

# INTEGRATE ACADEMY

## Learner Agreement

To help you succeed in your coursework, please be aware that we have a zero tolerance towards plagiarism.

- Your work must be your own original writing.
- You may use Grammarly (or a similar spelling/grammar tool) to check your writing, but no other AI tools (e.g., ChatGPT, Jasper, Copy.ai, etc.) are permitted.

If your work shows signs of containing AI generated content or copy and pasted work, it will be returned to you unmarked. You will need to rewrite and resubmit it in your own words. This could cause a delay in your progress, and you may risk being unable to complete your work prior to your scheduled practical assessment date.

If you're struggling with your coursework:

We can arrange a support call (phone or video) with you to discuss how to approach the work and express your knowledge and understanding in your own words.

Thank you for following this policy and maintaining high professional standards in your learning.

Integrate Academy Team

## Integrate Equal Opportunities and Diversity Policy 2025

We promote a working environment in which diversity is recognised, valued and encouraged. We acknowledge the multi-cultural and diverse nature of the UK workforce and society in general. We are committed to principles of fairness and mutual respect where everyone accepts the concept of individual responsibility. These principles are embedded into Integrate Reformer Pilates Academy's selection, recruitment, programme delivery, assessment and quality management/assurance. We recognise that discrimination in the workplace/provision of training in any form is unacceptable and in most cases unlawful. We view any breach seriously. We will investigate and potentially take appropriate action where necessary when Integrate Reformer Pilates Academy's procedures are not followed by staff members or our learners.

### Definitions and Protected Characteristics

For the purposes of this policy, the following definitions apply:

**Diversity:** Recognising, valuing and drawing on people's varied backgrounds, knowledge, skills and experiences to enhance learning and creativity

**Direct discrimination:** Treating someone less favourably due to a protected characteristic.

**Indirect discrimination:** Applying a condition that, while the same for everyone, disproportionately disadvantages a specific group and cannot be justified.

**Harassment:** Actions that violate a learner's dignity or create an intimidating, hostile, degrading, humiliating or offensive environment, particularly in relation to a protected characteristic.

Victimisation: Treating someone unfairly because they have made, or supported, a complaint.

No learner, or anyone our organisation deals with, receives less favourable treatment because of their protected characteristics. The protected characteristics are:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race (including colour, nationality, ethnic or national origin)
- Religion or Belief
- Sex
- Sexual Orientation

### **Integrate Reformer Pilates Academy's Stance**

In adhering with this stance Integrate Reformer Pilates Academy's ensures equality of treatment for all by aiming to:

- Raise awareness of equality and diversity.
- Ensure that you are never discriminated against or receive less favourable treatment because of a protective characteristic.
- Acknowledge any issues that could be defined as discrimination, victimisation or harassment with an appropriately sensitive and prompt investigation
- Comply with Active IQ in making suitable reasonable adjustments ( ) which can apply to all of the listed protected characteristics.

### **Your Responsibilities**

Each and every one of us is a stakeholder in the success of this policy. We expect you to make a positive contribution towards maintaining an environment of equal opportunity throughout the organisation. Please make sure you observe this policy at all times. In particular, you have individual responsibility to adopt the following:

- Do not take unlawful discriminatory actions or decisions contrary to the spirit of this policy.
- Do not discriminate against, harass, abuse or intimidate anyone on account of their protected characteristics.
- Do not place pressure on any other learners to act in a discriminatory manner.
- Resist pressure to discriminate placed on you by others and report such approaches to an appropriate member of staff.
- Co-operate when we investigate, including providing evidence of conduct which may amount to discrimination.
- Co-operate with any measures introduced to develop or monitor equal opportunity.

Discrimination is not just treating one person less favourably than another. It can take place because:

Someone associates with a person with a protected characteristic;

Someone is believed to possess a protected characteristic (even though they do not);

We expect you to treat, and be treated by, other learners and the people our organisation deals with considerately and with respect.

