

# Playwork Partnerships Associate Trainer Scheme



Playwork  
Partnerships

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# How Do I Become a Playwork Partnerships Associate Trainer?

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## PPAT Application Process

To become a PPAT, you need to complete the application process detailed here.

### Application Process

- Complete the PPAT Application Form (page 11).
- Email the PPAT Application Form and any accompanying extra sheets to our Training Officer ([team@playwork.co.uk](mailto:team@playwork.co.uk)) or post them to:

Playwork Partnerships  
University of Gloucestershire  
Oxstalls Campus  
Oxstalls Lane  
Gloucester  
GL2 9HW

- We will consider your application against our trainer criteria<sup>1</sup> (page 18) and confirm your acceptance within 14 days of receipt of the application.
- Once your application has been approved, we will request a current CV from yourself and 2 references (1 Playwork, 1 Tutoring) from the nominated referees.
- On receipt of 2 references we will send you a letter confirming your Trainer Number inviting you to attend our next Train the Trainers workshop.
- On completing the Train the Trainers workshop you will be required to complete a PPAT Membership Form (page 19) and sign the Membership Agreement (page 20), your annual membership will start and you will be given your PPAT membership number.
- You can now register and run endorsed courses.

### SkillsActive Code of Practice

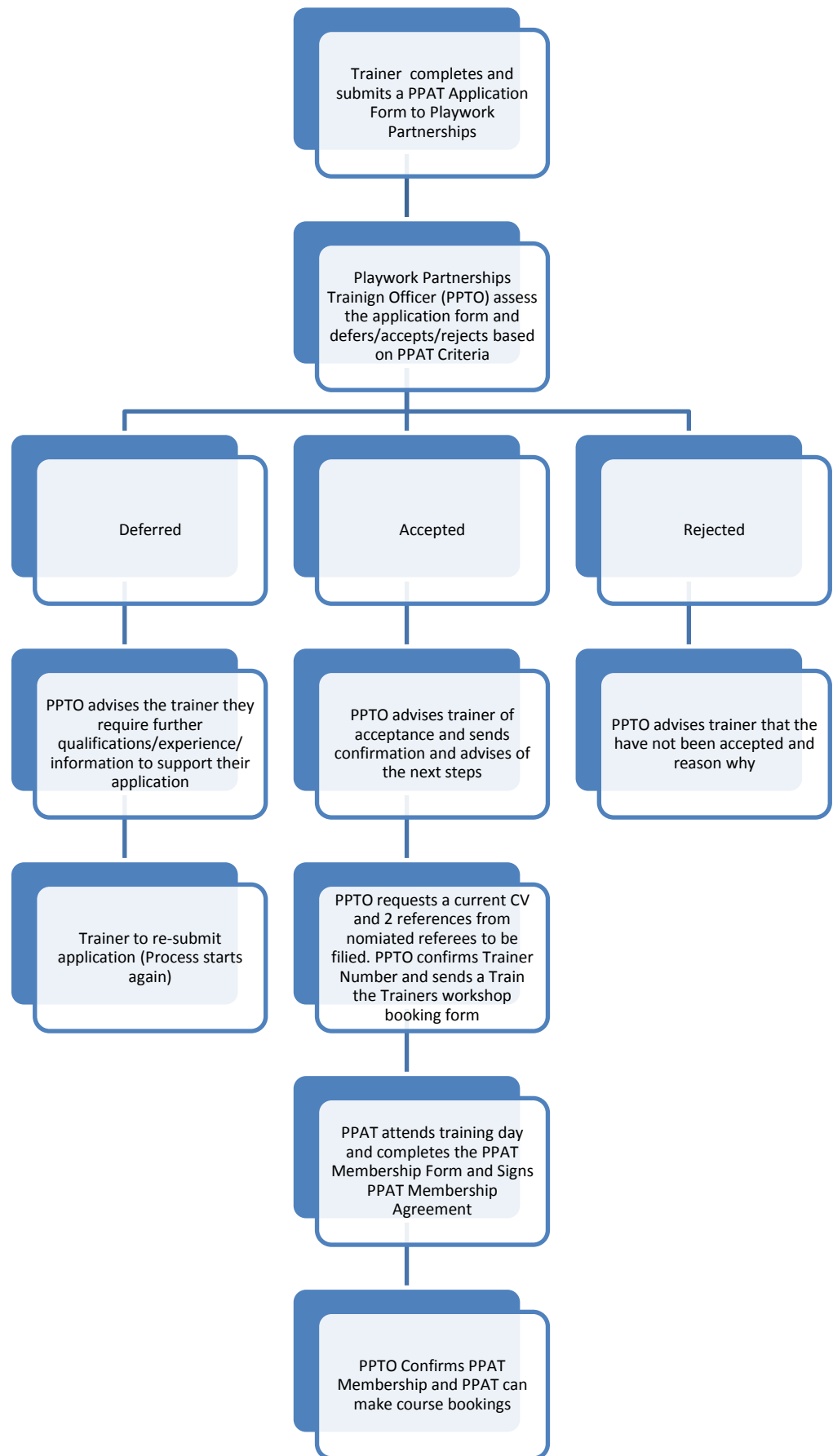
As a licensed training provider Playwork Partnerships has signed up to the SkillsActive Code of Practice and therefore all staff and associates of Playwork Partnerships must follow this code.

