PDA website within 7 days of the first face-to-face contact teaching day with you, and PDA will provide you with an official, secure Certificate of Achievement for each of your successful learners. The certificate will contain a hologram logo to protect against copying, and will have a unique certificate number, the qualification 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 UAE or the other ICREPs member countries.

For learners whose status is recorded as 'passed' by the bi-weekly cut-off date (or the first following working day), we will send certificates by recorded delivery 3 days later (or the first following working day):

Status update cut-off date	Certificates posting date
1st of each month	3rd of each month
15th of each month	18th of each month

Certificates will be posted to the Main Contact in a package which will require a signature upon delivery. The Main Contact is responsible for ensuring your learners receive their copy of their certificate. Replacement of a lost certificate will incur a fee of £25 (approximately 116 AED).

Once your learners have received their certificate they will be able to register with REPs UAE. Once they are a member, REPs UAE will then be able to provide a letter of portability for recognition by other ICREPs member countries should they require it.

8.2 Making amendments

If you plan to make any major changes to your qualification/s during the accreditation period, you must make these known to PDA before they take effect. This could include for instance new delivery team members (training must be delivered to them by PDA before they commence their role/s), changes to policies and procedures, or changes to the qualification content. Evidence must be uploaded to the Amendments folder in your Accreditation Dropbox for evaluation to ensure that it meets our criteria and doesn't affect your current accreditation:

1. Access your Dropbox
2. Open the Amendments folder
3. Open the Amendments template, fill in the details of the changes and save it
4. In the Amendments folder, create a new folder with a relevant name and the date ie New Tutors 03-03-20
   NB: If you are submitting a new assessment, this must be uploaded to the MCQ folder in a new folder with a relevant name and the date ie New Assessment 03-03-20
5. Upload your supporting evidence into the new folder ie for new team members, a Biography Template and supporting certificates
6. Contact your EQA to inform them that changes are ready for review
7. Your EQA will review the information you have added to Dropbox and the supporting evidence
8. Once the EQA has confirmed approval, you can then incorporate the changes.
9. New delivery team members must be added to the Delivery Team Template but only once they have completed any training successfully and been approved

Continuing to deliver accredited qualifications when changes have occurred without informing us and gaining approval could result in a sanction or termination of your accreditation.

8.3 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 accredited qualification.

8.4 Renewal

Accreditation is renewable annually at the cost of £600 (approximately 2790 AED) for each qualification. Your renewal fee provides a new period of approval and continuing support from your EQA, including their annual Grading visit (expenses apply) and remote monitoring. Please make a note of your renewal date, which will be communicated to you in your Full Approval 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 accreditation expiry date your new period of approval will continue without interruption.

8.5 Promotion

We will be working hard to create links to events in the UAE to provide opportunities for you to promote your organisation and your accredited status. We will keep you informed as this progresses.

8.6 Complaints and Appeals

In the event of a complaint or appeal against PDA or against one of our accredited 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 accredited provider may result in a sanction.

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

Section 9: Appendices

Appendix 1 - Price list

AED conversions are approximate only.

Product	Price	AED (approx)	Details
Accreditation Pack (£500) / Submission fee (£700)	£1200	5590	1 year
Further Evidence Required report status	£200	965	If required
Technical Support - Skype/telephone/email	£40	186	Per hour
Group Exercise Learner Manual - hard copy (minimum 300 per accreditation year, shipping fees apply)	£35	160	Per learner
Group Exercise Learner Manual – digital copy (minimum 300 per accreditation year)	£15*	72	Per learner
Gym Learner Manual – hard copy (minimum 300 per accreditation year, shipping fees apply)	£40	186	Per learner
Gym Learner Manual – digital copy (minimum 300 per accreditation year)	£20*	96	Per learner
Personal Trainer Learner Manual - hard copy (minimum 300 per accreditation year, shipping fees apply)	£45	217	Per learner
Personal Trainer Learner Manual – digital copy (minimum 300 per accreditation year)	£25*	120	Per learner
Diploma in Personal Training Learner Manual - hard copy (minimum 300 per accreditation year, shipping fees apply)	£55	265	Per learner
Diploma in Personal Training Learner Manual – digital copy (minimum 300 per accreditation year)	£30*	144	Per learner
Addendum to Manual (digital only) – 1 module	£5*	450	Per learner
Addendum to Manual (digital only) – 2+ modules	£15*	1,350	Per learner
Training days (Tutor/Assessor/IQA Professional Awards) – mandatory minimum 9 learners @ £150 each	£1350**	6300	1-3 days
Additional attendees per training day	£100	460	Per student
Master Trainer's expenses fee	£1000	4600	-
Mentor-led Professional Awards (post approval)	£150	710	Per student
Full Approval visit accommodation and travel	£1000	4660	-
External Quality Assurance support visit Incurred if investigation required	£380	1700	1 day
External Quality Assurance visit expenses	£1000	4660	-
Registration and certification costs per learner (basic fee, other costs may be applicable)	£25	116	Per learner
Annual renewal	£600	2790	Per qualification