### **Where You Encounter Discrimination**

If you feel subject to discrimination of any kind as identified within this policy, make clear to the individual concerned that you find it unacceptable. Person-to-person discussion at an early stage may be enough to resolve your concern without involving anyone else. Alternatively, seek the help of

a trusted colleague (e.g. a fellow learner or a trusted member of staff) and ask them to approach whoever has caused you offence.

If discrimination continues, or you consider an instance to be particularly serious, you should consider who to highlight the issue with. For the majority of cases this will likely to be the tutor or assessor. However we appreciate that this staff member may be implicated in your concern and therefore when this happens they should approach the tutor/assessors line manager or the designated internal verifier.

The staff member approached will carry out a suitable documented investigation or where more appropriate will refer the issue to an appropriate individual responsible for this area within the company. This will be Charlotte Batten, training manager and director.

The result of the investigation into alleged discrimination will be communicated to you with information including the action taken and outcome highlighted if applicable or appropriate.

If you feel dissatisfied about the outcome of the investigation and you want to appeal then you will need to contact Clare Francis, lead Internal quality assurer and director, within five working days of receiving the outcome, who will either carry out or appoint a senior staff member to review these concerns.

Thank you for your contribution and commitment to making our policy work.

## **Integrate Learning Needs & Assessment Procedures 2025**

### **Individual Learning Needs**

Learners are requested to identify any individual learning needs, medical conditions and/or injuries that may affect learning or the assessment process on the application form or directly to the tutor.

Your tutor and assessor will be able to advise you on the specific requirements of the course and related assessment. In some instances, it may be possible to apply a 'Reasonable Assessment Adjustment' to take into account a specific learning need. Please discuss this with your course tutor during course registration to ensure you are fully supported during the course and assessment. The course timetable will also clearly identify learner guidance and support time when your tutor will be available to answer specific queries or clarify areas that are unclear.

It is important that learners are aware that the course will involve a small amount of homework at the end of each day. This may involve some written work or practice of practical teaching skills and exercise technique.

### **Assessment Methods**

The methods of assessment you will encounter are:

**Formative Assessment:** Ongoing throughout the course in order to provide feedback on what you have learnt and what you need to improve on.

**Continuous Assessment:** Ongoing throughout the course to obtain a result which will count towards your overall assessment result.

**Summative Assessment:** Final assessment in order to obtain a result which will count towards your overall assessment result.

### **Matwork Assessments:**

You will need to complete the following assessments for successful completion of the L3 Diploma in Instructing Pilates Matwork.

### **Theory Assessments**

You will need to pass 2 multiple choice papers before attending the face-to-face training. You can use the information in the manual; mock papers provided and watch the support videos we have provided as well as go through the 'questions to help with revision' handout to support you with these assessments.

### **LAP (Learners Assessment Portfolio) Worksheets**

Throughout the course you will complete a Learners Assessment Portfolio (LAP). A copy of this has been placed in Google Drive for you so that you and your assessor can access it at the same time which makes marking and feedback much easier. If you have not received an invite to your personal google drive folder, please let us know. If you have a google (gmail) e-mail address we can use, please let us know. If you don't have a google account, you can set up a non-email google account to access Google Drive using your existing e-mail.

You will be e-mailed or posted a manual for your pre-course learning worksheets and further course content.

Please watch the pre-course learning instructions for guidance on completing your coursework.

### **Level 3 Diploma in Instructing Pilates Matwork course structure.**

This qualification is aimed at individuals who want to teach mat work Pilates. A pre-requisite for this course is that you have a minimum of 6 month's experience participating in regular Pilates classes, and a keen interest in exercise, health and wellbeing.

#### **Course structure:**

- L2 know how to support clients who take part in physical activity
- L2 Health, safety and welfare in a fitness environment
- L2 Principles of exercise, fitness and health
- L3 Anatomy and Physiology for exercise and health
- Principles of Pilates matwork
- Programming a Pilates session
- Instructing a Pilates session
- Evaluating a Pilates session

Learners are required to produce a client profile and session overview for a progressive course of safe and effective Pilates lessons (60 minutes duration) appropriate for an apparently healthy participant (aged 18 or over). Full details of the required content will be discussed during the course.