You can view this code in Section 2 on page 26.

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<sup>1</sup> Trainers must hold an adult training qualification i.e. Postgraduate Certificate of Education, Preparing to Teach in the Lifelong Learning Sector, or Certificate of Education.

Application Process – flow chart



# Frequently Asked Questions

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## Questions about the PPAT Membership Scheme answered here

***Q: I am already a qualified playwork trainer, how is a Playwork Partnerships Associate Trainer (PPAT) different?***

**A:** PPAT is a scheme that enables qualified trainers to become licensed trainers able to deliver Playwork Partnerships nationally endorsed playwork courses. The PPAT membership scheme gives you, the trainer; greater flexibility in how and what courses you are able to deliver locally.

***Q: I am already an existing Playwork trainer able to deliver Playwork Partnerships courses. Does this mean I am still able to continue delivering the courses?***

**A:** No – this is a separate and new scheme. Trainers must now go through this application process and become a PPAT and sign up to the membership scheme. However if you have already attended tutor training events for our courses you will not be required to attend another train the trainers course for each of these. You will just be required to pay an annual membership joining fee of £40 and attend one training day per year to ensure you are aware of any recent updates.

***Q: Why are you asking me to sign an agreement?***

**A:** Playwork Partnerships is constantly looking to improve its offer to trainers and maintain the quality of delivery of its courses to the Playwork sector. The membership scheme provides a formalised agreement between trainer and Playwork Partnerships.

***Q: Which courses can I apply to deliver?***

**A:** The courses which can be delivered as a PPAT include the ones below. You are limited to signing up to one course per Train the Trainer's day:

- Take 5 for Play
- Playing on the Range
- Playing with the Elements
- Everyone Can Play
- Playing Up!
- Playing Creatively
- Volunteers in Play
- Young Volunteers in Playwork
- Playing Outside with the Elements

***Q: Why would I become a PPAT?***

**A:** Trainers who have specific playwork/geographical knowledge understand the implications of actions at a local level. It gives you greater flexibility to deliver the courses at times to suit you and/or your organisations. Being a current PPAT means you are able to react more quickly to local needs and also have the opportunity for more delivery.

**Q: What does the PPAT membership fee include?**

**A:** The membership fee includes:

- Support to deliver Playwork Partnerships endorsed courses;
- Being in a pool of trainers with the opportunity to be contracted by Playwork Partnerships to deliver our courses nationally;
- Discounted price on our other Train the Trainer courses and continuing professional development;
- An annual PPAT CPD training day & regular trainer updates;
- Access to online resources through our new membership area;
- Membership to our secure PPAT Facebook group.

**Q: What does the course resource fee include?**

**A:** This covers the administration, evaluation and certification per learner for each course.

**Q: How can I become a PPAT if I don't currently meet the criteria?**

**A:** Our Training Officer will provide details of why your application has not been accepted and will offer suggestions of training courses to attend or ways of gaining more experience.

**Q: What does the Train the Trainer day cover?**

**A:** The Train the Trainer day provides a one-day workshop per course title for a maximum of 16 trainers, including trainer notes and resources.

**Q: How long would a licence to deliver be valid?**

**A:** This will be specified in the agreement, but the programme is reviewed on a 12-monthly basis. It is the responsibility of the PPAT to inform us of any changes to their training circumstances or personal information via our [team@playwork.co.uk](mailto:team@playwork.co.uk) and providing an updated CV.

**Q: Will the trainer be paid by Playwork Partnerships?**

**A:** No, since the trainer will be employed by the local organisation requesting the delivery of the course, it is the trainer's responsibility to ensure their work programme and payments are managed accordingly.