* Costs added at registration to each learner registration and certification fee
** Covers 9 mandatory places. Training provider to provide venue, lunch and refreshments plus contribution to expenses of Master Trainer

Appendix 2 - Blended Learning

PDA recognises that there are a number of ways to deliver the theory element of an accredited qualification and encourages training providers to utilise all methods available to ensure a positive learning environment for the learner.

Each qualification that you are applying for will come with designated Guided Learning Hours which are broken down into Face to Face Tuition Hours, of which a certain amount have to be practical. For example, the Diploma in Personal Training has 275 Guided Learning Hours - 150 must be Face to Face Tuition Hours, 75 of which must be practical. Therefore the 125 hours of theory may be delivered blended, subject to approval.

One way to complement the delivery of theory is through an online platform, also known as a **Learner Management System (LMS)**. An LMS can be really beneficial especially when it comes to visual aids and providing learning checks throughout the programme, and suits the learning styles of audio and visual. Online/blended learning however does come with certain challenges around offering the right support for learners when needed if the platform (LMS) is limited in functionality. This functionality will be assessed as part of the submission process for which we will require a username and password to follow the learner journey.

Online learning cannot simply be the sending out of PDF files, or the use of fremium public platforms such as WhatsApp, Facebook, Facetime etc., to provide lectures or 'online support'. If blended learning is to be approved, it must be via a designated LMS.

Appendix 3 - Equipment lists

Gym Instructor

Free Weights
- Range of benches ideally:
  - Flat and or incline adjustable bench
  - Rack bench
- Free weights – dumbbells 1kg-10kg
- Collars
- Free weight storage system
- Range of bars ideally:
  - Olympic
  - Long bars
  - EZ bar

Resistance Machines
- Seated chest press
- Pec deck or fly machine
- Bicep curl
- Tricep press
- Hi/lo pulley
- Shoulder press
- Seated row
- Lat pulldown
- Hip adductor
- Hip abductor
- Hip extension
- Leg curl
- Leg extension
- Leg press
- Back extension

Please note: some of the above exercises may not require specific machines but are able to be carried out using the high/low pulley.

Cardiovascular
- Upright cycle
- Recumbent cycle
- Treadmill
- Stepper
- Rowing machine
- Elliptical trainer
- Cross trainer

Other equipment
- Mats
- Exercise balls
- Proprioception and stability devices
- Area for body weight exercises and stretching
- Male / female changing areas with showers
- Water fountains
- Fire evacuation procedure/ escape routes
- First aid facilities

Group Exercise Instructor

- Music system
- Suitable studio/dance space
- Mats
- Male / female changing areas with showers
- Water fountains
- Fire evacuation procedure/ escape routes
- First aid facilities

Personal Trainer

Free Weights
- Range of benches ideally:
  - Flat and or incline adjustable bench
  - Rack bench
- Free weights – dumbbells 1kg-10kg
- Collars
- Free weight storage system
- Range of bars ideally:
  - Olympic
  - long bars
  - EZ bar

Resistance Machines
- Seated chest press
- Pec deck or fly machine
- Bicep curl
- Tricep press
- Hi/lo pulley
- Shoulder press
- Seated row
- Lat pulldown
- Hip adductor
- Hip abductor
- Hip extension
- Leg curl
- Leg extension
- Leg press
- Back extension

Please note: some of the above exercises may not require specific machines but are able to be carried out using the high/low pulley.