For the summative practical assessment, the learner is required to teach parts of the planned session to an apparently healthy participant (aged 18 or over). This should last approximately 45 minutes. Assessment criteria will be clearly introduced during the course.

The learner must produce a written self-evaluation and action plan that accurately reflects the session taught and considers verbal feedback received from the participant. A minimum of 15 minutes is allowed for this.

Should you be unsuccessful, you will have the opportunity to retake any part of the above assessments. Please note there will be an additional fee of £100 for re-sitting for re-sitting a practical assessment.

In addition to the above, you will be required to record a minimum of 20 mat work classes you attend and a minimum of 15 mat work classes (1:1 or group) you teach prior to taking your final summative assessment.

Learners are encouraged to be responsible for their own learning and fully participate throughout all aspects of the course. A course timetable will be given to you on or just before day 1 of the course. If you miss any of the course, you will need to make up the time via online resources and by paying for 1:1 tuition if deemed necessary to ensure you stay on track.

# **Integrate Process for Confirming the Identity of Learners 2025**

The Centre takes the identity of learners and their progress through their chosen Integrate Reformer Pilates Academy programme seriously. Therefore, in line with Active IQ requirements we are required to confirm the identity of all our learners.

We will, therefore, require a valid form of identification once you have signed up for an Active IQ training course.

We will ask you to provide an electronic copy of your Passport or Driving License which we will keep with your records for the validation of your learning and assessment. All personal information will be kept securely and be password protected. We will only give access to your personal information for the purpose of programme delivery and completion. For example, assessors, Internal quality assurers and Active IQ external quality assurers who may need to confirm your identity. In line with Active IQ policies, we will delete the document after 2 years.

Please bring your physical ID with you on your first day of in-person training.

Thank you for your contribution and commitment to making our procedure work.

## **Integrate Reformer Pilates Academy - Data Privacy Policy**

The purpose of this Policy is to provide transparent and clear information about how we collect, process and protect your personal data through your use of our website and other interactions you may have with us as a learner or someone with an interest in what we do. Using personal information enables us to gain a better understanding of our learners and website visitors, to provide you with relevant and timely information, and allows us to provide our services.

We are committed to upholding your privacy and aim to be transparent about the data we collect. We will communicate as clearly and openly as we can about what personal data we gather and how it will be used.

Please read this policy with care.

Integrate Reformer Pilates Academy complies with the Data Protection Principles set out in the Data Protection Act 2018 and the United Kingdom General Data Protection Regulation (UK GDPR).

These principles state that personal data shall:

- Be obtained and processed fairly and lawfully and shall not be processed unless certain conditions are met.
- Be obtained for a specified and lawful purpose and not be processed in any manner incompatible with that purpose.
- Be adequate, relevant, and not excessive for that purpose.
- Be accurate and kept up to date.  
Not be kept for longer than is necessary for that purpose.
- Be processed in accordance with the data subject's rights.
- Be kept safe from unauthorised access, accidental loss, or destruction.

Data Protection laws state that we are allowed to collect and use your personal data only where we have a proper reason to do so. The law says we must have one or more of these reasons:

Contract – your personal information is processed in order to fulfil a contractual arrangement e.g. to book onto a course, workshop, retreat or other event.

Consent – where you agree to us using your information in this way e.g. when signing up or opting in to receive our newsletter.

Legitimate Interests – this means the interests of Integrate Reformer Pilates Academy in managing our business to allow us to provide you with the best services in the most secure and appropriate way

Legal Obligation – where there is statutory or other legal requirement to share the information e.g. when we have to share your information for law enforcement purposes.

Integrate Reformer Pilates Academy and all staff who process or use personal information must ensure that they follow these principles at all times. Integrate Reformer Pilates Academy adheres to Data Protection Laws through the following measures:

- Fully observing conditions regarding the fair collection and use of information. Meeting its legal obligations to specify the purposes for which information is used.
- Collecting and processing appropriate information only to the extent needed to fulfil operational needs or comply with legal requirements.
- Ensuring the quality of information used.
- Ensuring that information is held no longer than necessary.
- Ensuring that the rights of people about whom information is held can be fully exercised under the Act (including the right to be informed that processing is being undertaken, to access personal information, to prevent processing in certain circumstances, and to correct, rectify, block, or erase inaccurate information).
- Taking appropriate technical and organisational security measures to safeguard personal information.

