

Industry Award Endorsement Guide

for recognition by
the
Sports Therapy Association



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Introduction

Thank you for your interest in submitting your Industry Award to PD:Approval (PDA) for endorsement to give learners entry to the Sports Therapy Association (STA) and gain insurance to practice. This document sets out the endorsement submission process for Industry Awards.

If your faculty team does not already have the necessary tutor, assessor and internal quality assurance qualifications, please get in touch with us immediately to discuss the options as submitting an application without these in place will cause delay and could mean the evidence you submit does not meet the criteria.

An Industry Award is a piece of training that has been developed by an employer in-house or by a private training provider, and offers learners entry to the STA. Industry Awards must map fully to the relevant National Occupational Standards (NOS) to ensure an industry benchmark is met, but it gives you the autonomy to add more contextualised content to the course and assessment – a huge benefit when developing your universal selling point to learners.

The main outcome of Industry Award endorsement is to enable your learners to gain entry to the STA as a member in the Student category and progress through to STA Registration categories. These categories can be seen as a career pathway to help guide individuals to job roles in the Sports Therapy Sector. The STA offers learners support all the way, as well as employment opportunities such as event work to gain experience. The ultimate aim is to create a personalised award that is recognised by industry and suits the requirements of either you as an employer or your learners.

Training providers wishing to become endorsed are required to embed the Skills for Health NOS into their award to ensure that learners have covered all of the STA requirements which underpin the framework of the association's categories. The vocational assessment must also meet STA requirements and this document will guide you through applying, mapping and assessing.

Endorsement is available across multiple disciplines e.g. Sports Massage, Sports Therapy, Sports Rehabilitation etc. which you might already be delivering with an Awarding Organisation. In that case, it would simply be a case of pulling evidence together and adding in additional modules that you think are important or that provide something extra to the learner to give them a great learning experience. If you are in the early stages of developing your award programme then the NOS are a great way to provide the initial structure and guidance. Essentially, 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 award.

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

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

We look forward to working with you.

The Professional Development Team
PD:Approval

Section 1: Background Information

1.1 Introduction to the Sports Therapy Association and PD:Approval

The **Sports Therapy Association** (STA) has worked passionately to develop a truly independent and ethical association that is committed to raising standards across the industry and progressing opportunities for their valued members.



‘Promoting excellence in Sports Therapy’

The STA is a public association with a system of self-regulation which aims to ensure that all members of the association are recognised professionals, suitably knowledgeable and industry qualified to safeguard and promote the health of those who use their services.

Employers and the general public look for kitemarks of quality and the STA supports all employers looking for guidance when recruiting the right staff who will best fit their organisation.

As practicing Sports Therapists, working in an increasingly challenging political climate, the STA identified the need for a new, dynamic, forward thinking and proactive professional association - a body that could voice the opinions of practitioners and lobby for positive change, crucially without the bias associated with direct links to HEIs and training providers.

The STA is proud of what it represents and continues to work tirelessly on behalf of its members and to fulfil its commitment to promote excellence in the field of Sports Therapy.

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

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



1.2 STA registration categories

The Sports Therapy 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. For example, the Industry Award might be Level 3 Sports Massage which can then lead on to Level 4 etc.

Remember that learners can gain a competitive edge by also undertaking endorsed continuing professional development (CPD) to develop their skills and strengthen the potential for more income.

Categories of STA registration

Qualification	Membership category
Student	Student Membership
Level 3	Associate Membership
Level 4	Soft Tissue Therapist L4 Member
Level 5	Soft Tissue Therapist L5 Member
HND / FdSc / ADip	HND/FdSc/Adip Sports Therapist Member
BSc/MSc Sports Therapy / BSc Sports & Exercise Therapy / other relevant degree	Graduate Sports Therapist Member (GST)
BSc Sports Rehabilitation / MSc Sports Rehabilitation	Graduate Sports Rehabilitator Member (GSR)
BSc/MSc relevant sports degree with rehabilitation, injury management or soft tissue modules	Graduate Sports Member

1.3 Membership

Learners enrolled on any of the training that is endorsed by PDA are immediately eligible for registration under the Student Membership category. Training providers looking to bulk purchase membership for their students can do so by contacting the STA by phone on 01522 670137 or by [email](#).

Section 2: Industry Award Endorsement

Endorsement lasts for one year and is for one industry award.

All those responsible for the creation as well as the delivery of any training programme submitted for Industry Award Endorsement must be suitably qualified. Authors, tutors, assessors and the internal quality assurers must hold relevant qualifications or acceptable alternatives.

See [Appendix 1](#) for details of all costs.

2.1 Certificate of Achievement

All learners undertaking the endorsed industry award must be registered on the PDA endorsement [website](#) and their status updated when they complete their vocational assessment.

A fee for registration will be charged which includes the cost of the Certificate of Achievement which PDA will issue to all those who successfully pass their assessment. For more information on registration, go to [7.2 Registration and certification](#).

The certificate is recognised by STA for entry to the register and will contain a QR Code showing the details of the certificate, a unique certificate number, the award they have achieved, your provider name and the date the learner passed their final assessment.

If you provide your own certificate, please be aware that it will not be recognised by STA.

2.2 Terminology

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

Term	Explanation
Endorsed/ Endorsement	All training that successfully completes the submission process is 'endorsed' by PD:Approval (not STA) and is referred to as an 'endorsement'.
Approved/ Approval	Training providers need to gain 'approval' for their submission in order to become endorsed.
Recognised	An endorsed Industry Award is 'recognised' by STA (not endorsed, approved or accredited).
Beware!	Beware of the word 'accredited' – it cannot be used to describe any type of CPD endorsement and is used in the context of qualifications only.