Cardiovascular
- Upright cycle
- Recumbent cycle
- Treadmill
- Stepper
- Rowing machine
- Elliptical trainer
- Cross trainer

Other equipment
- Mats
- Exercise balls
- Elastic resistance
- Proprioception and stability devices
- Area for bodyweight exercises and stretching
- Male / female changing areas with showers
- Water fountains
- Fire evacuation procedure/ escape routes
- First aid facilities

Fitness Assessments
Facilities to record and measure the following:
- Height, weight, BMI and waist circumference
- Blood pressure monitor (manual and digital where possible)
- Body composition (callipers, bio-electrical impedance etc)
- Cardiovascular fitness (such as Astrand bike test, Rockport walking test etc.)
- Range of motion (such as sit and reach test)
- Muscular fitness testing ie space for sit up test etc.
- Stop watch

Diploma in Personal Training

See the lists for Gym Instructor and Personal Trainer

Appendix 4 - Guidance on assessment, invigilation and re-sits

You have three options for assessing your qualification:

1. Use PDA's summative assessment, provided at Interim Approval
2. Create your own assessment mapped to the REPs UAE Standards
3. Use an assessment from another professional body, which must map to the REPs UAE Standards

We will provide you with a full Summative Assessment which covers both practical and theory. You will need to regularly review the Summative Assessment MCQs to ensure all learners are properly tested. Below you will find some guidelines on carrying out your practical assessment and creating new MCQs.

If you wish to create your own assessment paperwork and materials, please ensure these are included in your submission so that PD:Approval can appraise these to ensure they fully meet the REPs UAE Standards.

Below you will find guidelines to support you on carrying out your assessment and creating new multiple choice questions if you do not choose to use the PD:Approval pre-set questions.

Practical Assessment

Formative Practical Assessing is on-going learners checks that take place during the training. The results of these checks are not to be included in any final mark, only the summative assessment at the end of the qualification will show if the learner has passed. Formative checks need to be robust enough to ensure that the learners are competent and have the necessary practical skills and/or experience. In most cases an observation checklist will be created that covers the practical learning outcomes in the Qualification Syllabus.

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 a marking criterion to ensure that the assessor can arrive at a decision to pass or fail the learner. The pass rate for practical competency is generally 100% as it is expected that the learner is able to meet all the criteria set. However, they may have areas that need improvement, these can be marked as a pass but with a comment from the assessor regarding the areas they need to work on or improve.

Handy Hint: Take a look at the Assessment Pack in the Resource Bundle, there is a complete observation checklist and feedback form as an example.

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. It is also important to remember that the learner is completing a practical competency check, therefore if they do not show the ability to meet the criteria fully it may not be appropriate to question them instead - for example if the criteria states "The learner must be able to demonstrate safe and effective lifting techniques" and the learner does not demonstrate this, it is not appropriate to question them ie "why is it important to lift safely" or "how should you lift safely", they need to be able to show you their ability to demonstrate this.

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: Whilst it might sound obvious, please ensure that you cover in your assessment the learning aims and outcomes as this will ensure that the course for example "The learner is able to demonstrate correct usage of the equipment"

Handy Hint: Place details of the appeal policy on the reverse of the assessment sheet so that the learner is aware of the process should they be referred. This also means that they have a copy of the feedback and marking criteria to hand if required.

How to complete a Summative Practical assessment

1. Ensure the learner has had plenty of time to prepare the assessment. A time, date and venue should be agreed in advance.

2. Ensure the learner has a good understanding of the assessment criteria. The assessment marking checklist should be available to the learner from the start of the course.

3. Before the actual assessment the assessor MUST brief the learner. This gives the assessor an opportunity to discuss with the learner the marking criteria, the process for the assessment, how long each section should last, any safety issues regarding the client, instructor or venue.

4. Before starting the assessment, the assessor MUST check if the learner has any questions.

5. Once the assessment formally begins the assessor should not interfere with the assessment, the learner should show an ability to manage their timings and the client or group of clients. However if the assessor becomes concerned that the client is at risk of injury due to the instruction from the instructor, they should stop the assessment. The learner would require feedback and the assessment would have to be redone.

