

CIMSPA & QUEST NBS
CONFERENCE



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Conference Programme

THURSDAY 27 FEBRUARY 2020, PRIDE PARK STADIUM



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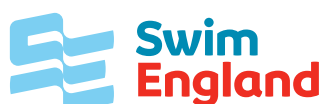
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CONFERENCE WELCOMES

CIMSPA welcome

Thank you for joining us today here at Pride Park for a varied conference programme that I am confident you will find thoughtful and valuable. Our joint event is timely as the day will be peppered with announcements that are testament to the continued power of the sector coming together behind a chartered institute that is having a very real impact on our profile and potential.

Today we will see the official unveiling of the first ever pathway to Chartered Activity and Health Practitioner – giving the best of our frontline people the chance to stand toe-to-toe with fellow chartered professionals in the health sector. We'll also highlight our fully-aligned work with ukactive and how the benefits of collaboration bring a combined and powerful voice as a sector unified.

There's a special announcement coming up in our final keynote as well. Sport England CEO Tim Hollingsworth and myself will be exclusively sharing how our sector's frontline staff can look forward to a single route to recognition of their excellence and contribution to an active nation. You won't want to miss this fantastic announcement – it's a game changer.

Your conference experience today will match CIMSPA's ethos: wide ranging, informative, fully reflective of our pace of change and led, as always, by the sector's best – from employers, through education providers to universities and influencers.



TARA DILLON

CIMSPA CEO

Quest NBS welcome

Welcome to our 10th Quest and NBS Conference, it only seems like yesterday we had our first conference and launched the changes to modules and plus and entry.

This conference, for the first time combined with CIMSPA for a one day extravaganza is, as always, packed with informative and thought provoking workshops as well as great keynote speakers.

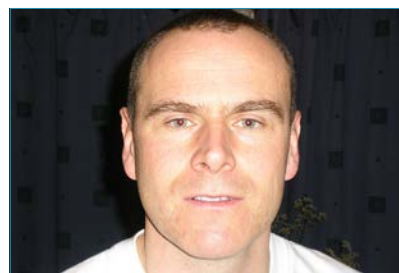
Having listened to your feedback we have introduced more workshops where you can get involved, rather than having to sit and listen all day!

Enjoy the day and please come and talk to the Quest and NBS teams if you get a spare mo for a chat!



CAROLINE CONSTANTINE

Quest and Right Directions Director



MIKE HILL

Director, Leisure-net Solutions



CIMSPA members and Quest assessors and mystery visitors receive CPD points for attending our joint event.



Chartered Institute for the Management of Sport and Physical Activity

CIMSPA is the professional development body for the UK's sport and physical activity sector, committed to supporting, developing and enabling professionals and organisations succeed and, as a result, inspire our nation to become more active.

From fitness instructors to CEOs, CIMSPA helps to nurture talent, develop careers, inspire professionalism and set clear standards for success right across the sector.

Working alongside our members, partners, stakeholders and leading industry bodies, CIMSPA is helping to shape a regulated and respected sport and physical activity sector, proudly providing clear leadership, stewardship and guidance to a fast-growing membership of over 10,000 individuals.

Together we're developing a vibrant, UK-wide sport and physical activity sector, with the highest standards of service delivery.



Quest

Quest is the Sport England recommended continuous improvement tool for leisure facilities, active community teams and active partnership teams, designed to measure how effective organisations are at providing customer service. It has been running for over 20 years now and is supported by Sport England, Sport Wales, Sportscotland and Sport Northern Ireland as well as key sector organisations.

The scheme is managed by Right Directions in partnership with Leisure-net Solutions, on behalf of Sport England. Quest has become a highly effective improvement tool for many years and, as a result, leisure sector management have become much more proficient at delivering a varied activity programme in a clean and well maintained environment.

National Benchmarking Service

The aim of the NBS is to provide local authorities, sport and leisure trusts and leisure management contractors with rigorous and robust information on the performance of their sports and leisure centres compared with that of equivalent facilities elsewhere in the country. NBS is managed by Leisure-net Solutions.



iPad PRIZE DRAW

Keep hold of your raffle ticket for a chance to win a 2019 7th gen iPad and exclusive custom smart cover provided by our Delegate Sponsor – My PT Hub. Draw takes place after the final keynote and winner must be present to claim their prize.



mypthub



Conference programme

Breakout session streams

Between keynote, exhibition and networking time, delegates have a wide range of breakout choices, aligned with their specialist interests.

CIMSPA Education

Learn how our employer-centred regulation and standards work is creating a workforce that is fit for our sector.

CIMSPA Management

Tackles the management challenges identified by insight research with this stream.

CIMSPA The business of fitness

Explore the latest trends and developments impacting and changing the fitness industry.

QUEST Engagement

Covers all current issues facing the sector with clear pathways and solutions. Tackles the issues of increasing participation in active groups.

QUEST Operations

Looks in-depth at ways to improve your environmental management and customer experience.

QUEST Centre management

Runs through the importance of team management and how you can plan to improve.

NBS

Investigates how leisure centres can improve their efficiency and impact on communities, and the quality of service they provide.

- 8.00am** **Registration, refreshments, networking and exhibition**
- 9.00am** **Welcome: Tara Dillon, CIMSPA and Caroline Constantine, Quest NBS**
- 9.15am** **Power of sport: Joseph Bleetman, winner of Future Fit Training's Legacy Award**
- 9.30am** **Morning keynote: David Thomson, behavioural change advocate**



POWER OF SPORT: PEDIGREE SUITE

Fighting mental health and social isolation

Joseph Bleetman, winner of Future Fit Training's Legacy Award

Two years ago, Joseph Bleetman was facing extraordinary mental health challenges – anxiety and depression took hold. At 16, he got into weight training and found it had a positive effect on his mental health. It led him to pursue a career in the fitness industry, with the now 18-year-old undertaking a Level 2 gym instructor course with Future Fit Training.

Joseph will be taking you through his remarkable turnaround and will present fitness as a positive and innovative way to transform your own life. He believes fitness is more effective in helping struggling young people than traditional methods, but thinks coupled with formal support it can present striking change.

His inspiring story opens the CIMSPA and Quest NBS Conference in February as his retelling of his struggle with mental health proves the power of sport and physical activity in our lives.



MORNING KEYNOTE: PEDIGREE SUITE

Unlocking the potential of our sector

David Thomson, Behavioural change advocate

As a sector, we are constantly pursuing real participation growth. This means tackling the 25% of the UK's population who are “pre-contemplative” about physical activity and encouraging them to change their behaviour and attitudes. To help us in this mission, CIMSPA and Quest NBS are pleased to introduce David Thomson – behaviour change expert.

David is on a personal mission to create a global paradigm shift in the way persuasion and influence is taught. He skilfully weaves personal, often humorous, stories into his presentations, which enthuse participants and motivate individuals to apply his new and influential methods in marketing, leadership, and sales.

A Napoleon Hill certified instructor, qualified life coach, and self-made businessman with 27 years' experience in sales. David joined the British Army to become a soldier aged 16 and realised that self-discipline and expert training were his path to success.

Having transitioned to civilian life, David began his career selling mortgages, becoming the number-one selling financial adviser with Royal & Sun Alliance within two years. In the new millennium David founded his own businesses, offering his expertise directly to the consumer market.

After consolidating all of these experiences David established The Hannah Corporation and Hannah Training before selling these in order to pursue his passion of training the science of persuasion and influence. Today, he is one of only 18 trainers trained and endorsed by Dr. Robert Cialdini and one of only six people licensed to deliver Cialdini's latest ‘pre-suasion’ techniques which allow you to pre-determine how you would like people receive your message before you've even delivered it.

Alongside these evidence based theories, David will share with you how to encourage behavioural change in anybody that you meet, regardless of their personality type, background or environment.

