

# ENVISAGE.

— Fitness education & training —



## Learner Handbook

# Welcome

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We are pleased to welcome you to your Envisage course.

This handbook has been designed to provide you with information that will support you throughout your time with us. It will also provide you with answers to some questions about us, our support systems and what you can expect when completing an Envisage course.

Our aim is to give our students the best education and training opportunities by offering high standards of teaching in a friendly and professional environment.

We hope your experience with us is enjoyable and rewarding and we wish you every success with your studies.

There is more information and current news about Envisage and our course programme on our website - [www.envisagetraining.co.uk](http://www.envisagetraining.co.uk).

Thank you

Dave Ireson  
Owner



# About us

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## Our purpose

Challenge every learner to be the best they can be, personally, physically and professionally

## Our core values and commitments are to:

- Deliver **quality** education and training
- Demonstrate our **passion** for the fitness industry
- Provide an **inclusive** environment where everyone can learn and flourish
- Deliver **innovative** and **enjoyable** courses
- Offer a uniquely **supportive** service which helps our learners to succeed
- **Motivate** and **inspire** each learner to achieve and progress

## Learners and Customers

Provide learners with the highest quality exercise and fitness training. We work with local, regional and national employers to ensure the qualifications are current and work towards a return for learners in meeting their career and business ambitions.

## Employers

To provide local, regional and nationally based exercise and fitness businesses with a portfolio of training to enable them to meet customer expectations, enhance productivity and generate turnover growth.

## Regional Focus

Support the skills and growth objectives of regional Local Enterprise Partnerships (LEPs), focusing on Sheffield and Leeds City LEPs. We provide exercise and fitness training in the LEP areas that increase employer turnover, productivity and workforce growth/higher level skills, whilst providing progression opportunities for learners with business start-up and becoming self-employed as Personal Trainers and Sports Therapists.

## Community and Sustainability

Underpinning Envisage success is our commitment to learners to provide entry and up-skilling professional training and CPD to ensure career and business sustainability. We have developed sustainable relationships for more than 18 years with employers that include NHS trusts, universities, colleges and schools, Police forces across the regions, city and regional leisure trusts, local communities - working with voluntary community organisations and professional football clubs.

# Our team

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All our team are well qualified and highly experienced teachers and instructors. We have a small regular, core team working alongside a wider team of tutors and assessors who contribute to our courses on a part time basis alongside other work.

## Our core team:

Dave Ireson, Owner - [dave@envisagetraining.co.uk](mailto:dave@envisagetraining.co.uk)

Has a background in fitness and professional sport, having managed fitness facilities and worked with elite athletes. Dave runs the day to day, managing the team and looking for business development opportunities. He also teaches and assesses on a range of our qualifications.

Adam Stancey - [adam@envisagetraining.co.uk](mailto:adam@envisagetraining.co.uk)

Has been working in the fitness industry since 2003 as an instructor, personal trainer and as a manager of sports facilities. He started out working on the Level 2 Gym Instructor course for Envisage but now works on a range of qualifications and contributes to the development of the business. He is available for support with qualifications, to discuss development opportunities or just for a chat if you need it.

Laura Shepherd - [laura@envisagetraining.co.uk](mailto:laura@envisagetraining.co.uk)

Joined Envisage following various teaching and learning support roles in further education. Her role with Envisage is to teach and assess across a range of qualifications and provide support to learners where needed. She also contributes towards the development of the business. Talk to Laura if you need support with anything, she will either help you herself or sign-post you to other members of the team or external agencies if appropriate.

Ian Philip - [ian@envisagetraining.co.uk](mailto:ian@envisagetraining.co.uk)

Became part of the team following a string of high-level management positions within colleges and private training providers. His main role is with contracting and compliance, where he supports the team from both a strategic and delivery standpoint. He also supports the business by writing bids to secure future contracts and funding.

## Specialist Tutors and assessors

We utilise industry specialists that deliver across the range of our course programme, we value the importance of up-to-date knowledge and experience. It's essential for our delivery that we use tutors and assessors who have that specific expertise in the area in which they teach or assess. They are as much a part of the team as our core staff, even though they might only work with us for a selected period each month.

