

carnegie

coach education

COURSE INFORMATION

Carnegie Coach Education

Administration

Carnegie Coach Education Manager	Sally Nickson	0113 812 5118
Carnegie Coach Education Officer	Adrienne Stockdale	0113 812 5120
Carnegie Coach Education Administrators	Eileen Coyne, Nick Page & Sue Walton	0113 812 7437

University Sport Centre

Reception		0113 812 3160
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General Course Information

Fire

- Fire evacuation procedures will be outlined by the course tutor at the course induction.

If you discover a fire you should activate the nearest fire alarm and then follow the evacuation procedures outlined below:

- On hearing the fire alarm, you should make your way to the nearest fire exit.
- Make your way to the designated Fire Assembly Point. (as informed on induction)
- Do not run.
- Do not return for valuables
- You should remain at the Assembly Point unless told otherwise by the course tutor.
- The tutor will conduct a role call
- Do not go back into the building unless told it is safe to do so.

Smoking

- A no smoking policy will apply throughout the course except at authorised break times
- Smoking is not permitted in any University building.

Behaviour

- You should act in a safe and responsible manner at all times
- You should take responsibility for your own and others personal safety
- Be honest & respect other views
- Help each other
- **Be a role model**

Practical sessions

- If your course requires you to take part in practical sessions, the course detail and confirmation letter will advise you. Please prepare physically prior to attending the practical elements of your chosen course.
- Ensure you have suitable clothing for hot/cold/wet/dry weather.
- Sun protection is strongly advised.
- Safe footwear for the playing surface indicated on your course programme is mandatory.
- Moulded studs are not permitted on the STP's (synthetic turf pitches)
- It is essential that you bring a refillable non-glass drinks container

Theory:

- Informal classroom based. Interactive class and small group work
- Pen and note pads will be required.

Changing and showering

- Changing and shower facilities are available
- We recommend that you bring a change of clothing and a pair of non-marking indoor shoes

Food & Drink

- Refreshments are not provided on the course please bring packed lunches and drinks daily.

Medication & Illness

- It is imperative that you make the Tutor aware of any personal medical conditions or disabilities. You should also inform the tutor if you need to take any medication during the course.
- You must also inform the Tutor if you feel unwell or have incurred an injury during the course.

Equal Opportunities Policy

1.1 Leeds Metropolitan University aims to foster an environment where individuals and groups treat one another with dignity and respect.

1.2 The University recognises the centrality of equal opportunity to organisational effectiveness and is committed to promoting diversity and equality of opportunity. This commitment is affirmed in the University's mission:

"To engage in teaching and research of high quality and of value to society, which will enable the greatest number and widest variety of people to develop the capability to shape their future and to contribute to the development of their organisations and communities."

1.3 The University is committed to eliminating both direct and indirect discrimination, so that no one is disadvantaged either through individual action or through University policies or procedures on the basis of race, gender, sexual orientation, ethnic or national origin, colour, age, marital status, disability, social class, political or

religious belief and activities, unless those activities are contrary to the policies of the University. In respect of race, there is a Race Equality Policy, which sets out the University's position in response to the Race Relations (Amendment) Act 2000.

1.4 The University will develop and endeavour to maintain structures, practices and procedures that have the effect of treating people on the basis of their ability and potential in an environment free from prejudice.

1.5 The University is committed to promoting a healthy working and studying environment to enable staff and students to utilise their talents and realise their potential.

Health & Safety

You have been made aware of general housekeeping rules, evacuation procedures, appropriate clothing and footwear etc relating to the area and activities to be carried out whilst on the course. If however you wish to download or read a full copy of University Health & Safety Policies they can be obtained online at:

www.leedsmet.ac.uk/metoffice/rso/downloads/health_and_safety_policy_05.pdf

Complaints Procedure

Carnegie Sports Awards endeavours to provide all learners with a high quality of teaching and course delivery in a safe and comfortable environment. We constantly evaluate all aspects of our operation and are always looking to improve the services we provide. We actively seek and encourage feedback both verbally and written.

In the event that a learner is unhappy with any aspect of our service then the process to raise issues is outlined below:-

Step 1	Speak to the Course Tutor	Explain your concerns and try to resolve the issue
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If your issue concerns the course Tutor or if the outcome from Step 1 is unacceptable you can move to Step 2

Step 2	Contact the Coach Education Manager: Sally Nickson 0113 812 5118	Independent of actual course delivery the sports awards manager will try to resolve the issue and reach an agreeable outcome
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If you have exhausted all attempts to resolve your issues with Carnegie Coach Education and find that the outcome is still not acceptable you may choose to move to Step 3

Step 3	Contact 1st4Sport Qualifications 0113 201 5555	Independent of Carnegie Coach Education – they will hear your concerns and may appoint an External Verifier to investigate further.
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Appeal Against Outcomes of Assessment

You have been issued with and made aware of the course content assessment procedures. If following your assessment you are not happy with the outcome as a result of incorrect procedures you have the option to follow the complaints procedure above.

Appeals based upon a tutors technical observations will not be considered.