David will bring together his extensive years of learning and expertise to deliver a powerful and practical presentation that will explore how to “turn the key” and apply his new and compelling methods personally, professionally and to your organisation.

CONFERENCE PROGRAMME

10.15am **Comfort break**

10.30am **First morning breakout streams – choose one**

CIMSPA EDUCATION: IGOR'S LOUNGE

Professional standards and the new sector career map – lighting up your future

Colin Huffen, Head of Regulation and Standards, CIMSPA
Sarah Edmonds, Leading Consultant
Natasha Eason, Education and Apprenticeships Officer, CIMSPA

With staffing costs a huge chunk of turnover and margins ever elusive, find out how professional standards will enhance both customer experience and bottom line performance. Raising the standards required to perform a job role helps the quality in your people shine through to business success.

2 years ago we set the ambition to create professional standards for all roles in our sector. We've completed this and are now building the second generation of standards based on sector feedback. The CIMSPA team members who have led this project will be on hand to explain what this new era means for employers and individuals.

Come and find out more about what the CIMSPA "shield of quality" now means. Discover how employers can reach the best staff they need and how sector professionals can be the best they can be with further clarity on their careers.

QUEST UPDATE: PEDIGREE SUITE

Quest NBS Update

Caroline Constantine, Company Director, Right Directions
Mike Hill, Director, Leisure-net Solutions

Your annual Quest & NBS update from Mike Hill and Caroline Constantine will include progresses made over the last twelve months and changes planned for the next twelve months. The schemes have continually evolved over the last ten years, challenging our industry to raise standards and encourage our sector to be the best it can be.

Thought provoking results and findings from your assessments and surveys will be discussed during this workshop, giving you food for thought when you go back to your workplace.

CIMSPA FITNESS: CLOUGH TAYLOR

My PT Hub: a deep dive into tech designed to help CIMSPA practitioners

Phil Carr, CEO, My PT Hub

CIMSPA partners My PT Hub are enhancing their app experience with exclusive features for CIMSPA members that will raise your profile, enhance your reputation and drive exposure to new clients. Stop by for a full introduction to the software platform and how it can help leverage your CIMSPA membership and status into business success.

11.15am **Comfort break / transition time**

CONFERENCE PROGRAMME



11.30am Second morning breakout streams – choose one

CIMSPA EDUCATION: IGOR'S LOUNGE

Your team's "next generation of success" delivered by our HE partners

Steven Osborne, Principal Lecturer, Cardiff Metropolitan University

Lisa Binney, Senior Lecturer in Sport Development, Policy and Physical Education, Solent University

This breakout is designed for employers looking to understand the talent pathway CIMSPA is building, and for universities keen to enhance graduate employability.

Now in its second year, our degree endorsement system is growing quickly – connecting higher education and employers looking for work-ready team members – ramping up the supply of great staff looking for great careers.

Discover how forward thinking universities are using the CIMSPA system to recruit students and enhance graduate success through an endorsement programme designed to be easily bolted on to sector-related degree programmes.

CIMSPA MANAGEMENT: PEDIGREE SUITE

Developing a sector-wide regulatory framework

Steve Mitchell, Founder and Director at Sporting People
Rob Young, Lead Consultant at Sporting People

Following on from the 2019 consultation regarding developing a sector-wide regulatory framework, CIMSPA are now preparing for the second phase of the project during 2020. This next phase will further investigate the recommendations and outcomes from the initial scoping exercise, maintain an open and transparent dialogue with the sector and widen the consultation throughout and beyond our sector.

In 2019, Sporting People had held over 50 conversations with representatives of organisations across the sport and physical activity sector, delivered seven cross-sector workshops, sought the advice of 12 leading youth voluntary action groups, consulted with over 2000 members of the general public and nearly 700 providers. In 2020, this rich qualitative and quantitative consultation will expand further, taking on the input of a broader church of individuals and organisations across the breadth of the sector, and all those interested in and shaping a workforce that is fit for the future.

Sporting People and CIMSPA will take you through what work has been undertaken to date, what we've found and collaborate with the audience to help define the approach to the next steps.

CIMSPA FITNESS: CLOUGH TAYLOR

PTs – earning your royal chartered status

Nick Sellwood, Lead Chartered Assessor, CIMSPA
Danielle Peel, Head of Organisation, Design and Development, CIMSPA

Chartered membership pathways are being extended to excellent practitioners in fitness and coaching. We're doing this to validate great frontline professionals, give them the exclusive status they deserve and explore how our sector's best can stand at the top of our profession.

In this workshop, Nick will take you step by step through the process of becoming one of the sector's first chartered fitness professionals – showing you best practice and maximising your chance of a successful application. Now is the time to join the growing ranks of our sector's chartered experts and gain parity of esteem with other recognised professions.

QUEST ENGAGEMENT: 1884 LOUNGE

Engaging with BAME Disabled Communities

Shaheen Bi, Director of Projects, Sporting Equals

This session will look at ways to encourage increasing physical activity levels amongst disabled people and individuals with health conditions, with a focus on programming, facilities and services. This will include looking at the IFI Mark Accreditation.

QUEST CENTRE MANAGEMENT: DAVE MACKAY LOUNGE

RD Dash

Gill Twell, Head of Operations, Right Directions
Utku Toprakseven, Partner & Director of Sport Intelligence, 4Global

This interactive session will look at how the Quest reporting app 'RD Dash' works and give advice on how to get the most out of your Quest report and the benchmarking the RD Dash offers. The session will also look at the results from 2019 and give the audience an update on the Quest Report.

NBS: THE BOARDROOM

National Benchmarking Service

Mike Hill, Director at NBS and Leisure-Net Solutions
Simon Shibli, Professor of Sport Management and Head of Centre, Sheffield Hallam University
Lisa Forsyth, Director, Max Associates

NBS shows us the massive difference between the best and worst in our sector, in terms of delivering our leisure services cost effectively and deliver both value for money and return on investment. Find out what the best centres are doing to make a difference and what changes you can start looking at now.

12.15pm Lunch, exhibition and networking



1.15pm First afternoon breakout streams – choose one (more overleaf)

CIMSPA EDUCATION: IGOR'S LOUNGE

Demand-led sector skills – meeting employer needs

Spencer Moore, Director of Strategy at CIMSPA
Ian Carey, Director, Black Country Consortium Active Partnership
Nigel Wallace, Consultant
Dave Kreyling, CEO, Creative Sport & Leisure
Matt Rhodes, Policy Manager, AoC Sport
Dr Amanda Pitkethly, Lecturer, Edinburgh Napier University
Kelly Gaffney, Consultant, Becky Adlington Training

The second leadership stream breakout will be an exploration of CIMSPA's vision of how a collaborative leadership project involving leading sector organisations can cement our place as a priority sector for investment in people and skills.

We are rapidly becoming a high quality, highly regulated sector that can fully contribute to UK industrial policy. Now is the time to lobby effectively to make this a reality – a united, sector-wide skills strategy that makes a consistent and compelling case to Government that by investing in our people we can unleash the full potential of sport and physical activity and provide a significant contribution to the UK economy.

Join our debate and make your contribution to understand how, if we work together, with a highly skilled workforce our sector can impact on every government department and stay at the top of the public policy agenda for a generation.

The session will open with a presentation from CIMSPA on the disparity between the skills demanded by our sector and the current education provision.

The session will then lead into an interactive session that will include representatives from Active Partnerships, employers, further and higher education and LEPs (local enterprise partnerships) who will discuss the work they are undertaking to redress the imbalance.

Note: this breakout continues through to 3pm.

CIMSPA MANAGEMENT: PEDIGREE SUITE

Understanding the new CIMSPA management pathway

Phill Wright, Business Transformation Manager, CIMSPA
Helen Hiley, Education officer - Higher Education, CIMSPA

By the time we meet for our conference, CIMSPA will be unveiling an all-new management pathway for sport and physical activity, built on professional standards.