An example of a correct marketing statement:

XXX Training Company is excited to announce the arrival of the Industry Award in XXX, which will provide you with the skills to practice XXX with your clients. XXX Industry Award has been endorsed by PD:Approval and is recognised by the Sports Therapy Association. Upon completion, learners will be able to join the Sports Therapy Association.

What's right with this statement? This statement uses all the correct terminology for an endorsed Industry Award.

2.3 PD:Approval learner materials

If mapping your programme to the Level 4 standards for Sports Massage, you can choose to use PDA's fully mapped L3 and L4 technical manuals and anatomy and physiology manual, and learner assessment pack with MCQs (fees apply). You will also receive Plans of Delivery (PODs) for the tutor to work to.

PDA's manuals are provided via the StudyHub, PDA's online platform enabling learners to access the materials across all media using their unique login details. Training providers using the StudyHub will need to provide their learners' email addresses at registration so that their login details can be sent to them once the registration payment is received.

A full Learner Assessment Pack and password protected MCQs will be provided should you choose to use PDA's learning materials (fees apply).

Please note: *All PDA teaching and assessing materials (manual, learner assessment pack, lesson plans, multiple choice questions (MCQs), Recognition of Prior Learning (RPL) Pack) are the intellectual property of PDA and, apart from the lesson plans and the MCQs, cannot be altered in any way either by editing or manipulation of the pages. Any changes to the lesson plans or the MCQs must be approved by PDA before they are put in place. PDA's materials cannot be copied without prior consent by PDA. Any accredited provider found to be in contravention of the above will be [sanctioned](#).*

2.4 StudyHub

Registered learners will have access to the StudyHub via a unique login which will be emailed to them as soon as their registration payment has been made. Each learner will then have 12 months' access to the materials, which is active as soon as they receive their login. A further 6 months can be purchased (£40 per learner), should a learner require extra time to complete the qualification. You must notify us in writing and pay the fee before the additional access is provided.

One free access login will be given to you as the training provider so that you can view the manual and make use of the reporting facilities. For instance, you will be able to see details of all your registered students and what part of the manual they have accessed, how long for and when.

2.5 Endorsement fees

All fees associated with endorsement are non-refundable once the service has been started or after the 14 day cooling-off period, if applicable.

