



Helping you achieve your goals

STUDENT HANDBOOK

2026-2027





Welcome!

We are delighted to welcome you and are proud of the achievements and reputation of our courses. We're pleased you've chosen to study with us and hope this marks the start of a productive and fulfilling experience.

This handbook has been designed to provide you with essential information about your training. It should be read alongside your course booking confirmation email and any accompanying materials, where you will find specific details about your course structure, schedule, and requirements.

We are confident that you will find your time with us both enjoyable and rewarding. Should you have any questions or need further guidance at any point, please don't hesitate to get in touch with us – we're here to help. We wish you every success in your training and look forward to working with you in the near future.

Dave Lee
Education and Training Director

About AllActive

Mission

AllActive has been built on the principle that physical activity should be accessible to anyone, available anywhere and encouraged by everyone.

Our Vision

We are committed to delivering outstanding education and training that empowers learners to achieve their full potential. Through high-quality programmes, excellent resources, and a well-designed, up-to-date curriculum, we aim to reflect the aspirations of our learners and the evolving needs of society.

We pursue excellence in all that we do, demonstrated through continuous improvement, innovation in teaching and learning, and a strong focus on learner safety and well-being. By fostering a stimulating and supportive environment, we strive to enhance learner engagement, retention, and achievement.

Our story

With over 25 years of experience in training professional exercise instructors, we are proud to be recognised as one of the UK's most reputable names in fitness education. AllActive is a brand of Amacsports Limited who have supported thousands of students in achieving industry-recognised qualifications in fitness.

Over the past decade, AllActive has expanded its focus to offer a unique range of fitness instructor training tailored specifically for the health, social care, and voluntary sectors. Our courses are designed for staff and volunteers who work with individuals who may not always have access to traditional exercise opportunities.

With our extensive experience in fitness education, we've collaborated closely with health and care professionals to develop a course range that is both current and meaningful to those working in these sectors. AllActive courses are also designed with the learner in mind—flexible, accessible, and responsive to the demands of busy schedules.



Student Support

If you need extra help, just contact us on 01227 831 840 or info@allactive.co.uk. We will discuss the support you need which may include a Zoom call or revision session with a tutor. If you have any concerns about the course you are studying, you should contact the tutor or for more general issues contact the main office.

Provision can be made for students with reading or writing difficulties provided they notify us in advance of course enrolment. Any reasonable adjustments or special arrangements will need to be discussed and agreed with us.



Equality and Inclusion

We are dedicated to creating a respectful, inclusive, and supportive environment for everyone who learns and works with us.

You can find our full Equality and Diversity Policy on our website.

- We actively oppose all forms of harassment and discrimination based on race, ethnicity, gender, sexuality, age, disability, religion, faith, or social class.
- We are committed to removing barriers that place individuals at a disadvantage and to promoting fairness and equal opportunity.
- We work continuously to ensure the safety, well-being, and success of all learners through ongoing improvement and inclusive practices.

Security, Health, Safety and Welfare

It is your responsibility to take reasonable care of your own health, safety and security and not to act in a manner that endangers others.

Your tutors are responsible for you during sessions and accidents must be reported straight away, however minor.

First aid and fire procedures will be outlined at the start of any on-site training.

When attending on-site training, you must:

- Comply with our on-course health and safety rules and procedures.
- Comply with all health and safety instructions given.
- Be familiar with the fire evacuation procedure.
- Use plant, machinery and equipment only when instructed to do so.
- Report any defects at the site.
- Use the correct clothing, footwear and equipment which is suitable for the course.

Being Safe

Our tutors and staff are there to support you and help make your place of learning safe. If you need to talk to someone about your own safety, contact us by telephone or by email, besafe@allactive.co.uk.

- You have the right to feel safe. Other people should not hurt or abuse you in any way. Other people should not threaten to hurt or abuse you.
- Your responsibilities are:
 - To respect other people's rights to safety;
 - Not to hurt or abuse others;
 - Not to threaten to hurt or abuse others.

Our Policies

Please visit our website to view our current policies, including those related to data protection and GDPR.