The new suite of management awards sequence through aspiring, entry and general manager levels, adding structure and status to our sector's management pathway. There will be delivery flexibility and full portability, with candidates able to transfer their learning across employment changes.

It will be recognised across the sector and backed by the CIMSPA shield of quality – employers will understand exactly what a holder can be deployed into and will simply interview to assess "team fit". This suite has been developed to fill a vacuum in management development that employers have identified and asked CIMSPA to resolve.

Join this breakout session to discover its potential for both yourself as a manager to find your next job, and how the new suite will help your organisation streamline recruitment and build personal development plans for team retention.

Then, stay in this stream for the next step – gaining your royal chartered status.

CIMSPA FITNESS: CLOUGH TAYLOR

Understanding employment status in the gig economy landscape

Les Potton, leading HR consultant, Target HR

Les will give an overview of how the Taylor review of modern working practices and recent case law is driving new employment realities on the gym floor. This breakout session will explain their impact on both employers, and self-employed personal trainers.

Choose this option to fully understand how to determine the correct employment status and the types of contracts for each assignment, appreciating the consequences of getting it wrong and ensuring that the new employment landscape is a positive one for you.

CONFERENCE PROGRAMME



1.15pm First afternoon breakout streams – choose one (continued)

QUEST ENGAGEMENT: 1884 LOUNGE

Suffolk Public Health exercise referral accreditation

*Warren Smyth, CEO, Abbeycroft Leisure
Philip Lowen, Most Active County Partnership Programme Manager, Suffolk County Council Public Health
Stuart Stokes, Managing Director, Refer All*

The exercise referral session will look at how to have a clear framework, process and pathway to provide a consistent approach for users of the referral scheme. It will also include looking at physiological and psychological interventions and how to measure the success of the referral scheme.

QUEST CENTRE MANAGEMENT: COROLLA LOUNGE

Planning to improve

*Mark Thornewill, Quest Partnership Development Manager
Phillip Rose, Centre Manager at both Sandy Sports Centre and Saxon Pool Leisure Centre, Stevenage Leisure Limited*

The planning to improve session will show management how to identify what service they are trying to achieve and how to set out specific and measurable business objectives. It will also look at how to involve all staff and stakeholders in developing and delivering the business objectives through a continuous improvement approach.

QUEST OPERATIONS: DAVE MACKAY LOUNGE

Improving your customers' experience

*James Dumper, Contracts Manager, Places Leisure
Caroline Constantine, Company Director, Right Directions*

This customer experience workshop will enable you to listen to and interact with other managers on how to driving improvements in customer service. Plenty of innovative, inexpensive tips to ensure your staff are delivering a top-notch service to all your customers. Find out what high scoring Quest registered centres are doing to achieve great bandings, and more to the point where centres are going wrong. Quick easy wins to improve satisfaction (of both the centre teams and customers) and ultimately your bottom line.

NBS: THE BOARDROOM

Top five lessons we can learn from NBS to help you deliver an excellent service

Dave Monkhouse, Director, NBS and Leisure-Net Solutions

This highly interactive session will take lessons learnt from NBS and put them into practical actions to help you deliver the excellent experience that all customers are now demanding

2pm Comfort break / transition time

CONFERENCE PROGRAMME

2.15pm Second afternoon breakout streams – choose one

CIMSPA EDUCATION: IGOR'S LOUNGE

Demand-led sector skills – meeting employer needs

Double-length session continues from 1.15pm start.

CIMSPA MANAGEMENT: PEDIGREE SUITE

Sector managers – earning your royal chartered status

Nick Sellwood, CIMSPA Lead Chartered Assessor
Danielle Peel, Head of Organisation, Design and Development, CIMSPA

Chartered membership pathways are in place for managers to follow. Chartered status is a powerful symbol of your individual achievements and signifies a commitment to professional recognition as we build a recognised and respected profession for our sector.

In this workshop, Nick will take you step by step through the process of becoming a chartered member – showing you best practice and maximising your chance of a successful application. Now is the time to join the growing ranks of our sector's chartered leaders and gain parity of esteem with other recognised professions.

CIMSPA FITNESS: CLOUGH TAYLOR

“Raising the Bar” – what we’ve learned from a year’s consultation with employers and fitness professionals

Elaine Briggs, Director of Training, Education and Innovation, Future Fit Training

Following on from last year's successful workshop, Future Fit – supported by CIMSPA and Sport England – have been undertaking the 2019 Raising the Bar project. Working with leading employers and fitness stakeholders, this year the focus has been on the implementation of professional standards, standards for deployment, creating high quality CPD and increasing the professional status of fitness professionals. This update session explains key findings and unpacks how these will impact your career.

Whether you're just starting in fitness or already within the industry, this session will tell you both what employers are looking for and what customers are asking for. Learn from the insight we have generated from leading employers as to what the ideal “model fitness professional” looks like.

QUEST ENGAGEMENT: 1884 LOUNGE

Increasing participation

Eugene Minogue, Head of Physical Activity, Leisure & Sport (PALS), City of Westminster
Jonathan Hearn, Relationship Manager – Sport, Westminster City Council
Andy Davidson, Contract Manager, Everyone Active

This will look at how you can work collaboratively with other service providers to enhance what is offered and reduce inactivity across the catchment area by identifying and addressing local needs.

QUEST OPERATIONS: DAVE MACKAY LOUNGE

Environment management in the leisure centre

Neil Bland, Managing Director, Leisure Energy
Andy Whilde, Environment, Quality, Health and Safety Support Manager, Right Directions

This session will look at the ways a facility can develop a planned approach to minimise its impact on the environment and what the actual savings made could mean.

QUEST CENTRE MANAGEMENT: COROLLA LOUNGE

Team and skills development – tips and tricks

Helen Meckiffe, Head of Training and Standards, Right Directions
Sean James, Managing Director, StaffMIS Limited

This session will look at how to invest time and training in the team to ensure they are all qualified to complete their role in a professional and high standard to meet customer expectations.

NBS: THE BOARDROOM

Impacting target groups in the local community

Mike Hill, Director, NBS and Leisure-Net Solutions
Simon Shibli, Professor of Sport Management and Head of Centre, Sheffield Hallam University

NBS tells us how good (and poor) we are at attracting key target groups from our local communities. Find out what you can do to measure this and improve your engagement to reach into your community.

3pm Comfort break / transition time

YOUR EVENT AT A GLANCE

HEADLINE SPONSOR



- 8.00am** Registration, refreshments, networking and exhibition
- 9.00am** Welcome: Tara Dillon, CIMSPA and Caroline Constantine, Quest

MORNING KEYNOTES: PEDIGREE SUITE

- 9.15am** **Fighting mental health and social isolation**
Joseph Bleetman, winner of Future Fit Training's Legacy Award
- 9.30am** **Unlocking the potential of our sector**
David Thomson, Behavioural change advocate

- 10.15am** Comfort break / transition time

10.30am FIRST MORNING BREAKOUT STREAMS – choose one

CIMSPA EDUCATION: IGOR'S LOUNGE

Professional standards and the new sector career map – lighting up your future

Colin Huffen, Sarah Edmonds & Natasha Eason

CIMSPA FITNESS: CLOUGH TAYLOR

My PT Hub: a deep dive into tech designed to help CIMSPA practitioners

Phil Carr

QUEST: PEDIGREE SUITE

Quest NBS Update

Caroline Constantine & Mike Hill

- 11.15am** Comfort break / transition time

11.30am SECOND MORNING BREAKOUT STREAMS (choose 1)