6. The assessor may move the instructor on during the assessment, for example the instructor may plan to do 2 sets of an exercise but the assessor could choose to ask the instructor to move on to the next exercise and not complete the 2 set. This could be done a couple of reasons:

   a. the assessor has seen that the learner is competent and therefore does not need to see the 2nd set
   b. the learner is teaching the exercise incorrectly and is not showing a clear understanding or competency. To prevent clients becoming injured they will refer the learner for this exercise and so could move them onto the next exercise.

7. The learner should not look to the assessor to ask questions, for example if they planned to do a certain exercise and either the piece of equipment is not free (as in the gym) or not available (ie mats in the studio). It is up to the learner to decide what to do as in a real life scenario, ideally the learner as part of the assessment should have checked that all equipment (where possible) is available, clean and suitable for use. The learner should not rely on the assessor to tell them what to do, however the assessor may feel for the safety of the client(s) it is essential they step in and make a recommendation. This however could mean that the learner has now not met the competency criteria.

8. The assessor must ensure the assessment runs for the appropriate amount of time. Most practical assessments must be a minimum of 30 minutes, this detail should appear in the Learner's Assessment Pack (LAP).

9. At the end of the session the assessor should ask the learner to end their session, this indicates that the learner should give feedback to the clients on their performance and to gain feedback from the clients.

10. The assessor should then expect the learner to clear and tidy the area before the final assessment is finished.

11. The learner should then be given time and a private place to complete a reflection or evaluation of their performance/instructing.

12. Feedback should be given to the learner as soon as possible, ideally face to face. It is generally considered good practice to tell the learner straightaway if they have passed or been referred. This enables the learner to listen to the feedback and take on board the feedback in relation to the assessment decision. Remember this is not time to starting asking questions to test the learner's knowledge, if you need to ask the learner a question to clarify what you heard or maybe didn't hear because the room was noisy, this should happen before you give your assessment decision and this question and the learner's answer should be recorded in the assessment paperwork. Any questions asked must relate to the observation criteria, and the assessor should record the assessment criteria next to the question so it is clear how the question tests their knowledge/competency.

13. If the learner is referred try to give feedback sensitively. Be positive and set an action plan and discuss arrangements for a re-assessment.

14. Ensure all paperwork is signed and dated by the learner and the assessor, and the IQA if present.

Summary of the Summative Practical assessment

1. Prepare the learner
2. Show the learner the assessment criteria you are marking them against
3. Brief the learner of what to expect during the assessment
4. Allow the learner to ask any questions
5. Once assessment begins the assessor must be unobtrusive
6. Move the learner on during the assessment if appropriate
7. The assessor should not answer questions from the learner during the assessment
8. Ensure the assessment runs for the full assessment time
9. At the end of the assessment, ask the learner to end their session and give and gain feedback.
10. Allow the learner to clear and tidy the area
11. Allow the learner to do their evaluation/reflection
12. Give the learner feedback
13. Create an action plan and a plan for re-assessment if required
14. Sign and date all paperwork

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. **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.

4. **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.

5. **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?'

6. **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.

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

   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.

8. **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.

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

   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.

Invigilation for written exams

1. The Multiple Choice Question papers (MCQs) should be closed book and held under invigilated exam conditions. This means that the learners are not able to take any text books or learning resources into the exam. Please note some forms of assessment are open book such as the worksheets, however for these qualifications all of the MCQ's are closed book.

2. The assessment of learners and the integrity of the exam process is of paramount importance to PDA. Each centre should have dedicated invigilators, ideally these should NOT be the tutor or assessor.

3. The invigilators play a key role in helping to ensure the security of the exam papers and that the exams are conducted in a fair and appropriate manner.

4. Invigilators should NOT cause any unnecessary disturbance in the exam room - try to avoid noisy shoes or discussions between other invigilators or staff.

5. Invigilators should NOT read or do marking during the exam unless the paperwork is relevant to the exam process. The invigilators should be watching the learners throughout the exam to be able to offer any support (see below) and to ensure cheating is not occurring.