**Q: How long will it take to complete the application process?**

**A:** The application process can take 4 – 24 weeks depending on when a trainer can attend a Train the Trainer day.

**Q: How will Playwork Partnerships assess PPATs when they have been signed off?**

**A:** All learners attending a Playwork Partnerships course delivered by a PPAT are required to complete a Course Evaluation Form and this feedback will be monitored. The PPAT is required to complete a Trainers Evaluation Form after the completion of every course and this will be monitored by our Training Officer. In addition, we will undertake Quality Assurance visits on occasions to attend courses and provide feedback in respect of the course organisation and the trainer delivery. We use this information to identify training needs and provide support to trainers.

# PPAT Application Pack

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## List of documents:

1. PPAT Application Form
2. Application Criteria
3. PPAT Membership Form
4. PPAT Membership Agreement
5. SkillsActive Code of Practice

# PPAT Application Form

<b>Part One - Personal Details and References</b>			
<b>1.1 Personal details</b>			
Name:			
Home Address:			
Post code:			
Telephone:		Mobile:	
Email:			
<b>1.2 Please provide details of two referees who are familiar with your work as a Playwork Tutor and / or Playworker.</b>			
<b>Reference 1 - Playwork</b>			
Name:			
Job Title			
Organisation:			
Address:			
Post code:		Telephone:	
Email:			
<b>Reference 2 - Tutoring</b>			
Name:			
Job Title			
Organisation:			
Address:			
Post code:		Telephone:	
Email:			



<b>Part Two - Employment and Playwork Experience</b>				
<b>2.1 Current employment</b>				
Job Title				
Organisation:				
Address:				
Post code:				
Email:				
Will you be delivering for this organisation?				
Do you have Public Liability Insurance? Do you have Professional Liability Insurance?				
Please give insurers name and attach a copy(s) to your application.				
<b>2.3 Previous Playwork Experience</b>				
Reverse chronological order please - i.e. most recent first. Please continue on a separate sheet if required.				
<b>From</b>	<b>To</b>	<b>Organisation and address</b>	<b>Position held, roles and duties</b>	<b>Reason for leaving</b>

**2.4 Please describe your face to face Playwork experience with children over the last 2 years, specifying the type of Playwork e.g. open access or registered play provision**

**2.5 Please describe in detail one play opportunity that you have delivered or initiated with children and/or young people that was either:**

- creative ( to support Playing Creatively)
- outdoors ( to support Playing With the Elements)
- supported risk or met specific older play needs (to support Playing Up) OR provide an observation of children playing in YOUR setting

### Part Three - Education and Training

**3.1 Please include details of your adult teaching qualifications and any other relevant training you have attended, e.g. Equalities, Risk Assessment Training, Safeguarding.**

Reverse chronological order please - i.e. most recent first. Please continue on a separate sheet if required.

From	To	School/College/University	Subject	Qualification

**3.2 Give an example of how you have handled a challenging situation when tutoring a Play or Playwork course.**

**3.3 Experience of delivering Level 2 (and above) Playwork training courses within the last 2 years.**

Please continue on a separate sheet if required.

From	To	Training Provider / Organisation	Course / Qualification	Length of training

**3.4 Give an example of how you introduce the Playwork Principles to learners.**

**Part Four - Equalities**

**4.1 Please tell us about your understanding and commitment to the inclusion of disabled children in mainstream play provision.**

**4.2 Please provide examples of your working commitment to challenging discriminatory remarks or behaviour from Playworkers, members of staff or adult learners.**

<b>Part Five - Declaration</b>	
I confirm that my details are correct as stated on this form and that I have attached a current CV to my application.	
Name:	Date:
Signature:	

- Please ensure you have fully completed the application form before submitting.
- Please ensure you have attached a copy(s) of your insurance documents.
- You may wish to attach further information (please attach to this application and ensure your name is indicated clearly) but approval is made based on the criteria as laid out in the application form.

Thank you for taking the time to fill in this application form.

**Please return to:**

Playwork Partnerships  
University of Gloucestershire,  
Oxstalls Campus, Oxstalls Lane,  
Gloucester, GL2 9HW

Tel: 01242 714601

E-mail: [team@playwork.co.uk](mailto:team@playwork.co.uk)

# Application Criteria

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Criteria	Question no.	✓
Provide satisfactory references from people who are familiar with your work as a Playwork trainer and/or Playworker.	2	
Have at least two years face to face Playwork experience with children, specifying the type of Playwork e.g. open access or registered play provision.	4	
Have a minimum of 21 hours practical Playwork experience (over the last year) as evidence that you are continuously updating your professional competence.	5a & b	
Appropriate training and qualifications, including adult teaching, equalities, and risk assessment.	6	
Have 30 hours of delivering level 2 Playwork training in the last 2 years.	7	
Demonstrate your understanding of the importance of the Playwork Principles.	8	
Demonstrate an understanding and commitment to the inclusion of disabled children in mainstream play provision.	9a	
Give examples of your working commitment to challenging discriminatory remarks or behaviour from Playworkers, members of staff or adult learners.	9b	