CIMSPA EDUCATION: IGOR'S LOUNGE

Your team's "next generation of success" delivered by our HE partners

Steven Osborne & Lisa Binney

CIMSPA MANAGEMENT: PEDIGREE SUITE

Developing a sector-wide regulatory framework

Steve Mitchell & Rob Young

CIMSPA FITNESS: CLOUGH TAYLOR

PTs – earning your royal chartered status

Nick Sellwood & Danielle Peel

QUEST ENGAGEMENT: 1884 LOUNGE

Engaging with BAME disabled communities

Shaheen Bi

QUEST CENTRE MANAGEMENT: DAVE MACKAY LOUNGE

RD Dash

Gill Twell & Utku Toprakseven

NBS: THE BOARDROOM

National Benchmarking Service

Mike Hill, Simon Shibli & Lisa Forsyth

- 12.15pm** Lunch, exhibition and networking

1.15pm FIRST AFTERNOON BREAKOUT STREAMS – choose one

CIMSPA EDUCATION: IGOR'S LOUNGE Demand-led sector skills – meeting employer needs <i>Spencer Moore, Ian Carey, Nigel Wallace, Dave Kreyling, Matt Rhodes, Dr Amanda Pitkethly & Kelly Gaffney</i> (Continues through to 3pm)	CIMSPA MANAGEMENT: PEDIGREE SUITE Understanding the new CIMSPA management pathway <i>Phill Wright, Helen Hiley</i>	CIMSPA FITNESS: CLOUGH TAYLOR Understanding employment status in the gig economy landscape <i>Les Potton</i>	
QUEST ENGAGEMENT: 1884 LOUNGE Suffolk public health exercise referral accreditation <i>Warren Smyth, Philip Lowen & Stuart Stokes</i>	QUEST OPERATIONS: DAVE MACKAY LOUNGE Improving your customers' experience <i>James Dumper & Caroline Constantine</i>	QUEST CENTRE MANAGEMENT: COROLLA LOUNGE Planning to improve <i>Mark Thornewill & Phillip Rose</i>	NBS: THE BOARDROOM Top five lessons we can learn from NBS to help you deliver an excellent service <i>Dave Monkhouse</i>

2pm Comfort break / transition time

2.15pm SECOND AFTERNOON BREAKOUT STREAMS – choose one

CIMSPA EDUCATION: IGOR'S LOUNGE Demand-led sector skills – meeting employer needs <i>Double-length session continues from 1.15pm start.</i>	CIMSPA MANAGEMENT: PEDIGREE SUITE Sector managers – earning your royal chartered status <i>Nick Sellwood & Danielle Peel</i>	CIMSPA FITNESS: CLOUGH TAYLOR “Raising the Bar” – what we’ve learned from a year’s consultation with employers and fitness professionals <i>Elaine Briggs</i>	
QUEST ENGAGEMENT: 1884 LOUNGE Increasing participation <i>Eugene Minogue, Jonathan Hearn & Andy Davidson</i>	QUEST OPERATIONS: DAVE MACKAY LOUNGE Environment management in the leisure centre <i>Neil Bland & Andy Whilde</i>	QUEST CENTRE MANAGEMENT: COROLLA LOUNGE Team and skills development – tips and tricks <i>Helen Meckiffe & Sean James</i>	NBS: THE BOARDROOM Impacting target groups in the local community <i>Mike Hill & Simon Shibli</i>

3pm Comfort break / transition time

AFTERNOON KEYNOTES: PEDIGREE SUITE

- 3.15pm Overcoming the odds to create a legacy**
Jaina Mistry, winner of Future Fit Training’s Legacy Award
- 3.30pm Tim Hollingsworth introduction – Tara Dillon, CEO, CIMSPA**
- 3.35pm Sport England and CIMSPA – a vital partnership**
Tim Hollingsworth, CEO, Sport England
- 4.20pm Closing remarks and iPad prize draw: Tara Dillon, CIMSPA and Caroline Constantine, Quest**
- 4.30pm Conference closes**
- 4.45pm Quest Awards (ends 6.00pm) – Dave Mackay Lounge**



Keep hold of your raffle ticket for a chance to win a 2019 7th gen iPad and exclusive custom smart cover. Draw takes place after the final keynote and winner must be present to claim their prize.





3.15pm Power of sport: Jaina Mistry, winner of Future Fit Training's Legacy Award

POWER OF SPORT: PEDIGREE SUITE

Overcoming the odds to create a legacy

Jaina Mistry, winner of Future Fit Training's Legacy Award

Jaina Mistry's striking account of her life-threatening illness, Stevens Johnson Syndrome, will take you through the struggles she faced after penicillin triggered a severe allergic reaction. Within two hours of taking the medication she experienced horrific symptoms that spread across her body. The severity of the reaction left her in ICU for 12 days and when she awoke, she learned she had lost 60% of her skin, suffered visual scarring and severe respiratory damage. Within 12 months she lost her eyesight and underwent major surgery to remove part of her lung.

After years of struggling to accept her condition, and letting her lung condition control her life, she realised she had to do something to improve the quality of her health. After a difficult search trying to find a personal trainer to work with her condition, she started one session a week for several months.

Her drive and progression led to a passion for fitness and wellbeing. In 2014 she qualified as a gym instructor and in January 2020, she qualified as a nutrition and weight management consultant. Now she is a nutritional consultant for women desiring to effectively implement positive healthy habits into their life.

Jaina will take you through her challenge with Stevens Johnson Syndrome and give you a unique insight into how she used fitness to overcome her obstacles.



3.30pm Tim Hollingsworth introduction: Tara Dillon, CIMSPA

3.35pm Afternoon keynote: Tim Hollingsworth, CEO, Sport England



AFTERNOON KEYNOTE: PEDIGREE SUITE

Sport England and CIMSPA - a vital partnership

Tim Hollingsworth, CEO, Sport England

With Sport England currently working to develop a new strategy to transform lives through sport and physical activity, hear from CEO Tim Hollingsworth about the opportunities this provides for the workforce development community. Now more than a year into the role, Tim will share his observations of the current landscape and highlight the themes that are emerging from the strategy process so far – including the importance of building and sustaining a workforce that is better able to provide for truly engaging for the nation in sport and physical activity.

4.20pm Closing remarks and iPad prize draw: Tara Dillon, CIMSPA and Caroline Constantine, Quest

4.30pm Conference closes

4.45pm Quest Awards (ends 6.00pm)



You are invited to join the Quest NBS team in the Dave Mackay Lounge between 4.45pm and 6pm to celebrate and recognise the achievements of the best performing facilities and teams in 2019. The following facilities and teams have won or been shortlisted for this year's awards:

QUEST AWARDS

WINNER

Top Performing Organisation with 31+ Quest Registered Facilities 2019	Places Leisure
Top Performing Organisation with 11 – 30 Quest Registered Facilities 2019	Stevenage Leisure Limited
Top Performing Organisation with 2 – 10 Quest Registered Facilities 2019	Hambleton District Council

NBS AWARDS

WINNER

Overall NBS	North Herts Leisure Centre – Stevenage Leisure Limited
Access & Utilisation	Larkfield Leisure Centre, Tonbridge & Malling
Efficiency	Finsbury Leisure Centre - GLL
Customer Satisfaction	North Herts Leisure Centre – Stevenage Leisure Limited

Top Performing Facility Managed Centre 2019

NOMINEES

Organisation	Centre
Inspiring Healthy Lifestyles	Rugeley Leisure Centre
States of Guernsey	Beau Sejour Leisure Centre
Inspiring Healthy Lifestyles	Chase Leisure Centre
Everyone Active	The Grange Community and Leisure Centre
GLL	Mile End Park Leisure Centre and Stadium

Facility Management Stretch 2019

NOMINEES

Organisation	Centre
Everyone Active	Watford Leisure Centre – Central
Everyone Active	Westgate Leisure Centre
Everyone Active	Spelthorne Leisure Centre
Everyone Active	Watford Leisure Centre – Woodside
Tonbridge & Malling	Tonbridge Swimming Pool
Places Leisure	Maltby Leisure Centre

Highest Performing Mystery Visit 2019

NOMINEES

Organisation	Centre
Places Leisure	Wyre Forest Leisure Centre
Places Leisure	Wath upon Dearne Leisure Cntrre
Stevenage Leisure Limited	Saxon Pool and Leisure Centre
Places Leisure	Harborne Pool and Fitness Centre
Places Leisure	Tewkesbury Leisure Centre

Active Communities Stretch 2019

NOMINEES

Centre
Oxford City Council
Lee Valley Regional Park Authority
Places Leisure Sport Development Team

CONFERENCE SPEAKERS

Shaheen Bi

Director of Projects, Sporting Equals

Shaheen joined Sporting Equals in 2008 and has built up her expertise around equality and diversity in sport and physical activity. Shaheen works to support private and public sector partners to create greater inclusion for underrepresented communities. She currently supports the organisations delivery arm working to deliver and manage national and regional work and is leading city-wide integration and cohesion using sport as a catalyst for change.