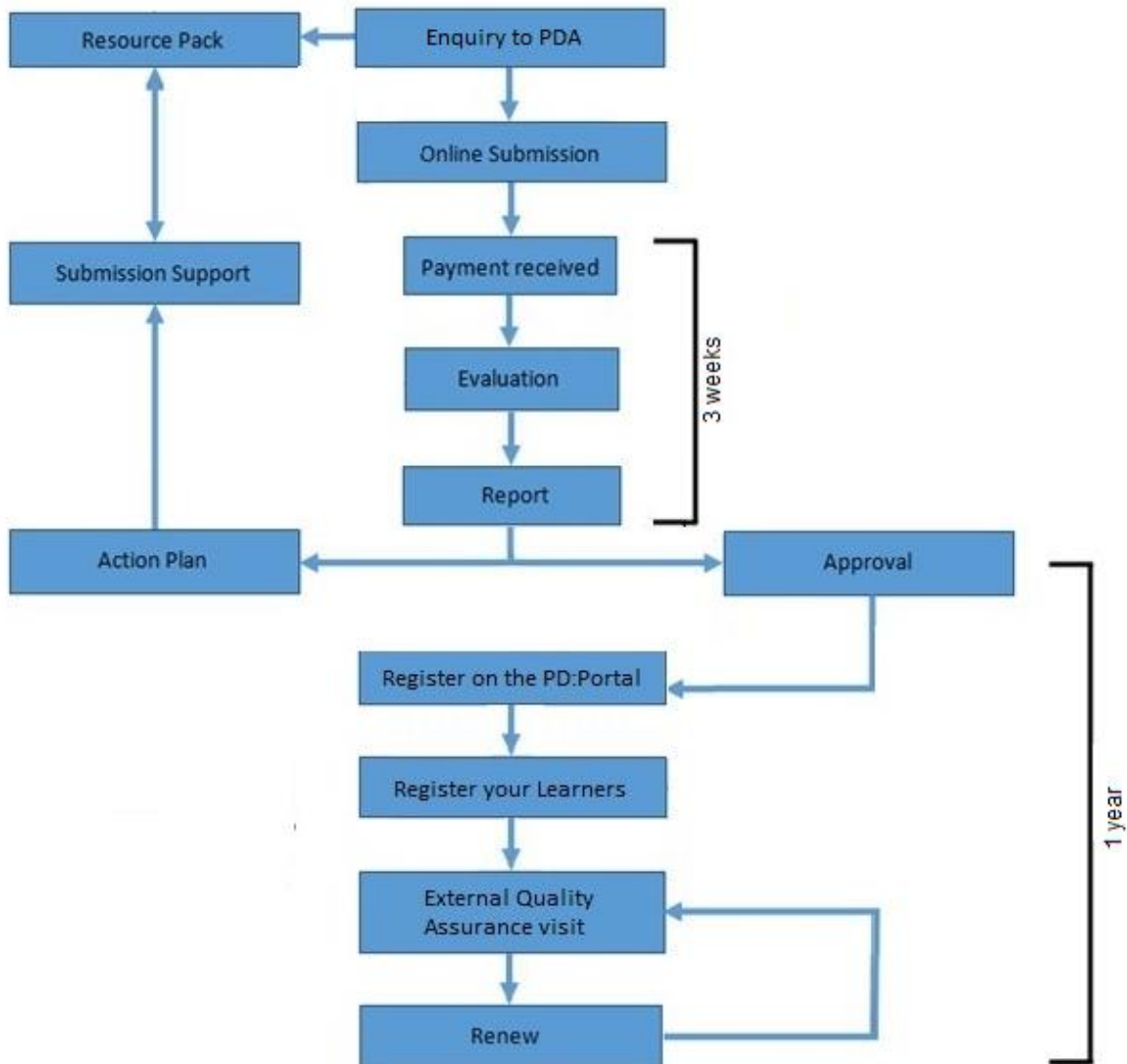
2.6 Bank fees

All bank fees relating to payments to PDA must be borne by the organisation paying the invoice, not PDA.

Section 3: The Endorsement Process

3.1 The endorsement flowchart

This flowchart illustrates the industry award endorsement journey in year 1, showing the steps in the endorsement application process and at what points you can opt for any of our support or resources, ending with annual renewal.



3.2 Initial enquiry

The endorsement process should start by you contacting PDA to talk through the evidence criteria, any training requirements, costs involved, and the process of submitting your application. This is essential so that there are no surprises later on and gives you the chance to clarify any part of the process you do not understand having read through this guide and the information on the website. It is also essential so that we can ensure you have everything in place before you start – for instance, a qualified faculty team, the learning materials, systems and processes – and if not, discuss the different options available, before you commit your time and money.

3.3 Submission details

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

Each submission will be evaluated by a PDA appointed Technical Evaluator who will cross reference your evidence against robust criteria. Once complete, they will produce a report and, if required, an action plan which will need to be addressed by the training provider to proceed to approval. The action plan will be detailed and have deadlines attributed to each criterion.

Our initial evaluation process will take a maximum of three weeks. On approval you will be formally notified with a letter of endorsement and a certificate of authentication, along with relevant logos. You will then be able to upload the approved Industry Award on to PDA's [PD:Portal](#) (PDP) to promote your programme to potential learners.

3.4 The submission process

The submission process is outlined in this guide and online through our website – visit www.pdapproval.com/sta and take a moment to read through the features and benefits as this will ensure that you make full use of your endorsement.

When you are ready, go to our [Get Endorsed](#) page and select Industry Award as your product. You will then be taken to a sign-in page. Input your contact details including email address and then press submit.

Input your contact details including email address and then press submit to receive access details to your personal application form via an automated secure HTML link which will be emailed to the email account you specified. Ensure that you create a username and password so that you can use this unique link to return to your form whenever you wish before you submit. Click on the link in the email and it will take you through to the submission form builder.

Handy Hint: Bookmark the secure link in your browser so that you don't have to keep going back to your email each time. Also, make sure you use the Save feature on the first page of the form.

Continue filling in the relevant boxes and check out the evidence hints they contain. Full details of these requirements can be found in the next section.

3.5 Confidentiality

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

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

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.

Section 4: Criteria for Approval

4.1 Evidence required

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

1. Contact details

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

2. Organisation details

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

Please note: *the organisation name you use in completing the application form is the organisation which will be endorsed, if successful. If you are working with another organisation to gain endorsement, you must ensure you apply under the correct name.*

3. Website address

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

4. Where you will deliver the programme

For our records and data collection purposes we ask you to record the regions in which you will deliver your training.

Please note: *you will be asked to provide details and a short video of a venue in each of the regions you select.*

5. Do you own the intellectual property of the programme you are submitting?

If you don't own the intellectual property of the programme you wish to have endorsed, you will need to upload a letter of authority from the person who does, allowing you to deliver or distribute it under your company name. The letter of authority is available as a download on the submission form or you can download it [here](#).

6. When do you want to deliver the programme?

Let us know the date you are intending to start delivering your endorsed CPD, or if you are already delivering it.

7. Criminal convictions

You will be asked if you have or are likely to have a criminal conviction, or been refused recognition with another body. If you answer yes to this you will need to send us details before you can carry on with your submission.

8. Title of your training

Ensure the title you enter is exactly the same as it appears on your learning materials as this is how we will record it on our system.

9. Target market

Let us know who you are aiming your training at.

10. Description of training

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

11. Is your training online/blended

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

12. Learning aims and outcomes

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

Please note: *If you are using PDA's Sport Massage manuals, you can insert 'as per PDA's manuals'.*

The learning outcomes state what it is that the learner should achieve, which include knowledge, understanding and application:

- **Knowledge:** these should describe the areas of knowledge that learners will be expected to acquire by the end of the course.
- **Understanding:** these should describe what learners will do during the course in order to develop their knowledge.
- **Application:** these should describe the technical and transferable skills that learners should be able to demonstrate by the end of the course

Course Aims are statements that describe the overarching intentions of a course. They should try to answer the following questions:

- What is the purpose of the course?
- What is the course trying to achieve?

The 'type' or format of assessment must be reflected in the language used in your learning aims ie 'demonstrate' for a practical assessment, 'understand' for a theory assessment, 'explain' for a theory and/or practical assessment. It is essential that the learning aims and outcomes are embedded within the assessment.

13. Tutor:student ratio

The tutor to candidate ratio for industry awards is recommended to be no greater than 1:15. This means that where a single tutor fulfils all the requirements of the tutor team and only one tutor delivers a course, the maximum number of candidates per course should be 15. Where two tutors are used, the maximum number should be 30. Numbers on your industry award should not exceed 30 candidates and if you wish to exceed this number you must supply further evidence to support this choice so that the evaluator can make a decision.