A man in a black t-shirt is seen from the back, looking towards a person in a striped shirt. The t-shirt has the words 'TUTOR' and 'ASSESSOR' printed on it. The background is a gym setting with other people and equipment.

**TUTOR**  
**ASSESSOR**

[www.visagettraining.co.uk](http://www.visagettraining.co.uk)

# Our commitment to you

When you enrol onto any of our courses we want you to receive a high-quality service. The following outlines what you can expect throughout your time with us:

**Pre-course study and support** - Some of our courses have a home study element, some of which we ask you to complete before the first day of your course. You will be given a support tutor who you can contact if you have any questions or require any support with this. Support can be on email, over the phone or in person, depending on your needs and preference. You can contact your tutor at any time prior to the course. We will also contact you before your course to check that you have everything you need and how you are getting on with everything.

**On-course study** - Your tutor will set you tasks to complete in between course dates. This may involve completing worksheets, revising for exams or practising for the practical elements of your course. We ask that you complete all home study tasks to ensure you get the most from the course and reach your full potential. If you are struggling with anything, please let us know.

**Course induction** - The first session on the first day of your course will be a course induction that will include a range of information; some of which you can read about in this booklet and some which will be specific to the course you have signed up for. This is when you will meet your course team and other students, get to know about the course venue and the timetable for the course.

## Course days:

8.45am: Arrive at the venue - We ask you to arrive for 8.45am so that we can start promptly at 9.00am. This is important so that we can cover all the content planned and finish on time.

9.00 – 4.30pm: Course delivery - On your course you will have a tutor to deliver theory and practical sessions either in a fitness facility or classroom setting. Course days are jam-packed with content, so it's important to take part in everything.

4.30 - 5.00pm: Candidate support - At the end of each day there is usually time for reflection and individual support.

If you want to talk to your tutor in private, this is a good time to do it. It is an opportunity for you to air any concerns or troubles you're having with the course, ask questions or to re-cap content that you have found particularly challenging. It could be that your tutor will want to use some of this time to go through a few things with the group, maybe to recap or clarify anything that has been discussed or practiced earlier in the day. This is generally just some relaxed time at the end of the day where students and tutors can have a chat.

**Assessments** - You will be expected to prepare for and to complete a range of different assessment items throughout your course. These are set by the organisation that award the qualification and are obviously important to prove your competence and confidence in the various aspects of the qualification. Most of our courses require you to complete worksheets, case-studies, multiple choice exams and practical assessments. We understand that assessments can be daunting and stressful so we include some practice assessments, mock or formative assessments throughout the course to prepare you for the real thing. We will do our best to support you and ensure you are successful in all elements of your course. If you are worried or require more help or support, please speak to a member of your course team. Even if you just need a bit of reassurance, we're here to help.

**Appeals and complaints** - If you disagree with an assessment decision, you can appeal against it. You can make an appeal through Envisage or directly to the awarding organisation responsible for your qualification. Appeals have to be made in writing and within 30 days of the assessment and there are full details of the appeals procedure on our website ([www.envisagetraining.co.uk/policies](http://www.envisagetraining.co.uk/policies)).

If you are unhappy with any aspect of your course, feel you have been unfairly or badly treated in any way, you can make an official complaint. You can contact your course tutor, or, if you feel more comfortable, another member of our team by email, through our website or by making a phone call. All complaints will be dealt with professionally and confidentially.

**Absence** - It happens so don't panic! You might be ill, transport may let you down or you might have an event that you can't miss. If you can't make a course date, please let us know in advance where possible so that we can make arrangements for you to catch up on what you've missed. If you miss a large chunk of the course, we may have to transfer you to another course; because of the practical nature of our courses, it's not always possible to catch up so it's better to transfer so you don't miss out. We have a regular programme of courses so you won't be waiting too long to continue your studies.

**Assessment resits** - Not everyone will pass all the assessment tasks first time, all we ask is that you give it your best and if you don't get through everything first time don't worry, we will be in touch to agree an action plan for you to resit. If you feel that you would benefit from additional support or revision before resitting, this can be arranged. You only need to resit the bits that you haven't passed, for example a theory paper, you don't have to redo everything.