Lisa Binney

Senior Lecturer, School of Sport, Health and Social Sciences, Solent University

Lisa works in sport policy and strategic sports development at Solent University, using her experience to educate future industry practitioners. After graduating, she became a full time PE teacher, progressing to subject leader and head of department. Following the School Sport Partnership Programme, she took a leap of faith and left teaching in order to work within the industry as a partnership development manager. In 2011, she undertook a twelve-month practice-based research project involving a period of time in Africa researching 'The Power of Sport' within disadvantaged communities. She also spent time in the USA researching their Olympic and Paralympic legacy.



Neil Bland

Managing Director, Leisure Energy

After achieving a master's degree in Engineering, Neil went into the energy sector. Neil has 20 years' experience covering all aspects of energy management from procurement, training and development to energy efficiency, low and zero carbon solutions, waste management and utilities connections. His current role as the Managing Director at Leisure Energy involves leading a team of energy specialists who install energy conservation measures at facilities across the country, resulting in reduced utility consumption and costs at the same time lowering carbon footprints.



Elaine Briggs

Director of Training, Education and Innovation, Future Fit Training

Elaine is a proud product of a vocational education pathway and is passionate about the value of this career route. Elaine has over 20 years' experience in education, having worked across several sectors, training providers and awarding organisations, and offers a wealth of experience in training design, research and delivery. Elaine is passionate about driving up standards of learning through identifying innovative methods of training which are tailor-made to meet both employer and learner needs.



Ian Carey

Director, Active Black Country and Black Country Consortium Ltd

Ian provides strategic leadership to the Active Black Country partnership. In 2016, he led the delivery of the Black Country Sports and Physical Activity Sector Skills Plan, which contributed significantly to understanding the drivers between inactivity, skills and economic growth, and was endorsed by the Local Enterprise Partnership. Ian is responsible for the development and implementation of the partnerships strategic framework and leads their work with strategic local bodies and networks to influence policy.



Phil Carr

CEO, My PT Hub

Phil is the CEO of My PT Hub, one of the top apps for personal trainers. With over 15 years of experience in the digital industry, Phil has a real passion for building successful online businesses. He has a great eye for design, a real focus on creating great products and the ability to grow web businesses at an exponential rate. Phil has helped to build and maintain the digital products for brands such as More Than, Argos, John Lewis and Tesco.



Caroline Constantine

Company Director, Right Directions

Caroline set up Right Directions in 2004. 16 years later Right Directions now has over 30 team members and supports over 1600 leisure (and non-leisure) facilities in quality, health and safety, food safety, environmental management and safeguarding. Right Directions not only supports facilities, it also administers Quest for Sport England and the CIMSPA Guidance Notes. Caroline has worked in the leisure industry for over 30 years, and has spent most of her career working to support organisations to raise standards across our sector.



Andy Davidson

Contract Manager, Everyone Active

Andy has over 20 years' experience in leisure, since studying recreation and community studies in Plymouth. Since graduating he has worked in both private health clubs and public leisure centres, as well as the family leisure attractions market and retail.



Tara Dillon

CEO, CIMSPA

Tara Dillon leads CIMSPA's headline work in professionalising UK sport and leisure and transforming the workforce development opportunities of those who work in the sector. Tara was appointed as CEO in January 2015, before which she was interim chief operating officer whilst on secondment from IQL UK. Previously, Tara has held a variety of senior management roles within the leisure sector, culminating in a customer-focused commercial role as exec director of IQL UK.



CONFERENCE SPEAKERS

James Dumper

Contracts Manager, Places Leisure

James has been working in the leisure industry since leaving school. Having started off as a part time receptionist he has progressed through operational, sales and marketing routes to be contracts manager for Places Leisure. He is a trainer and is experienced in the delivery of exceptional customer service courses, as well as developing and maintaining a 'customer first' culture.



Natasha Eason

Education and Apprenticeships Officer, CIMSPA

Natasha has had 10 years' experience working in the Further Education sector, developing an in-depth knowledge of qualification design, development and assessment and has a keen interest in developing the next generation of learners through high-quality teaching, learning and assessment achieved through employer lead professional standards that will drive the sector forward.



Sarah Edmonds

Director of Quality and Standards, Active IQ

Sarah has been in the educational assessment industry for nearly 20 years, most of which has been based around the validity and quality assurance of educational products and qualifications. After serving as Director of Quality and Standards at a leading vocational awarding organisation for several years, and sitting on the board of the Federation of Awarding Bodies, she set up Artemis Associates to help people and organisations review and improve their approach to quality assurance activity, risk and issue management, governance and audit preparation.



Lisa Forsyth

Director, Max Associates and CIMSPA trustee

Lisa is a director at Max Associates and has worked at local authorities for 20 years, including working for the last decade as a consultant. Lisa's work in the sector started at an operational level before heading up a business development department of a leading leisure management contractors where she was successful in winning and mobilising a number of high profile leisure contracts. Her experience has involved a wide range of leisure and cultural projects including options appraisals, and procurement.



Kelly Gaffney

Head of Training, Becky Adlington Training and Blue Space Learning

Kelly has 17 years' experience in sport and leisure covering roles in national governing bodies, public sector, commercial and private organisations, clubs and events. As Director of Blue Space Learning, Kelly now supports the work of various leading businesses with developing the best people in the sector through nurturing authentic approaches to learning, creative solutions and customer led co-design.



Helen Hiley

Education Officer (Higher Education), CIMSPA

Helen is an experienced Education Officer with a demonstrated history of working in the sports industry. She has experience in developing and delivering training, qualifications and personal development workshops. Helen has a background in fitness instructing and sports massage. She has worked with a number of training providers to ensure their programmes meet quality standards.



Mike Hill

Director, Leisure-net Solutions

Mike Hill has more than 30 years senior management experience in the active leisure industry. He worked in both the private and public sector, before setting up Leisure-net in 1999, having recognised the sector's need to improve both its knowledge base and its understanding of its customers. Leisure-net is now the leading provider of customer insight, business intelligence and consultation services to the physical activity sector. Leisure-net also manages the National Benchmarking Service on behalf of Sport England, and deliver active-net – a highly-successful, two-day business networking event for operators and suppliers.



Colin Huffen

Head of Regulation and Standards, CIMSPA

Colin has a wealth of experience in the sport, leisure and physical activity sector having spent the last ten years in leadership roles in organisations such as AoC Sport, Sports Coach UK, Skills Active and British Swimming. Previous to this he was a senior manager within some of the country's largest FE colleges.



Jonathan Hearn

Relationship Manager – Sport, Westminster City Council

Jonathan has over twenty-five year's experience in sports and physical activity development working with schools, communities and a range of organisations including the voluntary and private sectors.



Dave Kreyling

Chief Executive Officer, Creative Sport & Leisure Ltd

Armed with a sports studies degree, David started his own personal training business in 2003. He has gone on to launch the Learning Foundation, whose mission was to focus on employer-led skills training, as well as the Creative Sport & Leisure Ltd, another education-focused organisation. David has worked in education, workforce development and commercial development, and was instrumental in lobbying at a national level for the Essex Provider Network, which represents colleges and training providers throughout Greater Essex. David is currently the chair of a local school trust.