14. Prerequisites

This is where you must stipulate any prior learning that the learner needs to have in order to undertake your training. Refer to our [website](#) to see the prerequisite requirements.

15. Guided Learning Hours

Guided Learning Hours (GLH) must be a consistent with the requirement of current qualifications underpinned by the National Occupational Standards e.g. Level 3 Sports Massage 225 GLH, Level 4 Sports Massage 128 GLH, Level 5 Sports Massage 128 GLH. GLH includes self-directed study and directed study and takes into consideration pre-course reading, the assessment and refreshment breaks.

A minimum of 50 hours of the GLH must be face-to-face practical. In addition to the GLH, students must undertake 36 hours of practicum which must be evidenced by a logbook and signed off by the training provider.

16. Learner registration process

All providers must have a **secure learner registration process** which provides unique learner numbers to each learner, a Course Code for each cohort of students, the Course Start Date, the date of the learner's registration (enrolment) on the course and records the learner's full name and date of birth. You must tell us how you register your students, what you ask for and how you keep it secure.

As part of this process, you must ensure you ask for the student's permission to share their details with PDA for registration and certification purposes.

17. Facilities & Equipment

Download our [template](#) (also available to download on the submission form) to detail the facilities and equipment required to run your programme.

Facilities: The following facilities should be considered as a basic requirement of endorsement and each centre must provide access to them for all learners during training and assessment.

- Access to drinking water
- Toilet/shower facilities
- Adequate changing facilities
- Well ventilated classroom(s)
- All equipment (including delivery of the training) is in good working order and aligned to your health and safety policy and risk assessments.

Equipment: Any specialist equipment required for training and assessment must be available for all learners and be in good working order.

18. Biography and certificates

You must upload a completed [Biography Template](#) along with supporting certificates for each member of your team to detail the experience, training and qualifications of everyone involved in the delivery of your training, including the programme's author if applicable. This must include all the relevant qualifications achieved by your team, including their sports massage qualifications, so that we can determine their suitability and level of achievement. We also need to know how much experience they have as either tutor, assessor or internal quality assurer (IQA).

PLEASE DO NOT UPLOAD CVs the template is designed to detail only the most relevant information about your team and enables the evaluator to review the evidence more quickly. For each qualification achieved, please upload the corresponding certificate of achievement.

Your evaluator will be looking to see that the faculty team and author (if applicable) are technically competent and qualified to write, deliver and/or assess the training.

Tutors, assessors and IQAs must have or be working towards a full qualification for their role in the delivery team. They must also have a recognised qualification in the discipline they are teaching, assessing or quality assuring.

Please note: *Your faulty team must include at least one tutor, one assessor and one IQA who must all be qualified, otherwise, if 'working towards', you must also have qualified members of the team to carry out the necessary shadowing until they are qualified. In addition, the Internal Quality Assurer cannot be either the tutor or assessor on the cohort of students that they are quality assuring due to conflict of interest. As a minimum, your IQA must also be qualified as an assessor, and preferably also as a tutor.*

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

Tutors:

- Level 3 Award in Preparing to Teach in the Lifelong Learning Sector (QCF) (PTTLS)
- Level 3 Award in Education and Training (QCF)
- Level 4 Award in Preparing to Teach in the Lifelong Learning Sector (QCF) (PTTLS)

- Level 4 Certificate in Teaching in the Lifelong Learning Sector (QCF) (CTTLS)
- Level 4 Certificate in Education and Training
- Level 5 Diploma in Teaching in the Lifelong Learning Sector (QCF) (DTTLS)
- Level 5 Diploma in Education and Training
- Certificate in Education

Assessors:

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

IQA:

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

Handy Hint: If any member of the delivery team is not qualified in tutoring, assessing or internal quality assuring then PDA offers [Professional Awards](#) which are unaccredited but map 100% to the standards for each role; we also offer qualifications accredited by YMCA Awards, through [PD:Education](#). [Contact us](#) for more details of our qualifications.

19. Team Matrix

You will be asked to upload a document showing the team members you have submitted Biography Templates for, the role/s you intend them to undertake (tutor/assessor/IQA), and if they are or will be undertaking training (PD:Approval's [Professional Awards](#) or an accredited qualification via [PD:Education](#)).

20. Tutor pack

This is everything that a tutor will need to deliver your endorsed programme, and is essential for anyone who needs to step in if the usual tutor is unable to take any class (approved by us first if not already approved).

The Tutor Pack must include:

- a lesson plan for **each session** (if not using PDA's materials - see [Appendix 4](#) for an example)
- a tutor:learner agreement
- learner feedback form
- summary of learner feedback
- a PARQ / Informed consent (if applicable)
- delivery team roles and responsibilities matrix
- attendance register
- health and safety checklist
- additional resources such as PowerPoints, tutor notes

It's also useful to include a Delivery Team Roles & Responsibilities Matrix, and a template for the tutor to self-reflect on the training session.

Handy Hint: Our [Resource Bundle](#) includes Tutor Information templates and guidance to save you time. Visit our [Shop](#) for more information on this and the other resources included.

21. Learner Pack

This is the pack of information that the learner needs once they sign up to your endorsed programme. Your Learner Pack must include:

- An overview of your organisation, accolades, values and ethos, along with relevant contact details
- A contents page and page numbers
- Relevant company policies ie equal opportunities, complaints, appeals etc
- An overview of the training programme
- The programme timetable
- Pre-course instructions
- Resources the learner needs to bring with them on the training (pens, paper, gym kit etc)
- The main technical element which details the training, with illustrations and clear instructions - ensure that you try to incorporate different learning styles (VAK)
- An overview of the assessment and the criteria (if applicable)
- An appendix for forms, etc

Your learner pack must be grammatically correct with no spelling errors. If applicable, remember to upload anything your learners receive before the course and after they have passed.