### **Data Security**

Integrate Reformer Pilates Academy staff maintain technical and physical safeguards that are designed to protect the security and integrity of your Personal Data, and to guard it against accidental or unauthorised access, use, alteration or disclosure to unauthorised third parties.

Personal information is not disclosed—whether orally, in writing, on web pages, or by any other means—accidentally or otherwise, to any unauthorised third party. Where we keep Personal Data files on local devices these devices are password protected and accessible only to authorised personnel.

We regularly review our security systems to ensure that your Personal Data remains safe and secure.

Any security breaches will be immediately reported to the Information Commissioner's Office.

### **Data Retention & Data Sharing.**

Integrate Reformer Pilates Academy needs to keep certain information about its learners in order to record learner achievements, manage customer correspondence effectively, monitor the effectiveness of its qualifications, and comply with awarding body guidelines. To comply with the law, information must be collected and used fairly, stored safely, and not disclosed to any other person unlawfully.

Details of learners' personal information, registrations, assessment results, and qualification or unit achievements are retained by Integrate Reformer Pilates Academy for a minimum of 1 year.

Pilates Teacher Trainees data will be shared with Active IQ who will hold this information for a minimum of 6 years. Unless authorised by a learner, this information will not be shared with any third party other than Integrate Reformer Pilates Academy and Active IQ.

Learners wishing to access personal details relating to Active IQ qualifications will be required to complete an identity check before any information is disclosed.

In accordance with Condition D4.2 of the Ofqual Conditions of Recognition, Active IQ is not obliged to disclose information if doing so would breach a duty of confidentiality or any other legal obligation.

We contract with some other third parties to provide services to you on our behalf. In some cases, the third parties may require access to some or all of your data. Where any of your data is required for such a purpose, we will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, our obligations, and the obligations of the third party under the law.

In certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal requirements, a court order, or a governmental authority.

We use the following third party data processors. We have determined the processing and transfer of this data to be adequate.

Stripe – For processing payments. You can review their policy here - <https://stripe.com/gb/privacy>  
We will never sell your information.

### **When you visit the website**

As you interact with our website, we may automatically collect technical data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies.

### **Cookies**

A cookie is a small piece of data that is sent from our web server to your browser. It is stored on your hard drive. They do not provide any information which might disclose the identity of a specific person but they may potentially identify your computer, your browser and your internet settings. A cookie cannot read data off your hard disk or read cookie files created by other websites, and will not damage your system. You can reset your browser to refuse cookies or alert you when a cookie is being sent. If you do not know what cookies are, or how to control or delete them, then we recommend you visit for detailed guidance.

### **Links**

The Integrate Reformer Pilates Academy website may, from time to time, contain links to the websites of other organisations which may be of interest to you. Linked websites are responsible for their own privacy practices and you should check those websites for their respective privacy statements.

### **Social Media**

This website may include social media sharing buttons to 3rd party sites such as Facebook, Instagram, YouTube which may set 3rd party cookies. Please refer to these sites' individual privacy statements for further information.

### **Your rights**

By law, you have a number of rights as a data subject\* including:

The right to be informed if, how, and why your data are being processed;

The right to access and get a copy of your data;

The right to have your data corrected or supplemented if it is inaccurate or incomplete;

The right to have your data deleted or erased;

The right to limit or restrict how your data are used; the right to data portability.

The right to object to processing of your data;

and the right not to be subject to automated decisions without human involvement, where it would significantly affect you.

\*The right to data protection is not an absolute right. It must always be balanced against other values, fundamental rights, human rights, or public and private interests and there may be circumstances under which an organisation may have grounds to refuse to grant an individual's request to exercise their data protection rights. You can find out more about .

If you are unhappy or wish to complain about how your information is used, you should contact us directly in the first instance to resolve your issue.