CONFERENCE SPEAKERS

Sean James

Managing Director, StaffMIS

Sean is an ex-international canoe slalom paddler who worked initially in leisure operations before moving to fitness equipment and software. After 15 years of working with leisure management software systems, Sean began building StaffMIS, with a view to digitising some of the operations processes that often challenge leisure organisations. StaffMIS provides electronic solutions for QMS management, communications, training matrix and training management, tasks, checks and inspections and more.



Philip Lown

Most Active County Partnership Programme Manager, Suffolk County Council Public Health

Phil has worked in the leisure industry for over 25 years. He has worked in a variety of roles within the sector encompassing a broad range of areas such as facility management/operation, strategic development, business development and roles within a National Governing Body. His current role sees him working within SCC Public Health, finding ways to help deliver Suffolk's ambition to become the most active county in England. Phil works with a range of partners from both the public and private sector to achieve better health and physical activity outcomes for the residents of Suffolk via programmes such as the Suffolk Exercise Referral Quality Standard.



Helen Meckiffe

Head of Training and Standards, Right Directions

Helen has worked in the leisure industry for the past 18 years in a variety of roles, including as a contract manager and a group lifeguard manager. Helen has extensive experience in the design and delivery of vocational qualifications and needs-based modular training.



Eugene Minogue

Head of Physical Activity, Leisure & Sport (PALS), City of Westminster

Eugene has over 20 years' experience in physical activity, leisure and sport. He was the disruptor behind the 'Know Ball Games' campaign and is the former CEO of Parkour UK and Parkour Earth. As a senior leader at the City of Westminster, he works as part of the distributed leadership of PALS, working together to drive forward and accept collective responsibility for a range of departmental and cross-cutting initiatives which are required to ensure changes are embedded in a sustainable way throughout.



Steve Mitchell

Founder and Director, Sporting People

Steve has worked extensively with employers across the sport and physical activity landscape around all things people, skills, and learning and development. He has 10 years in the public sector and now four years into three successful new ventures where his clients include CEOs, Boards, NGBs, Commercial Businesses, Leisure Operators, CSPs and Educational Institutions. He gives back through a series of complementary yet diverse NED and voluntary roles including a CSP Board, an NGB chairmanship, advisory roles with Coach Core and Transcend Awarding. Steve has fantastic experience and knowledge across the sport and physical activity landscape. He is ideally placed to share best practices, identify new opportunities and help organisations get ahead of the game when it comes to developing their people.



Spencer Moore

Director of Strategy, CIMSPA

Spencer Moore, an MBA graduate and qualified lecturer, has over 20 years' experience in senior management across the business and education sectors. He brings a wealth of experience from his previous roles as co-founder of PDR Business Solutions, head of business planning and innovation for the Amateur Swimming Association, head of workforce development for British Swimming and head of curriculum at West Nottinghamshire College. He is also a non-executive director of both the British Equestrian Federation and the Institute of Swimming.



David Monkhouse

Director, NBS and Leisure-Net Solutions

David has worked in the industry since 1985 in many roles from frontline to senior management, for both private and public organisations. His last employed role was with a leisure contractor, taking responsibility for quality, health and safety, human resources and training and development for 60 centres and 3000 employees. He merged his consulting business of 6 years with Leisure-net Solutions in April 2014. Leisure-net delivers customer insight, research, change management, training and development and active-net to the sport and physical activity sector. David specialises in assisting organisations to understand how through an excellent customer experience they can generate referrals, retain customers for longer and enhance the team experience. David's qualifications include an MBA in International Sports Management from Loughborough University.



Steven Osborne

Principal Lecturer and Employability Coordinator, Cardiff School of Sport and Health Sciences

Steve has worked and volunteered in the sport and physical activity industry settings for over 25 years and has experience in management, as a non-executive director and in strategic leadership functions within higher education, public and social enterprises for the past 15 years. His work has included the development, delivery and monitoring of large-scale strategic plans and partnership funding agreements of over £1 million per annum including overseeing funding agreements for a national governing body of the sport.



CONFERENCE SPEAKERS

Danielle Peel

Head of Organisation, Design and Development, CIMSPA

Danielle Peel is the Head of Organisation, Design and Development for CIMSPA. She strategically leads on the policy and processes which shape the Chartered Institute, ensuring it aligns with its business purpose, governance requirements and strategy. Danielle has extensive knowledge of the sport and physical activity sector, both in academic achievements and work-based experience. Confident and goal-focused, Danielle has led significant projects and initiatives during her time at CIMSPA, including the reforms to the Charter and Statutes, implementing codes of conduct to CIMSPA's members and partners and positioning CIMSPA as an exemplar organisation of good governance.



Amanda Pitkethly

Lecturer, Researcher and Practitioner, Edinburgh Napier University

Amanda is a lecturer and BASES accredited Sport & Exercise Scientist (psychology support) and a practitioner and trainer of Motivational Interviewing. She leads the BSc Physical Activity for Health programme, aiming to develop a strong workforce that will drive better health and wellbeing in the United Kingdom. Her applied experience includes working in physical activity and health with adolescents and adults in the general public, and in clinical populations. She has supported GB deaf athletes prior to and at the 2017 Deaflympics. She has worked with athletes and coaches from many sports including martial arts, triathlon, rugby, touch rugby, field hockey, motor racing, football, swimming, golf and dressage, as well as business professionals, professional musicians, and dancers.



Les Potton

Leading HR consultant, Target HR

Les is an experienced HR professional with 27 years in HR consultancy, training, coaching and line management. For the last 16 years Les has been providing outsourced services to managers and directors at all levels, across a wide range of clients, in the public, private and the third sectors. Clients have included high street retailers, financial services, leisure management, pubs, manufacturing, private health, media, local government and charities. Les is an employment law specialist with vast experience in performance management, discipline, grievance, absence, discrimination, redundancy and TUPE. He has also assessed on CIPD accredited study courses.



Matt Rhodes

Policy Manager, AoC Sport

Matt is Policy Manager at AoC Sport, having worked in further education and the sport sector for the last 18 years. Matt leads on AoC Sport's curriculum and employment strands through providing support and advice to colleagues and partners on matters relating to sports policy and programmes, national and regional funding streams, new developments in the sector, and strategic planning.



Phillip Rose

Centre Manager, Steveage Leisure

Phillip has been in the fitness industry for 10 years, where he started as a fitness instructor and personal trainer. He set his sights on working in private health clubs, finding himself within Hilton hotels for eight years. After this, he moved into public leisure with Stevenage Leisure at the end of 2018.



Nick Sellwood

Lead Chartered Assessor, CIMSPA

Nick is a chief strategist, helping numerous clients analyse and rethink strategies, overhauling business approaches, addressing personal challenges, identifying new business opportunities and all aspects of success. He has repeated success in initiating and leading change strategies for organisations – ensuring effective project management from design and planning stages to delivering and exceeding target outcomes. Successful roles within high-performance and talent development sport, community leisure provision, and education. He has coached swimmers to five Olympic Games and three Paralympics. He has experience in executive consulting and programme management, as well as in both non-executive and chairperson roles.



Simon Shibli

Professor of Sport Management and Director, Sport Industry Research Centre

Simon heads the Sport Industry Research Center at Sheffield Hallam University. SIRC is a team of 18 researchers and consultants who deliver around £1m of contract research services for various clients every year. These include national agencies for sport, NGBs, local authorities and private sector rights' holders. His specialist areas of interest are the finance and economics of the sport and leisure industries, in which he uses academic rigour and common sense in equal measures to deliver practical solutions.