Handy Hint: PDA has created electronic manuals and an assessment pack for this award which you can use instead of creating your own (fees apply). The manual cost per learner will be added at registration.

Please note: You must use the same resources for the whole of each of your annual endorsement periods, but can switch at renewal as long as you provide us with the new materials to review before renewal takes place.

Further information:

1. Use of images

All images used MUST be your own. If they have been taken from other sources, permission must be sought from the owner and they must be appropriately referenced (see below).

2. Referencing (applicable to all submissions)

- All figures/diagrams/illustrations and material used from other sources must be acknowledged and correctly referenced. A page providing a summary of references and named authors must be included. Any training provider found to be using another's work without permission will have their submission referred for resubmission.
- Although there are many different systems of referencing, the Harvard system is the most commonly used; you may wish to refer to this. Whatever method you choose to reference your work, the most important factors are consistency, and the fact that you are acknowledging where you sourced the information from.

3. Bibliography (applicable to all submissions)

- A bibliography is a list of books, articles, and other sources you have used when writing a manual or learning resource. It is normally positioned at the end of the document.
- Bibliographies must be presented in a specific style. They are essential to any manual/learning resource in order to:
 - give credit to/acknowledge your information sources;
 - help readers to find and read your sources;
 - avoid being accused of plagiarism.

Handy Hint: If you are using your own manual, our Resource Bundle includes a Learner Manual template and guidance to save you time. Visit our [Shop](#) for more information on this and the other resources included.

22. 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. These must include policies and procedures for:

- Equal Opportunities
- Appeals and Complaints
- Learning Support & Reasonable Adjustments
- Quality Assurance
- Recording & Retaining Evidence
- Data Protection
- Training Cancellation
- Health & Safety
- Safeguarding
- Learner Contact & Support
- Media
- Social Media

It is important that you cover both the policy (what you are committing to do) and what the procedure is (how you are going to do it).

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

23. Assessment

Assessments must include an observed practical and multiple choice questions (MCQs); case studies and worksheets can be added but this is optional. Summative invigilated theory assessments must have a pass mark of 70%. Students must also undertake a minimum of 36 hours practicum which is recorded in a logbook. An example of how these hours can be broken down:

- 12 hours – Event Work – supervised
- 12 hours – Case Study – academic setting (supervised clinic) – practical assessment
- 12 hours – Community – unsupervised

When assessors sign off learners' competencies then this needs to be done under exam conditions. Units in the portfolio must be signed off by an approved tutor/assessor. The learner must know on their timetable that there is an assessment day so that they can prepare for it.

For further guidance on assessments please see [Appendix 2](#).

Handy Hint: PDA has created a LAP and MCQs which you can use instead of creating your own, for a one-off fee. If you do want to create your own, our Resource Bundle includes a range of Assessment templates to save you time. Visit our [Shop](#) for more information on the Bundle and the other resources included.

24. Mapping to National Occupational Standards (NOS)

NOS underpin job roles in the sector related to categories of registration on the STA and ensure that there is a benchmark for individuals and employers to identify common skills sets against a member's registration category. To ensure that all training providers applying for endorsement meet the STA benchmark related to the category being sought, you must map 100% to the NOS using our mapping toolkits available via the toolkits page on our [website](#).

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

Handy Hint: When developing an Industry Award use the NOS to help guide and structure the content. Remember you cannot do less than the minimum NOS but you can do over and above. If you are using PDA's manuals and assessment you won't need to do any mapping.

25. Marketing

Marketing materials e.g. course leaflet/flier/website address hyperlink, must be submitted that clearly show the following information:

- Purpose/aim of the course to include key learning outcomes
- Cost
- Prerequisite requirements
- Assessment details
- Please also indicate where you will put the STA and the PD:Approval Endorsed logos – post approval you will be required to resend with the actual logos in place.

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 endorsement and agree to pay the non-refundable fee
- That you agree to the [Contract Terms including the Code of Practice](#)

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

Section 5: The Evaluation & Approval

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

5.1 The evaluation result

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

- **Approve:** this means that your evidence has met all requirements and your training is endorsed – congratulations, we will be in touch!
- **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 correct evidence or miss the agreed deadline, your status will be changed to Further Evidence Required with the accompanying fee (see below) or may go straight to Not Approved.
- **Further Evidence Required:** this means that parts of your submission have failed to meet the standards by some way, so your report contains actions and a deadline for them to be completed by. In order to proceed with the submission, you will be required to pay an additional fee of £200 to cover the evaluator's time in reviewing the new evidence, should you decide to go ahead. If you haven't already, at this stage you should consider purchasing the [Resource Pack](#) or using our [Technical Support](#) to help you achieve a successful submission. **NB** you may also have a Further Evidence Required status if you fail to adhere to the deadlines on an Approval Pending report. Should you fail to either meet the deadline or fail to fulfil the criteria, your status will move to Not Approved.
- **Not Approved:** this means that unfortunately your submission has failed to reach the standards set by PDA and the STA. A Not Approved status can be given either on the initial report if you haven't met enough of the criteria, or after receiving Approval Pending and/or Further Evidence Required statuses. 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. Your report will guide you on what you must do to improve a future submission, and a period of **three months** will be imposed from the final report date to give you time to fully reflect on the process before resubmitting.