### **Contacting Us**

If you would like to know what information we hold about you or if you have any other queries or complaints in relation to this Data Protection Policy, or our Website or Services, our contact details are as follows:

Ben Armstrong

Integrate Reformer Pilates Academy,

115 Western Road,

Hove,

England,

BN3 1DD

(ben.armstrong@integrateacademy.com)

If we have not been able to satisfactorily resolve a problem about our handling of your personal information, you have the right to make a complaint to the information commissioner's office.

## **Integrate Reformer Pilates Academy Appeals Procedure 2025**

Integrate Reformer Pilates Academy provides a formal route for learners wishing to appeal against an assessment decision.

All learners are assessed against agreed and published Active IQ Qualifications criteria. Assessment decisions are made by assessors who are trained and hold a recognised Assessor Award in one of the following:

- Level 3 Award in Education & Training with Assessment unit.
- Level 3 Award in Assessing Vocational Achievement
- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Certificate in Assessing Vocational Achievement
- SVQ Learning and Development Unit D9 – Assess workplace competence using direct methods
- SVQ Learning and Development Unit D9I – Assess workplace competence using direct and indirect methods

### **Areas for Appeal**

Learners can appeal against an assessment decision relating to:

- The mark for an individual item of coursework (e.g., worksheets and case studies).
- The final result of any element of assessment (e.g., planning, teaching and/or evaluation).
- The external assessment (theory paper).
- The final overall internal/external assessment decision for a qualification.

### **Grounds for Appeal**

An appeal may be made if:

The assessment was not conducted in accordance with the school's regulations.

Medical or other extenuating circumstances arose during the assessment process which affected the learner's performance.



There was inappropriate or irregular behaviour on the part of the assessor.

## **Appeals Procedure**

### **Stage 1**

The learner should first discuss the reason for the appeal with the Assessor or Internal Quality Assurer (if possible) on the day of the assessment.

If this does not resolve the issue, the learner should complete the learner appeal form and address it to the Charlotte Batten, head of training, within 5 days from the date of the assessment, including any supporting evidence (see additional notes below).

Please email [hello@integrateacademy.com](mailto:hello@integrateacademy.com)

Charlotte Batten, head of training will investigate the appeal and respond in writing within 7 working days.

### **Stage 2**

If the learner feels that the outcome is unsatisfactory, they should complete the relevant section of the Learner Appeal Form and resubmit it to Clare Francis, head of quality assurance.

Please email [clare.francis@integrateacademy.com](mailto:clare.francis@integrateacademy.com)

Integrate Reformer Pilates Academy will then notify Active IQ's External Quality Assurer. If the Active IQ's Quality Assurer was not present or is unable to resolve the issue, the learner will be directed to Stage 3.

### **Stage 3**

The learner should submit a written appeal directly to Active IQ's Lead External Quality Assurer, who will investigate the matter thoroughly and respond in writing within 21 working days.

If the learner feels that this response is not satisfactory, the appeal may be referred to Active IQ's Director of Awarding.

### **Stage 4**

The learner may be offered a formal appeal hearing, which will be conducted within 6 weeks by the appeals panel.

A nominal fee is charged for an appeal hearing; this fee will be refunded if the appeal is upheld.

## **Additional Notes**

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

Learners have the right to video any aspect of their assessment using their own recording equipment, provided it does not interfere with the assessment process, other learners, or the assessor's ability to carry out their role.

Learners are responsible for arranging a video operator and for informing the assessment centre of any medical issues that may adversely affect performance, so deferral can be considered prior to the assessment.

Theory papers externally assessed by Active IQ are marked electronically and sampled regularly. Appeals against referrals in the external theory result may result in the following actions: Investigation into the centre's invigilation procedures and delivery  
Hand-marking of the theory paper.

Active IQ's Appeals Procedure is clearly identified on the Active IQ website.