**Certificates** - Once you have completed and passed all the assessment items - worksheets, theory and practical assessments, we can request your certificate from our awarding body. Sometimes we have to wait for our own quality assurance team to check everything is as it should be before we can do this but usually you should receive your certificate about 4-6 weeks after successfully completing your course assessments. We completely understand that once you have passed everything, you want to get your certificate and we will get it to you as soon as we can. We will send your certificate through the post so please ensure that we have an up-to-date address. If you need confirmation that you have passed your qualification before you receive your certificate (for a current job or a prospective employer) please let us know and we can send you confirmation of this by email or through the post, no problem.

**After the course - The support continues.** Just because you have finished your course and have received your certificate, it doesn't mean that we must disappear. We want all our students to use their qualifications and find a job they love. If we can support you in any way with this then we will. We are always more than happy to talk on the phone, on email or meet in person to discuss progression routes or employment opportunities, to look over your CV or to signpost you to potential job vacancies. We want to help so please keep in touch!

# What we expect from you

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This is not a list of do's and don'ts (you're not at school!). We simply have a few suggestions to help you get the most from your course. Our courses are about you and we want you to have the best experience you can with us. The following will help towards that:

**Communicate** - Talk to us, let us know, ask questions and listen. Communication is key to making sure we understand each other. Connect with other people in the group; you never know who you might meet.

**Work hard** - Put in the effort and you'll get the positive results you're here to achieve. Get your work in on time, practice practical elements and revise for those exams. These are all sure-fire ways to make the course less stressful and more enjoyable.

**Join in** - Our courses are a mix of theory and practical sessions; please join in with both. We're all here because we have a passion for exercise and fitness, so let's use that passion and create energetic sessions, whether it's in the gym or in the classroom.

**Respect other's opinions** - Different people have different opinions, beliefs and attitudes. We don't expect you to agree with everyone, but we do expect you to be respectful.

**Respect your environment** - We use some truly high-quality facilities for our courses, so please show them the respect they deserve. A big part of working in our industry is ensuring facilities are safe and clean, so let's set a good example by tidying up after ourselves and using facilities and equipment appropriately.

**Ask for help** - If you're struggling with anything then let us know. We've probably heard it before and we'll probably have a quick solution to manage the situation, so please keep us informed.

**Enjoy it** - The most important thing for us is for you to enjoy the course. You've signed up for it, taken that opportunity and made that choice... So why not enjoy it?



'I have learnt a huge amount and feel a lot more confident to pursue my career as a personal trainer.'

Megan Powell

# Progression

**Additional Training** - There's always other courses you can do to further your knowledge and skills. We have a range of courses that will add to your CV and help make you more employable. Whether it's a higher-level course you want to go for or a smaller short course you're interested in, we will have something for you. Please speak to a member of our team if you're considering progressing with us.

**Sign-posting** - We might not offer the course you're interested in doing, but we might know where it can be done. Whether you're looking to do a degree or get qualified to administer first aid, for example, we can probably recommend somewhere locally that could help you.

**Employment** - Hopefully, upon completion of your course, you are either in employment or have a clear plan of how to use your qualification to get a job. If not, and you don't know where to start, we can help; we are more than happy to meet with you to go through your CV and look at some options. We can't guarantee you a job, but we can certainly help with trying to find you one.



# Good to know

**Course support** - If you are struggling with your course or you're finding it overwhelming, please tell us so that we can help. It might be that you need a chat with your tutor, one-to-one support with revision or written work, or it might even be that you need to transfer to a later course to give you more time. Whatever the reason or need, however big or small, we are always here to help. Let your tutor know as soon as you can, either in person or on the contact details provided.

**Additional learning needs** - We all learn in different ways and some of us have more specific learning needs than others. Tell us all about your learning needs as soon as you can or as soon as you feel ready; the sooner we know, the sooner we can help. Whether you have a specific learning need, a physical impairment, if English is your second language, or you just need some extra time or help, whatever your needs are, we can help. We are also able to offer some modifications to the assessments for your qualification, for example, a learner assessment record that you can fill in electronically or different coloured paper for worksheets, more time or someone to read the questions for theory assessments, someone to demonstrate in practical sessions if you are not able to yourself. Again, if this is something that would help you, let us know as soon as you can so we can make the necessary arrangements.