5.2 Approval

Once your submission has been approved, PDA will issue you with the endorsement logos and a Certificate of Authentication for you to display. You will receive access to your own Endorsement Dropbox – see [7.1 Dropbox](#) for more information - and will also be able to create an account on the [PD:Portal](#) to promote your organisation and endorsed training – see [7.3 PD:Portal](#) for more information.

5.3 Appeals

If you are unhappy with a decision made by PDA you can appeal by following the process outlined in [7.11 Complaints & Appeals](#).

Section 6: Quality Assurance

6.1 External Quality Assurance (EQA)

Your endorsement will last one year during which time you will receive an external quality assurance check from PDA – either a visit or desk-based review – which will focus on the practical skills as well as the assessments/assessment portfolio and internal quality assurance. You will be notified of your allocated External Quality Assurer (EQA) upon approval and will receive guidance from them as to what to expect before the check takes place.

Your EQA report will grade you according to PDA's [quality framework](#): Outstanding, Good, Requires improvement, Unsatisfactory. A detailed report will be compiled after the visit and, if actions are required, deadlines will be set for receiving evidence. The report will offer structured guidance on how we can help support you in a timely manner to achieve an improved quality status.

Please note: *if an additional EQA visit is required as part of this process, a fee will be incurred and mandatory training may be required.*

6.2 Internal Quality Assurance (IQA)

The Internal Quality Assurer - or IQA for short - has a very important role in your team in ensuring that the quality and consistency of your training remains at the same level every time you deliver it, and that internal processes such as team meetings, following up on evaluation feedback and record keeping are maintained.

The minimum amount of IQA that should be carried out each year is 20% of delivery - so if you deliver your programme 10 times during your 12 month endorsement period, you would need your IQA to come in and run their checks twice during that time. They would observe delivery, check through the assessments, have a chat with some of the learners, and meet with the delivery team to look at meeting minutes, go through your systems and processes, and generally make sure that everything is running smoothly.

Who can undertake the role of the IQA?

Anyone who has a full IQA qualification (plus, as a minimum, an assessor qualification) and the relevant technical qualifications can carry out the role of IQA for your endorsed Industry Award.

Strategies to quality assure vocational training

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

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

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

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

Section 7: Now you are approved

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

7.1 Dropbox

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

Creating your Dropbox:

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

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

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

7.2 Registration and certification

You must register all enrolled learners on the [PDA website](#) within 7 days of the start of date of the Industry Award, ie the Course Start Date you will provide when registering).

PDA will provide you with an official, secure Certificate of Achievement electronically for each of those learners who have successfully passed their final assessment where payment has been received. The certificate will contain a QR Code to protect against copying, and will have a unique certificate number, the name of the award, your provider name and the date the learner passed their final assessment.

When scanned, the QR Code will show:

- the learner's name
- their unique learner number
- the certificate number
- the qualification they have achieved
- the date achieved
- your training provider name

If you provide your own certificate, please be aware that it will not be recognised by the STA.

Electronic certificates are processed every Tuesday for learners whose status is recorded as 'passed' via our [learner registration](#) page and payment has been received, and we will send an email to the Main Contact to inform them that copies of the certificates have been uploaded to their Dropbox.

Electronic certificate amendments and replacement certificates

If amendments are notified to us within 24 hours of your electronic certificates being added to your Dropbox, the replacement certificate will be free of charge. For any changes required after that 24 hour period, the replacement certificate will be charged at £40+VAT each unless due to an error by PD: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 £40+VAT will be incurred for duplicate Certificates of Achievement). PDA complies with all requirements for General Data Protection Regulations (GDPR) and is a member of the [Information Commissioner's Office](#) (IOC).

7.3 PD:Portal

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

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

7.4 Making amendments

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

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

7.5 Change to contact details

During the submission process you will have provided us with name, email and telephone details for your team as follows:

- **Main Contact:** the person to whom all communications from PDA will be sent
- **Finance Contact:** the person to whom all invoices from PDA will be sent – this may be the same person as the Main Contact
- **Administrator Contact:** the person who we would contact if we are unable to reach the Main Contact

If any of these contacts change, as well as any physical or social media addresses you have provided to us, you must let us know immediately, otherwise you risk missing important communications from PDA which may jeopardise your annual renewal or ongoing endorsement.

7.6 Delivering at new centres

If you change your venue of delivery, you must let us know and provide the [facilities and equipment](#) information required at submission.

7.7 New team members

Please complete a Biography Template (copy in your Dropbox) for any new faculty team members you wish to take on and submit it with the supporting certificate to sta.endorsement@pdapproval.com

Details of any new team members must be submitted to PD:Approval using the Biography Template provided in the Endorsement Dropbox. Only once approved by PD:Approval through this process can they be part of the team delivering the endorsed Industry Award.

7.8 Renewal

Endorsement is renewable annually. Your renewal fee provides a new period of endorsement and continuing support from your EQA, including their annual quality assurance visit or desk-based check. It also provides you with continuing exposure via the PD:Portal if you have created an account.

Please make a note of your renewal date, which will be communicated to you first in your Approval confirmation email and then annually in your renewal confirmation. PDA will provide timely renewal reminders to the Main Contact specified in the submission form, so if this changes please ensure you let us know immediately.

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

7.9 Change to a new learner manual

You must use the same approved learner resources each endorsement year, however if for example you are using PDA's manual you can apply to change to your own manual prior to renewal. You must ensure you do this early enough so that the new materials are in place in time for your new endorsement period to start, otherwise you will not be able to change over until the following renewal date.