### **Integrate Training Academy – Appeals Procedure Form**

Please complete this form in as much detail as possible. This will help us investigate and resolve the issue fairly and promptly. All information is treated confidentially and will be responded to within 15 working days. Please e-mail this completed form to [hello@integrateacademy.com](mailto:hello@integrateacademy.com)

#### **Learner's Details**

Full Name:

Email:

Phone:

#### **Date of the initial appeal and reasons for appeal**

---

---

---

---

---

---

#### **Actions Taken to Resolve the appeal So far and response (if applicable)**

---

---

---

---

---

#### **Outcome Sought to Resolve the Appeal**

---

---

---

---

---

---

#### **Any Attached Evidence (or send by e-mail to the address above)**

---

---

---

Signature and Declaration

I confirm that the information provided above is accurate to the best of my knowledge.

Signature: \_\_\_\_\_

Date:

\_\_\_\_\_

## **Integrate Reformer Pilates Academy digital recording policy**

(practical assessments)

**Please note if you are digitally recording your assessment you must be teaching your class to a minimum of 5 people.**

### **Introduction**

The purpose of this policy document is to provide guidance for the use of digital technologies for recording observed assessment and professional discussion as part of assessment strategies for individual Integrate qualifications, where permitted.

### **General requirements**

A digitally recorded assessment or professional discussion requires equipment that is of appropriate quality to ensure that the end product can be assessed fairly, robustly and objectively. Included below are minimum standards for digitally recorded evidence to ensure the authenticity and validity of evidence.

### **Minimum standards for digitally recorded evidence**

- All recordings must be completed on devices that allow a digital time and date stamp, or where not available, a written statement from tutor/assessor or other appropriate person
- Appropriate photographic ID must be provided on screen, plus a verbal confirmation of the learner's name and date of birth stated clearly at the start of the recording
- Where appropriate, assessors must check learner environments to ensure there is no risk of malpractice on the part of the learner.
- All recordings must be continuous and there must be no evidence of stopping, starting or editing of a recording (except where this is permitted: see the exceptions to continuous recording requirements below).
- Where an equipment failure is identified after the recording has been completed, a separate report may be filed to provide an account of this event. This will be reviewed alongside the assessment itself and allowance made where appropriate.
- Audio and visual elements of any recording must be synchronised to enable authentication of the evidence.
- All assessment criteria must be met in accordance with the specific assessment guidance (assessment specification).
- The recording must contain footage of the learner's entire session plan as appropriate. This must cover all aspects of the assessment criteria, including learner briefing and debriefing, the assessment and outcome, together with feedback. For practical assessments, it must cover all elements of the observation as detailed on the associated checklist pro forma, including gaining/providing feedback at the end of a session
- The assessment must be recorded in an environment that meets the criteria of the qualification being assessed.
- Integrate Pilates Academy must hold the recording securely in accordance with current data protection and GDPR legislation for as long as is necessary or as required by Active IQ regulators for quality assurance purposes.
- Any person involved in a digital recording must provide written informed consent. This includes parents/carers of any children and young people or vulnerable adults. Records of informed consent must be retained for quality assurance purposes.
- To obtain informed consent, those responsible for the digital recording must clearly explain the reason for the activity, including the intended uses and who it will be shared With.
- Assessment decisions must be given in accordance with relevant qualification guidance.

### **Visual and audio standards for practical assessments**

- For practical sessions only, the learner and their participants must remain in camera shot at all times, allowing the assessor to see the learner(s) coaching, participating and communicating at all times.
- The learner and participants must be heard at all times.
- If an independent camera person is involved, they must remain silent at all times.
- Summative observation: this must be one continuous session. The date and time stamp of the recording will corroborate this evidence, or where not available, a written statement from tutor/assessor or other appropriate person.
- Professional discussion: this must be one continuous session. The date and time stamp of the recording will corroborate this evidence, or where not available, a written statement from tutor/assessor or other appropriate person.

**Integrate strongly recommends the following to avoid any unnecessary issues:**

- The learner/assessor performs appropriate checks on digital equipment prior to recording any assessment
- After recording is complete, the learner/assessor should play back the entire recording to ensure all assessment and digital recording requirements have been met.
- Learners are given the opportunity to obtain live assessor feedback comparable with a live observed assessment (e.g. e-meeting, phone call or live meeting to discuss feedback or ask and answer questions: this may be provided either as written feedback or recorded as part of the assessment).