# PPAT Membership Form

PPAT Membership Application Form			
<b>Trainer Details</b>			
Name:			
Address:			
Post code:			
Telephone:		Email:	
<b>I am already a Playwork Partnerships Tutor for:</b> (please tick which course you have attended tutor training for)			
<input type="checkbox"/>	Take 5 for Play	<input type="checkbox"/>	Everyone Can Play
<input type="checkbox"/>	Playing on the Range	<input type="checkbox"/>	Playing Up!
<input type="checkbox"/>	Playing with the Elements	<input type="checkbox"/>	Playing Creatively
<input type="checkbox"/>	Other (please state):		
<b>My tutor no is:</b>			
<b>Annual Membership Payment Options</b> (please tick)			
<input type="checkbox"/>	I would like to be invoiced for £40		
<input type="checkbox"/>	I enclose a cheque for £40		
<b>Invoice Details</b>			
Please provide details of the organisation to be invoiced if different to above:			
Name of Organisation:			
Address:			
Post code:			
Telephone:		Email:	
Purchase Order Ref (preferred):			
<b>I confirm that my details are correct as stated on this form and that I have attached a current CV to my application.</b>			
Name:			Date:
Signature:			



# PPAT Membership Agreement

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## PPAT Membership Agreement

### Between:

(1) Playwork Partnerships, University of Gloucestershire, Oxstalls Campus, Oxstalls Lane, Gloucester, GL2 9HW “PP” “Playwork Partnerships”

(2) [Trainers Name] (PPAT Membership No: [XXXXXXX]) “PPAT”, the “trainer”

### Commencement date and duration of Agreement:

The Agreement shall be effective from *[Date applied]* for 12 months, unless the contract is otherwise terminated in accordance with the terms below.

Whereby it is agreed as follows:

### 1. Interpretation

1.1 The definitions and rules of interpretation in this clause apply in this Agreement:

**Agreement:** means the PPAT Membership Agreement together with all its attachments.

**Person:** includes a natural person, a corporate or unincorporated body (whether or not having a separate legal personality).

**Code of Practice:** the code of practice set out by SkillsActive for its licenced training providers.

**Course administrator:** the person who takes responsibility for managing and implementing the booking of a given course and the ordering of the related course resources.

**Course material:** the designated promotional material relating to each course.

**Course organiser:** any person other than the PPAT registering to run a course.

**Course resource:** the literature designated to accompany each course for use by each learner.

**Course trainer:** any person intended to deliver a particular course and approved as such by Playwork Partnerships.

**Course:** any of Playwork Partnerships SkillsActive endorsed courses.

**Intellectual property:** any patent, copyright, registered design, unregistered design right, trade mark, rights in get-up, rights in goodwill or to sue for passing off, rights in designs, rights in confidential information (including know-how and trade secrets) or other industrial or intellectual property owned or used by Playwork Partnerships in respect of the courses in each case whether registered or unregistered together with any current applications for any registrable items of the foregoing.

**Learner:** the person who is undertaking the course as a registered delegate.

**PPAT:** any person intended to deliver a particular course and approved as such by Playwork Partnerships.

**Registration fee:** the fee for delivery of any of the courses (the cost of the course resource).

**Quality Assurance:** assessment of all learner evaluations and sample assessment papers and/or a course visit.

1.2 Unless the context otherwise requires, words in the singular include the plural and in the plural include the singular. Unless the context otherwise requires, a reference to one gender includes a reference to the other.

## 2. Obligations and Performance of Service

2.1 Playwork Partnerships hereby agrees with the PPAT shall have a non-exclusive licence for the term to provide the courses on the terms of this Agreement and the PPAT hereby accepts the licence on those terms, subject to any variation agreed in writing between the parties.

2.2 Playwork Partnerships agrees to:

- 2.2.1 Provide guidance to the PPAT to deliver the courses on behalf of Playwork Partnerships.
- 2.2.2 Work with the PPAT to make a given course to be delivered specific to its setting/geographic area.
- 2.2.3 Inform the PPAT of any changes to the generic content of the courses and provide electronic updates.
- 2.2.4 Provide a system to register courses and request resources.
- 2.2.5 Send a course administration pack directly to the trainer or course organiser.
- 2.2.6 Produce and send attendance certificates directly to the PPAT for signing within six weeks of the attendance register being received.
- 2.2.7 Conduct a Quality Assurance assessment of the PPAT on a course by course basis.
- 2.2.8 Communicate regularly with the PPAT.
- 2.2.9 Offer on-going support and continuous professional development opportunities for trainers (at an additional discounted cost to be notified to the PPAT).
- 2.2.10 Provide the PPAT with a Playwork Partnerships logo and provide guidance on its use.

