



Policies and Procedures

Manual

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Admissions Policy

The Admissions Policy for Ger Conroy Fitness Academy is intended to establish the basic philosophy underpinning the admission of students. The college affords an equal welcome to people of all races, backgrounds, genders, beliefs, ages, sexual orientations and those with disabilities and special needs.

The Enrolment Process

Step 1. Apply for Interview/Application Form – This form is found at <https://www.gerconroy.ie/personal-training-courses-dublin/>

Complete application form to receive a phone call interview from Ger Conroy

Step 2. Acceptance of Place if Interview is Successful

If you are offered a place after interview, you can accept by calling into the gym, completing the student forms and making a deposit of €500

Option 1 – Full payment of €2,200 euros (€500 Registration Fees)

Option 2 – €500 Registration Fees and €650 per month subscription for 3 months Total €2,450

Option 3 - €500 Registration Fees and €450 per month subscription for 5 months Total €2,750

Fee Terms and Conditions : All payments must be paid in full or you will not be permitted to sit exams.

Please note: There is a Late Payment policy which may apply if your account is not settled within the required time.

Terms of Enrolment

- Each student must be at least 17 years when starting the programme
- All applicants must complete an enrolment form and present proof of ID to a member of staff.
- A completed enrolment form must be lodged with the centre prior to the student starting the course.
- Students will be admitted on a 'first come first served' basis, following submission of the enrolment form.
- If there are no remaining places on a course a waiting list will be drawn up.
- All students must provide a valid email address and mobile phone number while enrolled at the college. This is our main method of communication and it is the student's responsibility to check emails/texts for important updates, cancellations, notifications, results, events, seminars and so on. It is the student's responsibility to inform the college if any of their contact details change.
- A Late Payment policy applies where fees have not been paid in full 4 weeks before final exam. Failure to pay on the due date will result in not being permitted to sit the exam and deferring the course. Fees are still payable should a student fail to complete the course. Deposits are not refundable under any circumstances.
- Procedure for processing of requests for deferrals or refunds; Learner requests a deferral or refund by emailing tutor@gerconroy.ie
A deferral is where students, due to exceptional circumstances beyond their own control, formally withdraw from the course they are attending with the intention of returning to a course scheduled at a later date in the year. In the case where the student does not formally withdraw from the course but is a genuine case for deferral, this can be dealt with retrospectively. Exceptional circumstances include the following:-
 1. Prolonged medical condition
 2. Serious financial problem.*
 3. Bereavement in family causing forced changes in circumstances**(In sensitive cases the Academy Co-ordinator can confirm circumstances)
- Learners will be informed in writing of the outcome of their request.
- The college reserves the right to request a student to vacate their place on a course should their behaviour cause unnecessary disruption
- The college retains the right to refuse admission to a course and fees will not be charged in this case
- The college reserves the right to cancel a course due to insufficient applications and fees will be fully refunded in this case. In most cases, the course is not cancelled and deferred to a later date.
- The college reserves the right to alter, change or withdraw any of the modules, timetables or tutors on this schedule & accompanying prospectus
- Whilst every effort is made to ensure the safekeeping of all materials submitted, the college will not be responsible for the loss or theft of any materials
- Whilst every effort has been made to ensure the information contained in this document is correct, the college is not liable for any errors or omissions

Deferrals

A deferral fee of €100 must be submitted with the application email, this fee is refunded if the deferral is not granted. If the fee does not accompany the application, the application will be returned to the sender with a request for the appropriate fee to be included. Learners seeking a deferral must meet one of the following conditions;

- Unavailability of Course Compassionate and Compelling Circumstances as follows;
- Serious illness or injury with accompanying medical certificate
- Bereavement of close family member to include parents, spouse, siblings or child
- Traumatic experience which would include witness or involvement in serious accident, witnessing or being victim of serious crime. Paperwork to accompany the request for a deferral should include medical certificates, death certificate of family member, Garda or psychologists report.
- Email the college at tutor@gerconroy.ie

Fee Payment Policy

Course must be paid in full 4 weeks before exams.