Written Exam procedure

Set up the room

1. The invigilator should arrive at least 15 minutes before the start of the exam to allow time to set up the room. There may be a sitting plan to ensure learners are seated in appropriate places, learners needing additional support may be seated towards the back of the room (see below - *Supporting learners during the exam*).
2. Ensure a clock is visible to all learners and that the time is correct.
3. Check fire exits are clear and the room is tidy. You may have a designated area for learners to put bags and coats.
4. Place answer sheets on each desk – NOT THE EXAM PAPER.
5. Place a pen on each desk. They may have brought their own but it saves disruption later if their pen stops working.
6. A whiteboard or flipchart should be visible for the learners, with the following information written on it:

   a. Training Provider Name and code (learners need to complete this on the paperwork)
   b. Today's date
   c. Time allocation for the exam
   d. Some learners may be given extra time, ideally their seat number is recorded and their times noted (see Support for learners during exam).
   e. Start time (to be written in once exam starts).
   f. Finish times (based on their given time – consider those given extra time).

Admitting the learners to the exam

1. Learners may be required to show photo ID depending on the size of your company. If their tutor/assessor is available to confirm their identify this should be sufficient.
2. All phones should be turned off and put in their bags, phones are NOT allowed on their desk.
3. Bags, coats etc should be put in the allocated area.
4. No learner can be admitted to the exam more than 15 minutes after the exam has begun. Any learner who arrives late (but within 15 minutes) will not be given any extra time unless this had been agreed in advance.

Starting the exam

1. Before the exam starts, the invigilator should read instructions relating the exam, for example if the fire alarm goes off, what you need to do. If the fire alarm does go, the invigilator should record the time, if possible lock the room or take papers with them. Remember safety first so if needs be leave the papers and another exam will have to be arranged. Other instructions should be regarding leaving the room, please see *Invigilator's announcements/instructions.*

2. Guide the learners in completing the relevant information of their answer sheet paperwork ie "Write your name in capitals at the top of the paper, add the date as on the board, add the centre name and number as on the board".

3. Ask if anyone has any questions and answer them as fully as possible so everyone is clear on the process. Be clear that you can support them in certain ways during the exam for instance if they feel sick or need a tissue, but you CANNOT read the questions (unless previously agreed – see *Supporting learners during the exam*) or help with choosing answers.

4. Once the room is quiet, inform the learners the exam is about to start, anyone talking will be asked to leave the exam.

5. Hand out the exam papers but do not let them open the paper.

6. Once everyone has their papers, check the time and record it, then instruct the learners to start.

Ending the exam

1. The invigilator could announce when there is 15 minutes left. This is up to each individual centre, some learners may find this distracting and some may find it useful.

2. Once the allocated time is completed the invigilator should clearly announce "Stop, put down your pens and close your paperwork". Learners should remain seated until papers have been collected.

3. The invigilator should collect all paperwork and return it to the relevant envelope for the marking team.

Leaving the exam before the finish time

1. Learners are able to leave before the end of the exam. They are reminded in the invigilator's instructions that they should first raise their hand, and the invigilator will come over and whisper quietly, "Are you sure you are finished?". If the learner is happy they have finished, the invigilator should take the paper and ask the learner to quietly get their bags and leave the room and the outside area so as not to disturb other learners.

2. Learners are not allowed back into the room once they have left.

Supporting learners during the exam

1. **Leaving during the exam**
   Unless previously agreed no learner should leave the exam and then be readmitted. This includes toilet breaks, however some learners may have a medical condition or an anxiety issue will means that they need to leave the room. If this is the case, this must be confirmed in writing before the exam, and another member of staff must be present for the exam. If the learner needs to leave the room for the toilet or for anxiety reasons the additional member of staff must go with them and stay with them the whole time they are out of the room, these means being outside the toilet cubicle. If the member of staff stays with them they will be allowed back into the room.

2. **Extra Time**
   If a learner requires extra time, this should be pre-arranged with the learner, head of centre and assessor/tutor. There are a few reasons why your learner may be entitled to extra time:

   a. Mother tongue is different to the exam
   b. Confirmed additional needs such as dyslexia, anxiety
   c. Health issues that may require them to leave the room to take medication or visit the toilet.

   There may be more reasons, this is for the centre to confirm. If you are unsure if a learner can have extra time please contact PDA.

   Extra time is generally considered as 25% more time.

3. **A reader**
   Some learners may be entitled to have a reader, ideally a member of the team who is not the assessor or tutor who will read the questions to the learner. There are many reasons why a learner may require a reader, but this is an arrangement that must be made in advance of the exam. Ideally the learner and the reader should be in a separate room so as not to disturb the other students. This learner will be entitled to extra time, generally 25%.