2.3 The PPAT agrees to:

- 2.3.1 Attend a Playwork Partnerships Train the Trainer development workshop (full day).
- 2.3.2 Deliver Playwork Partnerships course under the Playwork Partnerships Training Licence and Code of Practice.
- 2.3.3 Provide the course organiser's details to Playwork Partnerships at the time of each course booking.
- 2.3.4 Not make any changes to course content without written authorisation from Playwork Partnerships.
- 2.3.5 Develop and maintain current knowledge of the Play and Playwork sector and related policies and guidance documents.
- 2.3.6 Ensure that only course trainers deliver courses.

- 2.3.7 Ensure that the venue for hosting a course is an appropriate size, being sufficient for the learners to move around freely and to be free from distractions, in accordance with the course venue checklist and health and safety checklist.
- 2.3.8 Prepare training venues with display materials, books and resources appropriate to the course being delivered.
- 2.3.9 Abide by all the partnership health and safety procedures and rules and regulations issued by the partnership when delivering training.
- 2.3.10 Carry out training with the highest degree of expertise, skill, and care and due diligence and in accordance with good professional standards and in a manner, which is acceptable to Playwork Partnerships.
- 2.3.11 Take a common sense approach to dress code when delivering Playwork Partnerships courses, i.e. suitable clothing for the course being delivered.
- 2.3.12 Ensure that an acceptable number of learners attend courses, being a maximum of 25 and minimum of 5.
- 2.3.13 Purchase course resources (one course resource per learner) and issue to course learners to support the delivery of the courses.
- 2.3.14 Use the Playwork Partnerships logo (and no other logos) on course material following the guidance provided by Playwork Partnerships.
- 2.3.15 Ensure that course request forms and orders for course resources are sent to Playwork Partnerships no less than 6 weeks before the course start date.
- 2.3.16 Ensure all post-course paperwork is returned to Playwork Partnerships within 6 weeks of the course date.
- 2.3.17 Ensure all certificates are signed and sent to each learner.
- 2.3.18 Hold learner information in accordance with the Freedom of Information and Data Protection set out in point 15.
- 2.3.19 Abide by the SkillsActive Code of Practice provided in the PPAT Pack.

### **3. Fees**

- 3.1 The PPAT agrees that they or the Course Organiser will pay (without any deduction or set-off) the course registration fee for each course delivered.
- 3.2 Playwork Partnerships will raise an invoice in relation to each course confirmed by the PPAT or Course Organiser for the course registration fee and the PPAT will satisfy that invoice within 30 days of the invoice date.

### **4. Insurance**

- 4.1 The PPAT is not covered by the insurance of Playwork Partnerships. The trainer shall secure and maintain policies of insurance through a reputable insurer with the following limits of indemnity per occurrence: i) Employers Liability insurance as required by Law; ii) Public Liability insurance: £2,000,000 iii) Professional insurance: £1,000,000. The Partnership will require evidence that these are in place.
- 4.2 The PPAT shall indemnify the partnership, its employees, agents, consultants, contractors and invitees and keep indemnified against losses, liability or proceedings in respect of the death or personal injury of any person whatsoever or loss or damage to any property whatsoever which

arises as a result of the negligent performance of the contract by the trainer, his employees, agents, contractors or consultants.

## **5. Conflict of Interest**

5.1 The trainer will not place themselves in a position in which their interests conflict with that of Playwork Partnerships.

## **6. Copyright and Intellectual Property Rights**

6.1 All data, materials, resources and papers concerned with the delivery of Playwork Partnerships courses are the property of Playwork Partnerships.

6.2 Playwork Partnerships retains the copyright and intellectual property rights or other rights on all course materials and resources and must not be reproduced without permission.

6.3 The PPAT acknowledges that Playwork Partnerships' rights to the intellectual property used on or in relation to the courses and the course resources and Playwork Partnerships' business and the goodwill connected with that are Playwork Partnerships' property.

6.4 The PPAT shall notify Playwork Partnerships of any actual, threatened or suspected infringement of any intellectual property of which the PPAT becomes aware.

## **7. Confidentiality**

7.1 In this Clause, "Confidential Information" means any information of a confidential nature obtained under this Agreement, or relating to this Agreement, including information of any kind relating to another party's business activities, practices, finances, strategic plans, ideas, designs and innovations, and all material, information and data provided by or to the Researcher for the purposes of this Agreement, but not including information:

- 7.1.1 In the public domain (otherwise than by breach of this Agreement);
- 7.1.2 In the lawful possession of the receiving party before the date of this Agreement (other than through contact between the parties before and in anticipation of this Agreement);
- 7.1.3 Obtained from a third party free to disclose it;
- 7.1.4 Required to be disclosed by a court or other competent authority; or
- 7.1.5 Properly disclosed on a confidential basis to staff, agents or professional advisers of the respective parties, for the purposes of this Agreement.