Refund Policy

Refunds are granted in the following circumstances

1. If a refund is requested within 14 days of booking a course
2. If a course is cancelled by the college.

Refunds are processed within 30 days upon receipt of the refund form. These T&C's meet the guidelines of the new National Consumer Regulations June 2014. Learners who apply for a refund that do not meet the conditions for a refund but who do meet the conditions of a deferral will be granted a deferral with the appropriate deferral conditions attached.

Student Complaints Procedure

The College seeks to resolve as quickly and fairly as possible any complaint a student may have, as an individual, about services provided by the College or treatment by any staff member or student. The purpose of the complaints procedure is to provide an opportunity for such students to resolve the problems or concerns they have. Where concerns relate to academic programmes, students should raise them through these procedures.

1. In the interests of the students and the College, all complaints are dealt with in a timely manner, and through processes which are clear, straightforward, and transparent.
2. The College expects that students with concerns should be responsible for making these known themselves. Complaints made either anonymously or by a third party will only be admitted after consideration of:
 - a. the seriousness of the issues raised
 - b. the credibility of the concern
 - c. the likelihood of confirming the allegation from attributable sources.

Anonymous complaints must be referred to the Registrar for consideration.

3. The College presumes that all complaints are submitted in good faith, and will not disadvantage any student for bringing forward a complaint in this way.
4. All complaints are investigated by staff who have no material interest in the complaint.
5. Staff investigate complaints with due regard to the privacy of all parties. The complaint is only disclosed to those immediately involved, and/or those whose participation is necessary for a resolution. All parties respect the confidentiality of the process.

If a student requests that his/her identity be kept confidential, this is respected up to the point when disclosure is necessary to progress or resolve the issue, in which case, the student is informed in advance of the disclosure. Members of College staff investigating complaints made in accordance with these procedures may refer the matter to the Disciplinary Committee for its consideration. Such a referral could arise if the subject of a complaint is a registered student of the College or if it is considered that the complaint being made is malicious or vexatious.

Complaints Falling Within The Scope of These Procedures

Academic Complaints relate to issues that have a direct effect on the provision of teaching, learning and supervision. Students who have these concerns should raise them through these procedures at the time when the issue first emerges. Complaints about the provision and conduct of academic programmes cannot be retrospectively used as grounds for an appeal against the decision of an Examination Board.

Complaints over any aspect of the student's experience at the College, including relationships with the administration or any supporting services etc.

- Allegations of harassment by a student or member of staff.
- Allegations of misconduct by any student or member of staff.

Advice & Support

Before making a complaint, students are advised to seek support and guidance from a trusted source; this could be a known tutor or another member of staff within the college.

Procedures: Level One

1. As a first step, students should seek to resolve their concerns with the person directly responsible for the subject of their complaint. If for any reason students feel unable to approach the person responsible, they should talk to their personal tutor, College director or other appropriate person.
2. Students making the complaint must be made aware that, in the interests of fairness, those who are either themselves the subject of the complaint, or responsible for the provision or service complained about, will be invited to comment on the complaint at the earliest opportunity.
3. Students making the complaint will be allowed reasonable time to seek advice for any meeting which forms part of the process, whether at the informal or formal stages in the procedures.
4. At all stages in the formal procedures, every effort should be made to come to a resolution acceptable to all parties, including through informal discussion and agreement, should that be the complainant's wish.
5. Level one will generally be an oral process and a written record will not be made.
6. If you remain dissatisfied with the response to your complaint at level one you should use level two of the process.

Procedures: Level Two

At all stages, appropriate records must be kept of the nature of the complaint and the steps taken to resolve it. These records will be available to all parties for reference on request.

