



Information, Advice and Guidance Policy

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Key Policy Principles

Focus Fitness UK promotes the value of learning and will provide current, potential, and former learners with Information, Advice and Guidance (IAG) to support them in their choice of appropriate study programmes and careers. IAG will be available before enrolment and throughout our bespoke courses and post course completion.

The IAG services support the organisation's values so that staff are passionate about education and enable learners to reach their potential. The IAG staff seek to help develop the self-esteem and self-confidence of learners. We share our belief and believe that every individual should be treated with courtesy and fairness; we respect the rights and beliefs of each other, regardless of gender, marital status, age, disability, race, religion, sexual orientation, or position within the organisation.

Our aim is to improve the success, progress and employability of our learners through the implementation of high quality IAG and outstanding learning opportunities with further career options.

Focus Fitness UK provides IAG to support students throughout their journey:

Enquiry And Information

An IAG advisor will provide you with impartial information and are trained to answer any questions on the training and the qualifications you need.

Information, Advice and Guidance Interview

An IAG advisor will help you to understand the qualification structure, different ways of studying, financial commitment, employment and career option. There will be an emphasis on starting points, using an initial assessment of your learning style and suitability to the



programme to ensure that the FFUK course is the right one for you and to identify any learning or other support you may require.

Application And Enrolment

An IAG advisor will guide you through the application process and provide details of payment and finance options. You will be required to complete an application form, and provide identification details. An Individual Learning Plan (ILP) will be completed with your IAG advisor, where your motivations for doing the course will be discussed and some goals and targets will be assessed and set for the course. Training details, including course start/finish dates, assessment requirements, learning support and terms and conditions are also provided.

Before The Course

You will be given written confirmation of your enrolment, details, of the venue, start/finish times and any pre-course reading or learning materials.

On The Course

You will be guided through the learning programme by highly skilled and experienced tutors with extensive industry experience and supported by a range of different learning resources. Your progress and attainment will be reviewed along the way through assessment and feedback and action plans and learning support will be provided if required.

Support, Complaints or Problems

Any issues you may have can be discussed with your course tutor or you may contact the training manager in line with our complaints and appeals process.

Assessments And Achievements

Clear and timely assessment instructions will be given to enable you to revise and prepare for practical and theory assessments. Experienced assessors will facilitate your assessments and provide you with clear guidance and developmental feedback.

Career And Employment Advice

Advice and guidance will be provided towards gaining employment, career progression and setting up your own fitness business. Careers and Employability events will be provided to facilitate employment. You will receive access to our Careers Hub.

Certification

On successful completion of all assessments, you will receive written confirmation of your achievement and a certificate of achievement will be provided at a later date. Our employment manager will follow up for any employment support needed post completion of the course.

Monitoring IAG

To help measure and improve the quality of Information, Advice and Guidance we use various sources such as:

- Event feedback
- IAG observations
- Staff Feedback
- Learner feedback
- Self-Assessment
- Feedback from other organisations.

Feedback Focus Fitness UK is committed to continuous improvement of its policies and processes. To this end, we constantly review our IAG performance by inviting – and acting on – feedback from our learners on all aspects of their IAG experience