The information in this handbook should be read in conjunction with the Course Terms and Conditions and the course-specific information provided.

Your Next Steps

We believe your studies are just the beginning of what you can achieve. Once you've gained your certificate, you'll be equipped to apply your new skills and knowledge in your job or volunteer role – and we'll be here to support you every step of the way.

- **Explore Further Learning:** We're committed to helping you reach your academic goals and continue your journey within your chosen field.
- **Stay Informed:** You'll also find blogs, newsletters, and updates that offer tips, guidance, and insights into current industry research and developments. Sign up to our newsletters and follow us on LinkedIn.



Student Guidelines

We ask all students to follow these guidelines to help maintain a safe, respectful, and effective learning environment.

Mobile Phones

Phones and devices must be switched off during course sessions, workshops, and assessments. The use of mobile phones in examination rooms is strictly prohibited and may breach exam regulations.

Personal Belongings

Students are responsible for their own possessions while attending courses. Lockers may be available during practical sessions, but we do not accept liability for the safety or security of vehicles or personal property.

Clothing

Appropriate activewear must be worn for practical sessions. Clothing should allow free movement and avoid safety risks – for example, loose garments can catch in equipment, and overly tight clothing may restrict circulation.

Code of Conduct

As a student, you expect us to give you the best opportunity to succeed on your course. In return we expect you to act in a responsible, respectful and mature way. To ensure we provide an environment that is safe, healthy, and enjoyable and maximises learning, we ask you to follow this code carefully.

Learning

Our primary aim is to help all students to learn and achieve. Any behaviour that compromises personal learning and/or that of others is not acceptable.

Respect

All our relationships are based on mutual respect. Any behaviour which demonstrates a lack of respect is not acceptable.

Safety

Student and staff must be able to work within a safe and secure environment. Any behaviour which compromises this is not acceptable.

Unacceptable Behaviour

To protect the learning environment, we take seriously any breaches of the learning agreement and may lead to dismissal from the course and forfeiting all fees. This can be used in cases where students are involved in:

- Theft of any kind
- Threatening behaviour or assault
- Bullying or harassment including by text or email
- Damage to property (venue and personal property)
- Possession and/or use of alcohol
- Possession and/or use of illegal substances
- Cheating, plagiarism, forgery and gambling
- Inappropriate access to web material deemed unsuitable

This is not an exhaustive list but it reflects the range and seriousness of behaviour which we deem to be unacceptable.



Assessments

Most courses will require you to take one or more types of assessment which will be outlined in the the course information. Below is a summary of the sorts of testing that may be part of your course.

01

Quizzes or exams

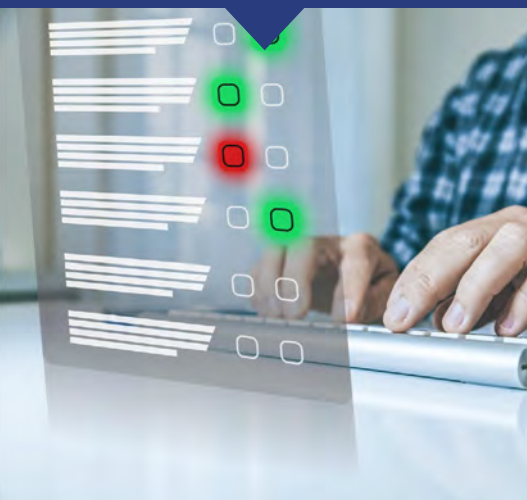
Most courses include an online test, which may be either open-book or invigilated. Tests can be retaken if necessary. See course materials for more details.



03

Practical demonstrations

Some qualifications require a practical demonstration. These assessments are recorded and submitted following the guidance we provide.



02

Workbook or portfolio

Written assessments, such as worksheets, case studies or plans are contained in workbooks or portfolios. Templates in Word format are provided.



Course Resources



Books & Handouts

You will be provided with all the resources you need for your course. This may include online access, a printed book or handouts.



eLearning

Many students will be studying a course online. Instructions on accessing your online course will be emailed to you.



Timetables

If you are attending a course, your tutor will discuss the schedule for your course with you.