1. If students wish to raise a complaint falling within this procedure, then they must write to the College detailing their concerns. In order for your complaint to be properly investigated it is essential that you are specific about the cause and nature of your complaint. You should present full details, including your name and term-time address and include all relevant documentation. You should detail what attempts you have already made to resolve the complaint, and state what outcome you are seeking.
2. Formal (level two) complaints should be lodged within one month of the conclusion of the informal (level one) phase. You should expect to receive an acknowledgement of your complaint within five working days.
3. Your complaint and all relevant documentation will be forwarded to the course director.
4. In some cases you may be contacted for further information or clarification and you have the right to request a meeting with the person investigating your complaint.
5. You will be informed in writing of the outcome of your complaint. Most complaints at level two should be resolved within 28 days.

Procedures: Level Three

1. In the event that you remain dissatisfied with the outcome of your complaint at level two, your complaint can be passed on to the College Director for final internal review. You should lodge your request for a level three review within one month of receiving the outcome of the level two investigations.
2. Requests for a review of the outcomes of a level two investigation will be considered if any of the following conditions are met:
 - a. There were procedural irregularities in the investigation of the complaint. or,
 - b. Fresh evidence can be presented which was not or could not reasonably have been made available at level two. or,
 - c. The finding of the investigation was against the weight of evidence.
3. If the College Director is satisfied that any of the above conditions apply, s/he will undertake further investigation of the complaint. Where appropriate s/he will consult with other members of staff at the College.
4. You will be notified of the outcome of your complaint at level three in writing.
5. Level three review is the final stage of the internal procedures for investigation of student complaints. Students may use the ITEC Complaints Procedure having exhausted all internal stages for complaint investigation at the College –
<http://www.itecworld.co.uk/school/centreguide/Policies.htm>

What happens if my complaint is upheld?

If any part of your complaint is upheld we will respond to the Complainant accordingly and give due consideration to how we can improve our service and arrangements. For example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been successful and indicates a failure in our assessment processes, we will as appropriate, take actions such as:

- Identify any other Learner who has been affected by that failure
- Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- Ensure that the failure does not recur in the future

Appeals Policy

A learner who feels that his/her work has been marked unfairly, may appeal a result by filling out the appeals form within 4 weeks of the date of receiving the examination result from ITEC and sending it to academy.gerconroy@gmail.com

Prior to submitting an appeal, students must discuss their results with the appropriate staff and feedback must be given so that the learner may understand the context of the result attained. Appeals may only be submitted by the learner involved and following the individual feedback consultation process.

Students may request a re-check whereby the calculation of the mark issued is re-checked to ensure accuracy or they may request a review whereby an assessment or part of an assessment is remarked.

The appeals form is submitted to the College Director who will take a record of the date of receipt.

First Stage of the Appeal (Initial Enquiry Stage)

- The College will submit the students appeal in writing to ITEC Head office for the attention of the Appeals Department within 30 working days of receipt of their ITEC examination results
- The appeal will include supporting evidence from the College Director after detailed discussion with the appropriate Lecturers
- ITEC will respond to enquiries and appeals within 20 working days of receipt of the appeal
- Where the appeal is regarding a theory mark the paper will be re-marked
- If it is an appeal against a Practical Examiner's decision, a detailed report will be produced by the first Examiner that will be reviewed by an ITEC Internal Quality Assurance panel to ascertain whether moderation is necessary
- If ITEC finds the assessment decision to be correct it will set out its reasons in writing with supporting evidence
- If the assessment decision is proved to be incorrect and the result is uplifted, ITEC will issue the new result and diploma
- If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way

Theory Re-examination

A Theory Resit will be booked online at a date and time that suits both the student and invigilator.

If other assessment, decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.

Practical Re-examination

As soon as possible, the Candidate will be re-examined at a practical examination at her/his own College, or an alternative College (where available) as agreed with ITEC. Wherever possible a different Practical Examiner will conduct the examination.