7.2 The parties' obligations of confidentiality under this Agreement shall survive for the period of 5 years from the date of termination of this Agreement, however it is terminated.

7.3 The PPAT will not make any public statement or any statement to a person associated with the media concerning Playwork Partnerships, its customers or suppliers or their activities without first obtaining written consent.

7.4 The PPAT acknowledges that any breach or violation of this Agreement is likely to cause loss or damage to Playwork Partnerships and in that event Playwork Partnerships shall be entitled to apply for injunctive relief or claim damages in addition to any other available remedies.

## 8. Termination

8.1 Either party may terminate this Agreement at any time and for any reason by providing 4 weeks' notice in writing to the other if:

- 8.1.1 the other party is in material breach of this Agreement (which if remediable has not been remedied within 14 days of notice).
- 8.1.2 the other party goes into liquidation whether compulsory or voluntary or if an administrator or receiver is appointed over the whole or any part of that party's assets or if the other party enters into any Agreement for the benefit of or compounds with its creditors generally or threatens to do any of these things or any judgment is made against the other party or any similar occurrence under any jurisdiction affects the other party.
- 8.1.3 the other party ceases or threatens to cease to carry on business.

8.2 The University of Gloucestershire has the right to terminate the Agreement immediately should the PPAT act in a manner which in the opinion of the University of Gloucestershire is unacceptable.

8.3 Termination of this Agreement for any reason shall be without prejudice to any rights or obligations existing or that may have accrued as at the date of such termination or which may accrue subsequent thereto to any other party.

8.4 Upon termination or expiry of this Agreement Playwork Partnerships shall immediately return to the PPAT all confidential information and any other information or materials relating to or held on behalf of the PPAT in whatever form or, if so requested by the PPAT, destroy the same and confirm in writing to the PPAT that they have been destroyed.

## 9. Variation

9.1 No variation of this Agreement shall be effective unless made in writing and signed by both parties. Playwork Partnerships shall be entitled to vary the services to the trainer at any time by serving 4 weeks' notice in writing.

## 10. Force Majeure

10.1 The University of Gloucestershire shall not be liable for any and all losses, (including loss of data) damages, costs, claims and other liabilities which arise as a result of any delay or interruption in, or any non-delivery, or missed delivery or failure of the Equipment and/or Services due to circumstances beyond our or any of our suppliers' reasonable control (including, but not limited to, fire, lightning, explosion, war, disorder, flood, industrial dispute, sabotage, weather conditions or acts of local or central Government or other competent authorities).

10.2 In the event of a course being cancelled the PPAT or Course Organiser must rearrange the course within 30 days of cancellation. Failure to do this will mean the course will be recorded as not completed.

## 11. Severability

11.1 It is hereby declared that the foregoing paragraphs, sub-paragraphs and clauses of this Agreement shall be read and construed independently of each other. Should any part of this

Agreement or its paragraphs, sub-paragraphs or clauses be found invalid it shall not affect the remaining paragraphs, sub-paragraphs and clauses.

## 12. Prior Agreements

12.1 This Agreement sets out the entire Agreement and understanding of the parties and is in substitution of any previous written or oral Agreements between the partnership and the consultant.

## 13. Jurisdiction

13.1 This Agreement shall be construed in accordance with the laws of England and shall be subject to the exclusive jurisdiction of the English courts.

## 14. Anti-discriminatory practice

14.1 Playwork Partnerships is fully committed to the active promotion of equal opportunities and anti-discriminatory practice in the work it undertakes and in the provision of all its services. Please refer to the University of Gloucestershire's Equal Opportunities Policies and Codes of Practice (<http://www2.glos.ac.uk/offload/departments/personnel/phbk/part4/4.1equalOpportunitiesPoliciesAndCodesOfPractice.pdf>)

## 15. Freedom of information and data protection

15.1 The Parties shall provide assistance to each other at all times to ensure that they meet their respective obligations under the Freedom of Information Act 2000 ("FOIA") and the Data Protection Act 1998 ("DPA"). The parties to this Agreement shall inform the other party within (5) five days of receiving a request for information under the FOIA or DPA and shall assist each other in dealing with such request.