Thank you for your contribution and commitment to making our policy work.

## **Integrate Reformer Pilates Academy Complaints procedure 2025**

### **Introduction**

This document sets out Integrate Reformer Pilates Academy complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from Integrate Reformer Pilates Academy.

Integrate Reformer Pilates Academy values our learners who undertake one of our programmes of study. We are committed to providing the highest level of training and support possible and we are continuously striving to exceed learner expectations.

Therefore, it is important should you feel that you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons appropriate to improving service level expectations.

### **Scope**

This policy covers complaints that learners and members of the public may wish to make in relation to the qualifications offered by Integrate Reformer Pilates Academy.

It is not to be used to cover enquiries about services offered by Integrate Reformer Pilates Academy or appeals in relation to assessment decisions made by Integrate Reformer Pilates Academy. These areas are covered by separate policies. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our published Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered or conducted and you suspect malpractice and/or maladministration may have occurred, you should send your concern to us in accordance with the arrangements as stated in our Malpractice & Maladministration Policy. This

should occur as soon as possible to protect any associated evidence that may form part of your complaint.

Integrate Reformer Pilates Academy responsibility

We advise that our staff and learners involved in the management, assessment and quality assurance of our qualifications, are aware of the contents of this policy and their individual responsibilities in relation to this.

How should I complain?

### **Stage 1**

All Integrate Reformer Pilates Academy staff are trained to support our customers and are all keen to help, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with, or is the cause of your issue/complaint.

### **Stage 2**

If the Integrate Reformer Pilates Academy staff member cannot help, or if you wish to speak to someone else regarding the problem, please complete our complaints form and address it to Charlotte Batten, Assessor, training manager and director.

Email [hello@integrateacademy.com](mailto:hello@integrateacademy.com) and Charlotte will acknowledge receipt of your complaint within 5 working days and will respond with a solution/outcome within 20 working days. Where it is not possible to offer a solution within 20 working days you will be notified of the rationale and the expected timescale for the response to be provided.

### **Stage 3**

If stage 2 is not possible, or if you are not satisfied with the outcome provided by this member of staff, please send written confirmation of your complaint detailing all aspects (including any evidence and communications already received) to Clare Francis, Internal quality assurer and director, [clare.francis@integrateacademy.com](mailto:clare.francis@integrateacademy.com) which must be received within 20 working days of the outcome given at stage 2 of the complaints procedure.

If at the outcome of Stage 3 and only where you have fully exhausted the process and you are unhappy with the outcome, you can contact Active IQ directly if you feel there was a significant breach by Integrate Reformer Pilates Academy.

Active IQ's various procedures (available here <https://www.activeiq.co.uk/media/25wb4z3m/active-iq-complaints-policy-2025.pdf>).

Contact details can be found on Active IQ's website.

### **Confidentiality and whistle blowing**

Sometimes a complainant may wish to remain anonymous, however, it is always preferable to reveal your identity and contact details to support a comprehensive review/investigation. If you are concerned about possible adverse consequences, please inform us that you do not wish to divulge your identity.

### **What happens if my complaint is upheld?**

If any part of your complaint is upheld we will of course respond to the complainant accordingly and give due consideration as to how we can improve our service and arrangements. For example, reviewing our procedures and actions to evaluate the need/impact of any required changes to our existing arrangements and assessment processes (if relevant), or the need for additional staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behavior of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from Active IQ indicates a failure in our processes, Integrate Reformer Pilates Academy will give due consideration to the outcome and 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.

Compensate the learner if the centre is found it has compromised its own terms and conditions that form part of the contract between us and the learner in question

Thank you for your contribution and commitment to making our policy work.

## **Integrate Reformer Pilates Academy Malpractice policy 2025**

Integrate Reformer Pilates Academy will investigate instances of alleged or suspected malpractice or maladministration and take appropriate action where required to maintain the integrity of units and qualifications.

Malpractice is defined as any deliberate activity, neglect, default or other practice that compromises the integrity of the assessment process and/or the validity of certificates.