Warren Smyth

CEO, Abbeycroft Leisure

Warren leads Abbeycroft Leisure, a Suffolk leisure trust. Abbeycroft has seen significant growth and now includes a very diverse portfolio of facilities that includes large multifunctional leisure centres, a low-cost health club, a corporate fitness club and health and wellbeing facility, The Self Centre. In addition to this, the organisation continues to develop a broad range of physical activity initiatives and events that has included working closely with the Public Health Team at Suffolk County Council on various projects including the development of the Suffolk Exercise Referral Quality Standard.



CONFERENCE SPEAKERS



Stuart Stokes

Managing Director, Refer All

Stuart is the Managing Director of ReferAll, a data management platform for the safe and efficient provisioning of lifestyle services. Since 2009 ReferAll has grown to support over 300 services with their software. Prior to setting up ReferAll, Stu led a public health consultancy, Zest People, delivering services on behalf of public health teams. Stuart has a passion for exercise on referral, setting up his first scheme in 1992.



Mark Thornewill

Partnership Development Manager, Quest

Mark has worked in the leisure industry for 36 years holding positions in sports development, facility management, leading local authority leisure and community services departments, and as the Director of a CSP. Mark has a wealth of experience in leadership, partnerships, team building, planning, resource management, outsourcing, external funding, facility planning, operational leisure management, project management and working with the voluntary sector. He is a passionate advocate for the positive impact participating in sport and physical activity can have on people's lives.



Utku Toprakseven

Partner and Director of Sport Intelligence, 4Global Consulting Ltd

As the Director of Sport Intelligence at 4global, Utku manages the leading independent provider of information on participation, operational and financial performance in the UK sports and leisure sector. Sport Intelligence created and manages the DataHub - the largest repository of sports and physical activity data in the UK tracking over 700 million visits from 14 million individuals to 2,500+ venues providing a suite of business intelligence modules via an online portal. In his earlier career, Utku worked at Accenture and since joining 4global, he has taken project management roles on projects including London 2012 Olympic and Paralympic Games, Glasgow 2014 Commonwealth Games and other major event programmes in the UK, Europe, Central Asia and the Middle East.



Gill Twell

Quest Operations Manager and Head of Development, Right Directions

Gill joined the sector in 1985, starting her career as a part-time lifeguard. She has held a diverse range of roles, with the majority working in local government. Gill was Group Health and Fitness Manager for a local authority leisure contract for five years before accepting a senior management position as an area leisure manager. She now works full time for Right Directions and heads up the development arm of the business for both Right Directions and Quest. Gill also manages product development, business generation, training and sustainably improving delivery, and operational standards.



Nigel Wallace

Director of Nigel Wallace Consulting

Nigel is a qualified PE teacher, having been engaged in the leisure sector for over 30 years, with an MSc in Exercise and Health Science from Bristol University. He has a strong background in both education and commercial ventures. He has worked for global brands such as adidas; he was Executive Director of the FIA (now UK Active) for five years and a director at McLean Events operating the successful B2B forums SIBEC and SPATEC. Latterly Nigel was Client Services Director at Lifetime Training, prior to his current consulting role. Nigel is also the current Chair of EMD UK and a Non-Executive Director of BUCS. Nigel's claim to fame is that he stamped the maxim of 'more people, more active, more often', on the FIA strategy that evolved the association into UK Active and which still provides the guiding purpose of the organisation.



Andy Whilde

Environment, Quality, Health and Safety Support Manager at Right Directions

Andy takes the lead on environment management for Right Directions to help organisations put management systems in place, gain external accreditations and most importantly help organisations to understand the impact they have and that ultimately environmental management makes good business sense.



Phill Wright

Business Transformation Manager at CIMSPA

After spending seven years in the forces, which included two operational tours of Iraq, Phill decided to follow his passion for health and fitness. Upon retraining and getting a few valuable years of experience as a personal trainer, he set up a training company to support other fitness professionals in both addressing skill gaps and standing out in the sector. The growth of this led to an opportunity to setup a large training facility incorporating education and a commercial gym. This led to opportunities for Phill to consult for both sector organisations and awarding bodies.



Rob Young

Lead Consultant, Sporting People

Rob has a proven track record working across the sport and physical activity sector. He has delivered projects for local government, performance sport, NGBs, major sporting events, the education sector, London 2012, Sport England, UK Sport, and Sport Leeds. Recently, Rob has completed a national review of Futsal and subsequently developed the first national Futsal Strategy on behalf of the FA. Rob is also a Board Member of Greater Sport and a member of CIMSPA.



Our thanks to the companies and CIMSPA awarding organisation partners whose support enables our joint event.

HEADLINE SPONSOR

Harlands Group

Harlands Group is the leading provider of membership management services to leisure operators, processing over 2.3 million direct debits monthly.

They do more than process payments, they help their clients to earn optimal income on each membership sold, access a flexible, customisable online joining solution, reduce internal administration work and gain peace of mind that income and data is secure.

Their customers include The Gym Group, Anytime Fitness, Odeon, Marriott and Xercise4Less.

www.harlandsgroup.eu

CoursePro

CoursePro is the United Kingdom's leading sports course management software. It takes the pain out of running sports courses by reducing admin; saving you time and improving your customer experience. Originating in the pool, over 1500 sites, across multiple sports, from one-man-bands to national chains, are spending less time on admin and more time doing what they love thanks to CoursePro.

www.coursepro.co.uk

DFC

DFC are a leading revenue management solutions provider, who are dedicated to offering a totally transparent service with clear pricing and no hidden extras. Their mission is to make payments easier for clients and help improve your customer relationships and retention. You can leave them to collect your Direct Debits, while you concentrate on running - and growing - your business. They work hard to provide new solutions for their clients and to deliver on their promises. That's what makes DFC different.

www.debitfinance.co.uk

DELEGATE SPONSOR

My PT Hub

My PT Hub is an online web and mobile app, enabling personal trainers, coaches and gym owners to manage their clients by creating customisable training and nutrition programmes, whilst tracking their progress and achievements. My PT Hub is already loved and trusted by over 80,000 coaches and loved by 2.2m clients worldwide. The software has an unrivalled and extensive set of features that have been carefully designed by personal trainers, for personal trainers.

www.mypthub.net

NETWORK EXHIBITOR SPONSORS

1st4Sport

1st4sport creates partnerships with organisations to create industry-specific provision for the sport, physical activity and well-being sector. This includes vocational qualifications, ACTIVTECHs – sport and physical activity qualifications approved for performance tables and UCAS tariff points – End Point Assessment and an endorsement service, offering the opportunity for non-regulated provision to be recognised by and certificated through 1st4sport. They are supported by key industry organisations and continue to ensure that their service offer reflects the current needs of the industry.

www.1st4sportqualifications.com

Active IQ

Active IQ is a leading Ofqual-recognised awarding organisation for the physical activity sector. They design qualifications and high-quality resources that support clear career pathways, and lead the way in health, wellness and physical activity, championing industry standards at the highest level.

www.activeiq.co.uk

fibodo

fibodo is the only e-commerce booking platform on the market today that focuses on empowering personal trainers and class instructors, and creating a positive impact on the places they work. Personal trainers can take bookings, get paid and grow their business – all in one place. Their easy to use platform is fully customisable, providing the best way to manage business and increase client bookings. Studios and gym groups can understand the true value of the personal trainer team, creating a new revenue stream built on transparency, performance and increased member engagement.

www.fibodo.com/fitness

Future Fit Training

Future Fit Training have been driving innovation and excellence in the fitness industry since 1993 and are committed to raising the standards of health and fitness training across the UK.

As the two time winner of ukactive's 'Training Provider of the Year' Award in 2016 and 2017 and winners of the 'Innovate Training Programme' Award in 2014, they are recognised by experts within the sector for their outstanding quality of training and impact on the health and fitness industry.

www.futurefit.co.uk



Myzone

Myzone was created to show people who would be completely intimidated by the gym space that you don't need to already be fit to workout.