You can start your application [here](#) and will be asked to provide a copy of your new manual and completed mapping toolkit, as well as any new tutor resources. You can continue to use our lesson plans and assessment, however they must be updated where applicable to reflect your manual and provided as part of your application.

The fee of £200+VAT is charged for evaluation. Should any actions arise from the evaluation, the usual Approval Pending or Further Evidence Required statuses will be put in place, which could incur additional fees (further information [here](#)).

If the new materials are approved before your renewal date, you will be able to start using them with the first cohort of learners who start their qualification after your new accreditation period starts. If approval has not been given by your renewal date, you must continue using the PDA materials during your new accreditation period. You be able to move to the new approved materials after your next renewal date.

Unused hard copy manuals can be returned to PDA for a full refund if in as new, resaleable condition. Customised manuals cannot be refunded. Electronic manual credits are not refundable.

If you are changing to using PDA materials, you can do this at any point during the accreditation period as there is no evaluation required.

Plagiarism

As with all accredited materials, they must be your own work or be accompanied by an [Intellectual Property form](#) if they are the work of another body. Neither text nor images can be copied from the PDA manual and you must show the appropriate referencing and permissions for any text and images that are not created by you. ***Should any plagiarism be found in your application, a sanction may be put in place.***

Please note: *If you are changing to a PDA learner manual it can only be given to learners who are registered with PDA to receive a certificate. If the manual is provided to other learners, you will be sanctioned and your continuing accreditation will be at risk.*

7.10 Complaints and appeals

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

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

Section 8: Appendices

Appendix 1 - Price list

Product	Price	Price +VAT	Details
Industry Award submission - one STA registration category	£600	£720	Per annum
Additional awards	£500	£600	Per annum
1-2-1 Technical Support	£40	£48	Per hour
Resource Bundle (includes all the packs listed below which can also be purchased individually)	£200	£240	NA
Administration Pack	£85	£102	NA
Learner Pack	£85	£102	NA
Assessment Pack	£50	£60	NA
Quality Assurance Pack	£50	£60	NA
Tutor Pack	£50	£60	NA
L3/L4 Technical Manuals and A&P Manual	£70	£84	Per learner
L3 and L4 Learner Assessment Packs, L3 MCQs	£10	£12	Per learner
Registration and Certification - per learner per discipline	£40	£48	Per learner/ discipline
New manual evaluation	£200	£240	NA
External Quality Assurance support visit Incurred if investigation required	£380	£456	1 day

Appendix 2 - Guidance on assessment

Assessment criteria

The following STA membership categories are required to be assessed as shown:

1. Level 3 Sports Massage:

- Practical Portfolio Assessment with Treatment Log (36 hours)
- Observed Practical Assessment
- Theory Multiple Choice Questions (MCQ)
- Worksheets

2. Level 4 Sports Massage:

- Case Study
- Treatment Log (36 hours)
- Observed Practical Assessment
- Multiple Choice Questions (MCQ)

3. Level 5 Sports Massage:

- Case Study
- Treatment Log (36 hours)
- Observed Practical Assessment
- Multiple Choice Questions (MCQ)

Assessments must meet the following criteria:

1. Assessments must test competence 100% against the standards.
2. Clear marking criteria/model answers must be developed for each assessment.
3. Assessor-observed practical assessments require an observation checklist, which records the candidate's planning and performance and the assessor's decision and comments.
4. Where MCQ papers are used to test theoretical knowledge they must include a minimum of 30 questions and must also include short/long answer questions that test comprehension, application and analysis.
5. If an assessment is taking place at the end, the candidate must be given reasonable time to prepare for this summative assessment (it is standard practice to schedule an assessment day at a later date).
6. Candidates must be practically assessed individually (if applicable).
7. The pass mark across all written/theoretical assessments must be a minimum of 70%.
8. All procedures and relevant paperwork for assessments must be included in the candidate's manual; this must include a copy of the practical observation checklist, where required, and the appeals process.
9. Case study assessments must reflect the course learning outcomes and adhere to fair and reasonable assessment principles. Case study assessments may be completed online. Theory assessments must adhere to PDA's invigilation guidelines (see above) and be completed in a test centre.
10. **Online training** with a theory assessment must be invigilated under exam conditions (see below). If you have a practical assessment which is online please include links in your submission.

Formative Practical Assessment

Formative assessing is on-going learner 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. For formative practical assessment, in most cases an observation checklist will be created that covers the practical learning outcomes in the Qualification Syllabus.

Summative Practical Assessing

Summative assessing takes place when the syllabus has been completed against an observation checklist. 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.

All practical observations must 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 i.e. '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.

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 achieves them.

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

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

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

Practical Portfolio Assessment

Each award programme will be required to ensure that the learner has achieved 36 hours of practical case study evidenced by a logbook before they can be signed off as competent. For each level 3, 4 and 5 massage award 36 hours is a minimum. Please note that these hours can count towards the practical assessment providing that this is evidenced in the portfolio and signed off by an assessor.