Maladministration is any activity, neglect, default or other practice that results in Integrate Reformer Pilates Academy not complying with the specified requirements for delivery of units and qualifications.

Should an alleged malpractice / maladministration arise on the part of learners, centre staff, or others involved in providing an Active IQ qualification, Integrate Reformer Pilates Academy will:

Report immediately to Active IQ any suspected case of malpractice/maladministration arising after learners have been registered.

Investigate and record full details of the nature of the suspected malpractice/maladministration issue, including personnel involved and any action taken.

- Malpractice / Maladministration Procedure (Centres)
- Examples of Centre malpractice/maladministration could include:
- Failure of Integrate Reformer Pilates Academy to report any suspected malpractice reported to Active IQ from other sources.
- Failure of Integrate Reformer Pilates Academy to apply Active IQ's recommended invigilation procedures for external assessment, thus affecting the validity of the assessment process.
- Failure of Integrate Reformer Pilates Academy to apply Active IQ's recommended assessment paperwork and procedures for internal assessment, thus affecting the validity of the assessment process.
- Failure of Integrate Reformer Pilates Academy to apply Active IQ's recommended security procedures as identified within the centre approval declaration.
- Failure on behalf of Integrate Reformer Pilates Academy to comply with Active IQ's guidance relating to reasonable assessment adjustments
- Claims for certification being submitted by Integrate Reformer Pilates Academy for units and/or qualifications that have not been approved for delivery by Active IQ.
- Delivery and assessment of units and/or qualifications that have not been approved by Active IQ awards.
- Claims for certification being submitted by Integrate Reformer Pilates Academy for learners that have not been registered with Active IQ.
- Unauthorised replication of (or other tampering with) externally assessed theory papers and/or e-assessment.
- Integrate Reformer Pilates Academy or any part (if a consortium group) becomes bankrupt or insolvent or goes into liquidation, or undergoes a voluntary or compulsory winding up procedure.

There is any significant change in control of Integrate Reformer Pilates Academy (or a change of membership if a consortium group). Active IQ should be informed immediately if this occurs. Where an issue of malpractice or maladministration occurs, is discovered or reported Integrate Reformer Pilates Academy will:

- Report the issue to Active IQ's Lead Quality Assurer who will investigate the suspected case of malpractice/maladministration.
- Investigate the facts relating to allegation/complaints in order to determine whether any irregularities have occurred.
- Conclusions will be based on established evidence. A course of proposed actions will be identified, agreed, implemented and monitored in association with Active IQ. All relevant evidence will be considered without bias.

For information regarding Active IQ's Malpractice Procedure follow:

<https://www.activeiq.co.uk/media/u4gpmkgt/active-iq-malpractice-and-maladministration-policy-2025.pdf>

**Examples of learner misconduct could include:**

- Non-compliance in observing the mandatory rules of conduct during an assessment.
- Replication of another learner's work in either the practical, theoretical or portfolio aspect of assessment.
- Where an issue of misconduct occurs and is discovered or reported the following action will be taken:
- The Invigilator is empowered to expel a learner from the assessment room.
- The expelled learner's assessment paper will be securely retained and a report filed to Integrate Reformer Pilates Academy.
- The report and assessment record will be available for submission to Active IQ and the regulatory authority (Ofqual) upon request.

If any of the rules of external assessment are deemed to have been broken by a learner, invigilator or other person involved in the assessment process, then Integrate Reformer Pilates Academy and Active IQ may declare the assessment void.

## **Integrate Reformer Training Academy Complaints Form**

### **Integrate Training Academy – Complaints Form**

If you have a complaint or concern, please complete this form in as much detail as possible. This will help us investigate and resolve the issue fairly and promptly. All complaints are treated confidentially.

#### **Learner's Details**

Full Name:

Contact Details (Email / Phone):

Details of the Complaint

---

---

---

---

---

---

Actions Taken to Resolve the Complaint So Far (if applicable)

---

---

---

---

Outcome Sought to Resolve the Problem

---

---

---

---

---

Any Attached Evidence

---

---

---

---

Signature and Declaration

I confirm that the information provided above is accurate to the best of my knowledge.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_