4.   A scriber

Some learners may need someone to write for them. This could be for many reasons such as an injury to their writing hand. The role of the scriber is to record everything the learner states, and generally this will be just ticking a box for the MCQ papers. Ideally the learner and the scriber should be in a separate room so as not to disturb the other students. This learner will be entitled to extra time, generally 25%.

Invigilator's announcements/instructions

1.   Please ensure mobile phones are switched off, not on silent but turned off then placed in your bag or coat or in the supplied phone box. All bags and coats should be placed in the relevant area (this may be inside the room or somewhere else, ensure people's belongings are safe). Smart watches and similar must also be removed and switched off.

2.   Check your pockets to make sure you do not have any revision notes in your pockets, place these with your belongings.

3.   Please take your seat, (possibly numbered or named). In the event of a fire, exits are located xxxx. If we are forced to leave the room, please stay together as a group and await instructions from me.

4.   You are allowed a water bottle, however the label should be removed. Pencil cases are not allowed so take out any pens or pencils you need and place the case with your belongings. You may have a calculator but not your phone.

5.   Please raise your hand now if you have anything on or around your desk which should not be there.

6.   Any learners believed to be conferring or using unauthorised material or notes will have their papers removed.

7.   If you require any assistance, including additional paper, please raise your hand and speak to an invigilator. Invigilators cannot give assistance on the meaning or interpretation of questions.

8.   Please do not disturb other learners in any way. Please be aware that some learners may continue to work after the main exam end time. Please be considerate and remain quiet until you have the left the exam room and are away from the immediate area.

9.   Clocks are located xxxx. This exam will last xxxx hours/minutes.

10.   I will notify you when you have 15 minutes remaining (if applicable).

11.   If you complete your exam before the allocated time, please raise your hand and wait for the invigilator to collect your answer paper before you leave.

12.   Please complete the relevant details on the top of your answer worksheet.

The invigilator must place exam papers on each desk, and remind learners this is exam conditions and no one should be talking.

13.   Any questions?

14.   The time is now xxxx. The exam will end at xxxx. You may now open your question paper and begin.

Guidance on Re-sits

When a learner has not met the required standard of 75%, 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 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 learner is on track with revision, and can ask any outstanding questions that they are not clear on.

Appendix 5 - Glossary of terms

Below is a glossary of some of the terms used in accreditation that you might not be familiar with.

Addendum to Manual (ATM)
This is only required if your qualification does not map 100% to the REPs UAE Standards. It covers all the areas that are missing, and is in addition to your main Learner resources.

Certificate of Achievement
PD:Approval will provide a Certificate of Achievement for each successful learner that is registered with us. The certificate will include the learner's name, the learner number you have given them, your organisation name, the qualification they have achieved and the REPs UAE Standards the qualification has mapped to.

Certificate of Authentication
PD:Approval will provide to your training organisation with a Certificate of Authentication to display and to use as proof of accreditation. The certificate will include the provider's name, the qualifications they have accredited, and the period of their accreditation. An updated certificate will be provided at every renewal.

Face to Face Tuition Hours (FTH)
This is the period of time that each qualification must include for face-to-face training, and which must also include a specified amount of practical training.

Formative assessment
These are the informal learning checks that take place throughout the training to ensure learners are on track.

Guided Learning Hours (GLH)
This is the time each unit should take to complete and includes assessments. The GLH includes Face to Face Learning Time, which must incorporate practical learning.

ICREPs
ICREPs is the International Confederation of Registers of Exercise Professionals, whose Global Standards are used as a basis for all qualifications recognised by member countries. REPs UAE has adopted these standards for their framework.

Mapping
This is the process of showing where in your qualifications you reflect the REPs UAE Standards. This is completed using the Qualification Syllabus. Any gaps can be filled with an ATM (see above).

Qualification Syllabus
This is the toolkit that is provided in the Accreditation Pack. It lists all the REPs UAE Standards and provides an area for you to show us where you have covered them in your qualification ('mapping').

Summative assessment
The summative assessment is at the end of the qualification and includes theory (Multiple Choice Questions and programme cards) and practical tests.

Viva
A method of assessing learners formatively by asking them questions relating to their training.