**Help with worksheets** - Worksheets are a feature on all our courses. When completing worksheets, it is sometimes difficult to determine how to answer questions. The table below is a useful tool to help you decide how to answer written questions and how in depth they should be.

Outline	Give a general description of the essential features but not the detail.
Explain	Provide relevant facts or describe in more detail.
Describe	Give a detailed account.
List	Make a list. Can be numbered or written in bullet points.
Evaluate	Make a judgement by considering the positives and negatives.
Define	Provide a statement that explains the meaning of something.

**Keeping yourself and others safe** - During your time with us, we want you to feel safe and to provide you with education in a supportive environment. We are fully committed to safeguarding and promoting the welfare of all our learners. If you are concerned or worried about your own safety or wellbeing or that of others, please talk to a member of your course team or contact Envisage directly.

If you would like more information about our Safeguarding and Health and Safety policies please visit our website - [www.envisagetraining.co.uk/policies](http://www.envisagetraining.co.uk/policies)

Local and national safeguarding organisations contact information:

Safeguarding Sheffield Children Advisory Service	0114 2053535
Adult Access Sheffield Safeguarding Team	0114 2734908
Rotherham Adult & Children's Safeguarding Team	01709 822330
Child Line	0800 1111
Barnardo's	0113 393 3200
NSPCC Child Protection Helpline	0808 800 5000

**Equality and diversity** - We aim to create an environment where staff and students are treated fairly and with respect. If you feel you or others are not being treated fairly and with respect then please talk to a member of your course team or contact Envisage directly.

If you would like more information about our equality and diversity policy, please visit our website - [www.envisagetraining.co.uk/policies](http://www.envisagetraining.co.uk/policies)

**Stress** - We hope that throughout your time with us you have fun, meet new people and learn lots of new things. There may, however, be times when you have concerns or become worried about your studies or other things going on in your life. We are always here to help, either in person, over the phone or by email. If your worries are course related, please tell us about them so that we can help. If your worries are not related to your course, we would still like to help if we can and may be able to refer you to somewhere or someone who can offer specialist help, advice or support.

Here are some organisations that may be of interest:

Careers	<a href="http://nationalcareersservice.direct.gov.uk">nationalcareersservice.direct.gov.uk</a>
Counselling	<a href="http://www.nhs.uk/conditions/Counselling">www.nhs.uk/conditions/Counselling</a>
Alcohol and drug abuse	<a href="http://www.talktofrank.com/support-near-you">www.talktofrank.com/support-near-you</a>
Smoking	<a href="http://www.nhs.uk/smokefree">www.nhs.uk/smokefree</a>
Housing	<a href="http://england.shelter.org.uk">england.shelter.org.uk</a>
Childcare	<a href="http://childcare-support.tax.service.gov.uk">childcare-support.tax.service.gov.uk</a>
Abuse	<a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>
Finance	<a href="http://www.moneyadvice.service.org.uk">www.moneyadvice.service.org.uk</a>

**Finance** - paying for your course can be difficult, and that's on top of the cost of everyday living. If you are struggling to pay, please let us know. We offer payment plans as well as the Advanced Learner Loan, get in touch if either of these are of interest. You can find out more about the Advanced Learner Loan on our website – [www.envisagetraining.co.uk/funding](http://www.envisagetraining.co.uk/funding)

**Funded Training** - There are different ways you may be able to fund your next course, we offer a range of different payment options including government-backed funding. This type of funding works year to year and eligibility for funded training changes. So if you want some more information then speak to a member of the team.

**Support locally in Sheffield** - Our teaching delivery is mainly in the Sheffield area, so we have great links with various organisations across South Yorkshire. Our previous learners have gone on to become a strong network of contacts across the region and if they can support your development in anyway, whether that be gaining experience or potential employment, we may know someone who can help.

**Sheffield United Community Foundation** - We have a special relationship with the foundation based at Sheffield United Football Club. This means that if you want additional support regarding your mental health, you can use the activities which the foundation provide. Please type this link into your web browser and follow the tab for 'mental health support' ([www.sufc-community.com](http://www.sufc-community.com)).





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