15.2 Each party shall take such appropriate technical and organisational measures as are necessary to comply with the seventh data protection principle as provided by Part 1 of the Data Protection Act 1998 to protect against unauthorised or unlawful processing of personal data (as defined in section 1(1) of the Data Protection Act 1998) and against accidental loss or destruction of, or damage to, personal data.

## 16. Rights of third parties

16.1 This Agreement does not create any rights in favour of third parties, whether under the Contracts (Rights of Third Parties) Act 1999 or otherwise.

<b>Signed (for and on behalf of): Playwork Partnerships, University of Gloucestershire</b>	
Name: [Insert name of person signing on the partnership's behalf]	Position: [Insert their position]
Signature:	Date:
<b>Signed by the Playwork Partnerships Associate Trainer</b>	
Name:	
Signature:	Date:

# SkillsActive Training Provider Code of Practice

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SkillsActive is the Sector Skills Council (SSC) for Active Leisure, Learning and Well-being. SkillsActive works across the industry to maintain and improve qualifications, apprenticeships and vocational training.

**It strives to integrate and maintain quality standards throughout the sector via processes including the alignment of qualifications to the national occupational standards (nos) and approval of awarding organisation qualifications for entry to the qualifications and credit framework (qcf).**

SkillsActive also coordinates the endorsement process for a wide range of training (including conferences, online learning, workshops etc.) to support the CPD requirements across the different sub-sectors of the industry.

The Code of Practice embodies rights, relationships, responsibilities and professional standards and aims to clarify the training provider's role and responsibilities in relation to quality assurance and setting a benchmark for an acceptable standard of training provision.

## **Who Does the Code Cover?**

All training providers (compliant, endorsed and centres of excellence) who deliver approved qualifications or training endorsed by SkillsActive must accept and work within the Code of Practice for Training Providers. (N.B. Those training providers certified by an awarding organisation would also be expected to abide by the code of practice in place for any approved centre).

## **Verification and External Assessment**

SkillsActive uses expert external assessors to conduct sample verification of the training delivered by training providers. (N.B. Those training providers certified by an awarding organisation or approved to deliver industry-recognised awards are not included in this sampling process).

This process of quality assurance ensures reasonable compliance with the delivery of training against established standards and procedures. The purpose is to help organisations to raise standards to support their business and meet the needs of learners. It is conducted in a spirit of cooperation and negotiation with the training provider and will include feedback from the assessor.

## **Appeals and Hearings**

SkillsActive reserves the right to suspend a training provider should they not meet the standards set out in this Code of Practice on external assessment. During the period of suspension, all SkillsActive-endorsed training offered by the provider will also be subject to suspension.

In the event of a complaint/s made against a training provider regarding SkillsActive-endorsed CPD, SkillsActive's Professional Practice Committee will liaise with the training provider to ensure that the

necessary procedures are followed. If however, the complaint relates to a qualification, then the complaint will be passed to the relevant awarding organisation.

SkillsActive will work with training providers to address the area/s where standards have not been met and seek to reinstate training provider status in a timely manner.

### **The Code of Practice for Training Providers**

The Objectives of the Code of Practice are:

To raise standards of conduct and professionalism across the industry.

To establish, publicise and maintain standards of ethical behaviour in delivering training and qualifications.

To protect users of training providers against poor practice and failure of quality training provision.

To provide users of training providers the opportunity to raise complaint(s) about poor quality training provision or issues of professional misconduct.

### **The Purpose of the Code:**

The Code embodies rights, relationships, responsibilities and professional standards and aims to clarify the training provider's role and responsibilities in relation to quality assurance and setting a benchmark for an acceptable standard of training provision.

### **Principle 1 – rights**

The Training Provider will:

1.1 Promote the rights and opportunities for individuals to take up personal learning and development.

1.2 Respect the rights, dignity and worth of every human being and their ultimate right to self-determination. Specifically, everyone must be treated equitably and sensitively within the context of their activity and ability – regardless of gender, age, disability, occupation, ethnic origin, colour, cultural background, marital status, sexual orientation, religion or political opinion.

1.3 Ensure due account is taken of an individual's level of achievement and prior learning.

1.4 Accept the level, status and categories previously awarded by REPs, and which should be recognised as prior learning and experience.

1.5 Not condone or allow to go unchallenged any form of discrimination, nor to publicly criticise or engage in demeaning descriptions of others.

1.6 Be discreet in any conversations and not impart any personal information about learners, results of examinations, tests or assessments to any third person without consent.