By devising a way to reward effort, Myzone has levelled the playing field providing everyone with an equal opportunity to show how hard they are trying, removing the stereotype with exercise that only the fit get fitter.

Their mission is to help people feel good about exercise, whether that's before, during or after the event. Myzone believes it is making a difference in someone's life by giving them the tools and support system needed to live a healthier lifestyle.

www.myzone.org

iCaas

iCaas is working with CIMSPA to offer the sport and leisure industry a simple, intuitive solution for data security and compliance

Providing simple, easy-to-use software, iCaas helps CIMSPA members achieve, manage and maintain full GDPR compliance. Crucially, the software also saves time and money and gives customers peace of mind in selecting a CIMSPA professional. Building trust and helping protect client reputation and data is vital in this sector. That is why comprehensive online training is included as standard to inform users of the principles of responsible data handling and the importance of data privacy.

myicaas.com/cimspa

Institute of Swimming

The Institute of Swimming are the largest provider of Swim England qualifications and aquatics courses. We offer flexible, industry leading training, delivered by exceptional tutors.

Their courses cover teaching swimming, coaching, aquatic health and fitness, and pool plant. Quality is at the heart of everything IoS do, as high-quality courses and tutors lead to outstanding aquatic professionals.

They can create a bespoke workforce development plan and use a mixture of delivery models to match your business needs.

www.swimming.org/ios

IQL UK – Royal Life Saving Society

The Royal Life Saving Society UK (RLSS UK) is the industry leader in water-related safety qualifications and training. 40,000+ lifeguards qualify with an RLSS UK National Pool Lifeguard Qualification (NPLQ) every year!

With a portfolio of 60+ qualifications and awards, RLSS UK ensures clients remain at the cutting edge of lifeguarding, first aid, water safety, pool management and lifesaving. RLSS UK works with an impressive list of national leisure providers from hotels, spas and competition pools, leisure centres, open water swimming venues and aqua parks. RLSS UK also develops bespoke qualifications and delivers water safety consultancy.

www.rlss.org.uk

Leisure-net Solutions

Leisure-net Solutions are the leading provider of Customer Insight, Business Intelligence and Consultation services to the cultural services, active Leisure and Health & Fitness Industries.

www.leisure-net.org

Pearson

A BTEC qualification is unlike any other. Why? Because it works for everyone. It works for learners developing the skills and knowledge they need to be successful, for teaching professionals preparing their learners for the jobs of the future, and for employers recruiting people who can hit the ground running.

Pearson has been an expert in designing and supporting the delivery of sport qualifications for over 20 years – working closely with teaching professionals, employers and professional bodies to ensure that our qualifications meet the needs of the sector now, and in the future.

Learning is a journey of discovery, challenge, inspiration, and wonder. As the world's learning company, they were inspired by the way education transforms lives.

www.pearson.co.uk

Refer-all

Refer-all is a data management platform for the safe and efficient provisioning of lifestyle services, such as physical activity referral, weight management and specialist referral services for chronic conditions. The Refer-all platform enables quick and easy yet secure online referrals, increased capacity for improved delivery and real-time monitoring and evidence-based evaluation of outcomes. Today our secure online software is used by local authorities, leisure trusts, public health teams and NHS organisations across the UK.

www.refer-all.net

Right Directions

Right Directions provides a dynamic, realistic and sensible approach of providing Quality Management and health and safety support. Over the years our client base has developed and we now work closely with private organisations, local authorities, contract management organisations, universities and a network of sports and leisure trusts around the UK.

www.rightdirections.co.uk

RSPH

Established in 1856, the Royal Society for Public Health (RSPH) is an independent campaigning and educational charity dedicated to improving and protecting the health of people in the United Kingdom and around the world.

We are also the UK's leading regulated Qualifications Awarding Organisation in the field of public health, offering nearly 70 qualifications and awarding over 40,000 certificates to successful candidates in 2019. Our regulated qualifications include a large number specific to health improvement which will be of interest to the fitness industry (11 of these are awarded Cimsa cpd points and two of our qualifications are Cimsa endorsed qualifications for the Health Navigator standard).

Membership of the Royal Society for Public Health is open to anyone working in public health or the wider health sector, including the fitness industry, and achievement of an RSPH qualification is a popular route to membership.

www.rsph.org.uk

SPONSORS & EXHIBITORS

Safety Training Awards (STA)

Safety Training Awards is the awarding organisation of The Swimming Teachers' Association, an international registered charity and national governing body for swimming and lifesaving who work towards: the preservation of human life by the teaching of swimming, lifesaving and survival techniques.

Safety Training Awards works diligently to develop multi-disciplinary qualifications across swimming teaching, lifesaving, first aid and pool plant. As a CIMSPA awarding organisation partner, these qualifications reflect the latest standards and the ongoing needs of employers, trainers and teachers in the workplace.

www.safetytrainingawards.co.uk

Sports Governance Academy (SGA)

The Sports Governance Academy (SGA) is the professional development hub for the sports and physical activity sector, providing knowledge, training and networking opportunities for everyone involved in governance. This unique partnership between Sport England and the Chartered Governance Institute aims to increase public trust in sports organisations by raising governance standards and creating a platform for recognition of the growing sports governance workforce. The SGA champions good governance as an enabler of improved performance across the sector..

www.icsa.org.uk

Swim England

Swim England is the national governing body for swimming in England. They provide the national structure for swimming, supporting their partners in all aspects of their sports, from advice on delivering and maximising your learn to swim programmes to developing your workforce with our market leading swimming teaching qualifications.

Swim England operates certification and education programmes for teachers, coaches and officials.

www.swimming.org/swimengland

SWIMTAG

The award winning SWIMTAG platform is used by over 200 leading pool operators in the UK and Europe to attract, motivate and support their members. SWIMTAG enables pool operators to run exciting challenges and competitions to inspire all their members from recreational to masters swimmers. Our new Windows based software has made it even easier and more cost effective for pools to install our kit, increase swimming participation, generate sales and in turn, achieve a significant return on investment.

www.swimtag.net

VTCT

As a long established partner of CIMSPA, ITEC and VTCT have been providing vocational and technical qualifications within the Sports, Active Health and Fitness sector for over 50 years. With over 55 qualifications in 5 territories, ranging from yoga and Pilates instructing and sports massage, to sport science and personal training, ITEC and VTCT provide robust, reliable and regulated qualifications which meet industry demand and are fit for purpose.

www.vtct.org.uk

YMCA Awards

YMCA Awards are experts in education, health and wellbeing with over 20 years' experience developing UK-regulated and globally-recognised qualifications. As the most long standing Awarding Organisation within sector we work closely with our partners producing products and services that deliver life-changing opportunities.

As an End-point Assessment Organisation we offer our training provider and employer partners the best apprenticeship service available. Employers can be rest assured apprentices assessed by YMCA Awards are fully supported throughout their assessment

www.ymcaawards.co.uk

Xn Leisure

Xn is a leading management solutions specialist with four decades experience in delivering innovation. Their portfolio includes the Leisure Hub online portal which streamlines self-service booking, joining, self-administration, document management, debt payment and much more – freeing up staff to focus on customer service, increased profitability and efficiency. The Staff Portal is a concierge solution for contact centres and roving staff which provides an easy to use solution that reduces cost and positively changes the way you connect with customers.

www.xnleisure.com

The Chartered Institute for the Management of Sport and Physical Activity

info@cimspa.co.uk www.cimspa.co.uk Charity Registration Number: 1144545
Incorporated by Royal Charter





Membership Payments Without The Hassle

- ✓ Earn optimal revenue for growth
- ✓ Cut admin & streamline payment processes
- ✓ Attract new & retain existing members

**Focus on your goals, let us
take care of member payments**

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hg **harlands**
group | a TSG solution