Assessment Malpractice

- **Plagiarism** means copying from published sources (including the internet) without acknowledgement.
- **Cheating** includes copying the work from others, or getting someone else to do the work for you.
- **Copying** includes allowing your work to be copied by others.
- **AI generated content** includes submitting work created by artificial intelligence tools without proper attribution or personal input.

It's important that you ensure that all the work produced for your assessments is your own. All cases of suspected plagiarism, cheating or copying will be investigated and, if proven, awarding bodies may also impose their own sanctions and penalties, including disqualification.

Appeals Procedures

All students are assessed against published material. Achievement of these criteria is decided by trained and qualified assessors and/or external assessment (such as coursework or exams).

It is recognised that, in exceptional circumstances, a student may wish to appeal against recommendations or decisions relating to assessment.

This Appeals Policy and Procedure outlines the action which may be taken in such exceptional circumstances. This reflects our commitment to provide a fully comprehensive student service.

1. Scope of Policy

Our Appeals Policy and Procedure allows students to make a formal appeal against a recommendation or decision relating to:

- a. The mark for an individual item of coursework;
- b. The final result of any element of assessment, planning, teaching, evaluation or theory paper;
- c. The final overall assessment decision for award or certification.

2. Grounds for Appeal

- a. The assessments were not included in accordance with regulations;
- b. Administration error at some stage of the assessment process;
- c. Medical or other 'extenuating circumstances' arising during the assessment process which affected the student's performance and of which the Assessor was not aware when making the assessment decision;
- d. Inappropriate or irregular behaviour on the part of the Assessor.

3. Appeals Procedure

a. The student's first line of appeal will be through our appeals system via the Centre Contact.

b. If the student wishes to take the appeal beyond Amacsports Ltd, an appeal must be addressed in the first instance, in writing to the allocated External Verifier/Moderator. If the EV is unable to resolve the appeal issue, they may refer the written appeal to the Lead/Chief Verifier/Moderator.

c. In extreme circumstances, when the student feels that the Lead/Chief Verifier/Moderator has been unable to bring the matter to a satisfactory conclusion, the matter may be referred directly to the appropriate contact in the Awarding Body. From here, there will normally be an Appeals Hearing with the relevant representatives.

Additional Notes

a. It is extremely difficult to investigate appeals without impartial evidence. Therefore, appeals against referrals or grades in practical teaching based solely on the student's disagreement with the assessor's decision will only be considered when accompanied by a video.

b. The student has the right to video any aspect of his/her assessment using his/her video equipment, provided it does not interfere with the assessment process, other students or the Assessor's ability to carry out his/her role.

c. It is the responsibility of the student to arrange a video operator.

d. It is the responsibility of the student to notify us of any medical problem which may affect their performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date.

4. Notification of Appeals

Appeals must be received within 20 working days (Monday-Friday, excluding Bank Holidays) from the student's receipt of his/her assessment results.

Complaint Handling

The following procedure is used to deal with a complaint from a student, including any complaint regarding educational matters. The aim is for it to be informal and to solve problems quickly, simply and fairly. It is hoped that most issues can be settled amicably at the first stage.

First Stage (Mention of Grievance)

- a. If you have a complaint, speak directly to the member of staff concerned.
- b. If you feel unable to approach that person, you should raise it with your Tutor.

Second Stage (Informal Complaint)

- c. If the matter cannot be resolved satisfactorily at the first stage, the student may refer it to the Internal Verifier as an informal complaint.
- d. They will keep a written record of the complaint, including the name of the complainant, the nature of the complaint and how it has been resolved.

Third Stage (Formal Complaint)

- e. If you are not satisfied that the grievance has been dealt with satisfactorily, you may make a formal complaint to the Managing Director.
- f. The matter will be investigated
- g. The Student will be given written notice of the outcome, and of any action taken or to be taken. Appropriate written records will be kept.
- h. A student who remains dissatisfied with the handling or outcome of a complaint – including any grievance concerning the procedures applied or a decision made by the Managing Director – may appeal in writing to the Education and Training Director, who may, if necessary, appoint an independent party to adjudicate the matter.





Student Handbook

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