An example follows of how these hours can be broken into three main areas:

- 12 hours – Event Work – supervised
- 12 hours – Case Study – academic setting (supervised clinic) – practical assessment
- 12 hours – Community – unsupervised

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) must 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. 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.
3. Invigilators must NOT cause any unnecessary disturbance in the exam room - try to avoid noisy shoes or discussions between other invigilators or staff.
4. Invigilators must NOT read or do marking during the exam unless the paperwork is relevant to the exam process. The invigilators must watch 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 must 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 blank 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 must 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 must be turned off and put in their bags, phones are NOT allowed on their desk.
3. Bags, coats etc must 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 must read instructions relating to the exam, for example if the fire alarms goes what the learners need to do. If the fire alarm does go, the invigilator must record the time, if possible lock the room or take the exam 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 i.e. "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 must clearly announce "Stop, put down your pens and close your paperwork". Learners must remain seated until papers have been collected.
3. The invigilator must 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 must 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 must 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 can leave the exam and then be re-admitted. This includes toilet breaks, however some learners may have a medical condition or an anxiety issue which 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, this 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 must 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. The learner and the reader must 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 scribe

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 scribe is to record everything the learner states, and generally this will be just ticking a box for the MCQ papers. The learner and the scribe must be in a separate room so as not to disturb the other students. This learner will be entitled to extra time, generally 25%.

Invigilation guidelines for theory assessment

No specific knowledge or experience is required to be an invigilator – often providers will nominate tutors as invigilators.

The invigilator role includes:

- Registration (register signed)
- Theory/practical assessment environment set-up
- Checking the identity of each learner
- Ensuring personal belongings/bags are left in a secure place
- Accompanying learners who must leave the room temporarily (there must be more than one invigilator for this to happen)
- Ensuring there are no disruptions that may put off others who are being assessed

- Ensuring that any previously identified reasonable adjustments for specified individual learning needs are provided
- Explaining the emergency procedures in place
- Communicating what resources are allowed e.g. dictionary
- Ensuring that a clock is visible and timings given
- Providing instructions on the procedure for late arrivals, illness whilst taking exam and contravening the instructions given.

Invigilator's announcements/instructions

The following instructions must be given to your learners (you can adapt these to your own circumstances where required):

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 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 then 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

Learners must pass both the practical and theory elements of the qualification to gain a pass status.

If a learner has not met the required standard of at least 70% on their theory paper or 100% on their practical assessment, 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 3 - Example of mapping to National Occupational Standards

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

Mapping Toolkit															
CNH20															
Plan, apply and evaluate massage methods															
<p>This standard is about preparing for and applying the following massage methods to non-pathological tissue:</p> <ul style="list-style-type: none"> • effleurage • petrissage • tapement • vibration <p>Massage applies to all relevant areas of the body.</p> <p>Users of this standard will need to ensure that practice reflects up to date information and policies.</p> <p>How to use this Mapping Toolkit</p> <p>Your sports therapy vocational award must fully reflect this standard. Using the righthand column, indicate in the relevant section where in your training materials the evaluator can see each criterion evidenced.</p>															
+	<table border="1"> <thead> <tr> <th style="text-align: left;">Performance Criteria</th> <th style="text-align: left;">Mapping</th> </tr> </thead> <tbody> <tr> <td colspan="2">You must be able to:</td> </tr> <tr> <td>1. ensure there is adequate public liability and professional indemnity insurance</td> <td>Module 106</td> </tr> <tr> <td>2. apply agreed standards of personal hygiene, dress and appearance</td> <td>Module 222</td> </tr> <tr> <td>3. make sure equipment meets current health and safety requirement</td> <td>Module 365</td> </tr> <tr> <td>4. make sure equipment and area provide for the comfort and dignity of the client</td> <td>Module 106</td> </tr> <tr> <td>5. make sure equipment and area are clean and hygienic</td> <td>Module 199</td> </tr> </tbody> </table>	Performance Criteria	Mapping	You must be able to:		1. ensure there is adequate public liability and professional indemnity insurance	Module 106	2. apply agreed standards of personal hygiene, dress and appearance	Module 222	3. make sure equipment meets current health and safety requirement	Module 365	4. make sure equipment and area provide for the comfort and dignity of the client	Module 106	5. make sure equipment and area are clean and hygienic	Module 199
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Appendix 4 - Example lesson plan

A lesson plan is required for each 'session' in your training. The lesson plans must be realistic, and timings suitable for the information being delivered.

Programme Name:	Award in Sports Massage			Tutor:	A. Tutor			
Lesson plan title/no:	Introductions 1			Time:	9.00am - 9.45am			
The key resources required for this session				Key health and safety considerations this session				
Wipe board Flipchart paper Marker pens Workbooks Steps and mats for students to sit on				Room layout is hazard free Bags and coats safely stored out of the way No scheduled fire practice Fire exits identified Relevant housekeeping covered				
Time	Subject matter/ content	Teaching activities	Learning styles addressed			Student learning activities	Resources	Assessments formative/ summative
			V	A	K			
8.30-8.45	Registration	Meet and greet				N/A	Registration sheet Tea/coffee	N/A
8.45-9.00	Welcome	Welcome and introductions				N/A	Name badges	N/A
9.00-9.20	What type of people may you meet	Lead a group discussion, making notes on board, and prompting overall involvement	✓	✓	✓	Interact with group discussion, take notes	Workbook	Group discussion
9.20-9.30	What might be their expectations of you?	Introduce open discussion and group work	✓	✓	✓	Interact with group discussion, create a spider gram	Workbook and plain paper	Group discussion
9.30-9.45	What might they need from you?	Put into small groups, give them a client type then give flip paper to each group and get them to come up with a list of needs for their client type	✓	✓	✓	Work in small groups to look at ideas, group discussion to present findings	Flipchart paper and marker pens	Group discussion
9.45-10.00	End of lesson - break for refreshments	Circulate				N/A	Tea/coffee	N/A

Learning styles key: V = Visual, A = Auditory and K = Kinesthetic

Appendix 5 - PDA Contacts

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

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