The examination grade will then be reviewed by a member of the Quality Assurance Team. If the new grade is higher than the previous grade, to the extent that the Candidate's result changes from Refer to Pass or from Pass to Merit or

Merit to Distinction, following the review the new grade will be awarded.

If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.

Ger Conroy Fitness Academy Appeals Form

Name	
ITEC VTCT Student Number	
Postal Address	
Email Address	
Phone Number	
Name of Course	
Course Module	
Assessment Period	
Date of Assessment results:	
Date of Appeal Application:	

Equal Opportunities and Diversity Policy

The College is committed to the principles of equal opportunities in all its policies and procedures. The College operates in an environment without discrimination on grounds of gender, marital status, family status, sexual orientation, religion, age, disability, ethnic origin, race, colour, nationality or membership of the Traveller Community for both staff and students.

The College ensures that the principles of employment equality are applied in recruitment and teaching. All terms and conditions of employment at the College and all activities of the business shall be conducted in a manner consistent with this policy of equal opportunity.

This policy will be regularly reviewed by the Directors of the business along with the terms and conditions and policies and procedures within this document to ensure compliance with best practice and to maintain a working environment that treats all employees and students in a manner consistent with equal opportunities.

MALPRACTICE AND MALADMINISTRATION POLICY

Introduction

Ger Conroy Fitness Academy is an approved training centre.

We are an approved centre with ITEC VTCT and are committed to ensuring that all aspects of the delivery of the qualifications meet these awarding Bodies standards for professionalism and integrity.

Definition

1) Definition – Malpractice (by centres/providers)

Malpractice is any activity or practice which deliberately contravenes procedures and regulations. It means that there are serious concerns about the integrity of the assessment or the validity of certificates we take it very seriously. Examples of malpractice:

- Deliberate misuse of the Awarding Organisation logos by Ger Conroy Fitness Academy
- Contravention of examination regulations by Ger Conroy Fitness Academy
- Falsification of documents.

2) Definition – Malpractice (by learners)

Malpractice is any activity or practice which deliberately contravenes procedures and regulations. It means that there are serious concerns about the integrity of the assessment or the validity of certificates we take it very seriously. Examples of malpractice:

- Cheating of any nature by learners, including plagiarism
- Contravention of examination regulations by the learner
- Repeated maladministration (normally three consecutive incidents).

3) Definition – Maladministration

Maladministration is an activity or practice which results in non-compliance with regulations, but it's normally the result of a genuine mistake rather than any deliberate plan to gain an unfair advantage.

Examples of maladministration:

- Late registration of learners with awarding bodies
- Claiming certification for incorrect units

Staff and learners should take all reasonable steps to prevent malpractice and/or maladministration from occurring throughout the development, delivery and assessment of the Awarding Organisation's qualifications and programmes. For more general concerns or complaints please see the Complaints Policy.

Process

All staff have a responsibility to be aware of the serious nature of malpractice and maladministration. Such situations must be carefully managed to ensure that it does not impact on the standards of delivery of any qualification.

The College Co-ordinator will communicate the Policy to all staff as part of the Induction process and it will be incorporated within Ger Conroy Fitness Policies and Procedures Manual.

When a potential malpractice or maladministration is identified, the individual and College Co-ordinator should document this and the activities that must be avoided to prevent any further malpractice in the delivery of the qualification. The document should be signed by both parties and brought to the attention of the College Director.

Ger Conroy fitness Academy must report all suspected or alleged cases of malpractice or maladministration straight away to College Co-ordinator and the appropriate Awarding Organisation.

This policy will be reviewed on an annual basis

Ger Conroy Fitness Academy Refund Request Form

Name	
Email	
Phone Number	
Date	
Reason for Refund	

Draft		Signed
Version 2017		J McC
Version 2020	Deferral Policy amended pg 5	E.M
Version 2021	Apply for Interview added to website pg 3	E.M
Version 2022	Reviewed	L. B
Version 2023	Reviewed	
Version 2024	Correspondence Email changed pg 4 & 5	L.B