## **Principle 2 – relationships**

The Training Provider will:

- 2.1 Develop a relationship with learners based on openness, honesty, mutual trust and respect.
- 2.2 Not engage in behaviour that constitutes any form of abuse (physical, sexual, emotional, neglect, bullying, etc).
- 2.3 Always promote the welfare and best interests of learners, and encourage and guide them to accept responsibility for their own behaviour and actions in training and in their relationships with others.
- 2.4 Ensure that physical contact is appropriate and necessary and is carried out within recommended guidelines and with the learner's full consent and approval.
- 2.5 Avoid sexual intimacy with learners whilst instructing and demonstrating and arrange to transfer the learner to another tutor if it is clear that an intimate relationship is developing.
- 2.6 Clarify to learners in advance the number of sessions/time commitments, course fees, methods of payment, and any other potential costs involved in undertaking the course/qualification.

## **Principle 3 – responsibilities**

The Training Provider will:

- 3.1 Ensure all tutors and employees demonstrate proper personal behaviour and conduct at all times.
- 3.2 Be fair, honest and considerate to all learners, potential learners and others working in the fitness industry, and will display control, respect, dignity and professionalism.
- 3.3 Set out and adhere to protocols for the provision of learner support and assessment decisions to ensure tutors and other employees do not find themselves in a vulnerable position requiring them to exert their own discretion.
- 3.4 Not smoke, drink alcohol or use recreational drugs before or whilst teaching, or take actions which could compromise the safety of learners.
- 3.5 Not promote practices which might jeopardise the safety, well-being and future participation of their learners, nor should providers advocate or condone the use of prohibited drugs or other banned performance enhancing substances.
- 3.6 Ensure that the activities and training programmes they advocate and direct are appropriate for the age, maturity, experience and ability of the learner/s.
- 3.7 Have valid public liability insurance, professional indemnity, product and employer's liability cover to adequately and appropriately cover their legal liability in the event of any claim being made.

3.8 Ensure to uphold and abide by relevant health and safety at work policies, and as far as is reasonably possible, protect the safety of learners at all times.

3.9 Recognise the diverse needs of learners and make reasonable adjustments for those with particular requirements to enable them to have fair and equal access to qualifications, assessment and to demonstrate attainment.

#### **Principle 4 – professional standards**

The Training Provider will:

4.1 Maintain their subject and occupational competence at all times.

4.2 Confine themselves to practice those activities for which their own training and competence is recognised by awarding organisations, the government and its agencies.

4.3 Promote learners' achievement towards attaining a high level of competence through encouraging a commitment to ongoing learning and development.

4.4 Promote the execution of safe and effective practice and plan all sessions so that they meet intended learning outcomes and expectations of learners.

4.5 Seek to achieve and maintain up-to-date knowledge of technical developments in the industry, and to support the use of the national occupational standards.

4.6 Not assume responsibility for any role for which they are not qualified or prepared.

4.7 Only use the names and titles of 'Award', 'Certificate' and 'Diploma' for recognised qualifications and ensure titles for CPD are agreed with SkillsActive, and/or the relevant awarding organisation as appropriate.

4.8 Make sure all learners are given a clear explanation of the outcome in terms of achievement of qualification, training, number of CPD credit points, etc.

4.9 Not deliberately mislead learners in the expected outcome from undertaking endorsed training.

4.10 Always differentiate endorsed training which supports an individual learner with continuing professional development from NQF/QCF delivered qualifications or units (see 4.7).

4.11 Welcome evaluation and external assessment of their work by SkillsActive and be able to account to learners, employers, and trade associations.

4.12 Not make false claim or representation about their company or training/qualification.

4.13 Not make any false statements or value judgements about any other training provider.

4.14 Respond to any comments, suggestions or complaints made by learners to SkillsActive or awarding organisations.

**Principle 5 – regulation of the code**

5.1 Application for registration as a compliant training provider, endorsed training provider or centre of excellence will indicate acceptance of this Code of Conduct.

5.2 Training providers who deliver approved qualifications and/or endorsed training will supply any supporting evidence that SkillsActive may require to maintain their endorsed status.

5.3 This Code of Conduct and the list of approved/endorsed training providers will be available and accessible on the SkillsActive website for all interested parties.

5.4 Any complaints received for poor practice or failure in quality training provision by the training provider will be referred to the Professional Practice Committee for consideration.

5.5 The Professional Practice Committee will apply an appropriate disciplinary sanction if the complaint is upheld.

5.6 The appropriate logos will be released to the training provider, if applicable, upon approval by SkillsActive.

5.7 The use of the SkillsActive logo and name is protected as a registered trademark. Use is by licence only and misuse and/or abuse of the logo will result in the suspension of the training provider's license.

5.8 Any certificate/s awarded to learners should, where applicable, carry appropriate logo and number of continuing professional development credit points as agreed through the formal endorsement process by SkillsActive.

# Playwork Partnerships

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