

## Section 5: Summary IFI Mark Standards

Please note this is a summary of the standards only. Behind each assessment criteria there lies a more substantial assessment criteria that will be used by quality mark assessors.

<b>Access</b>				
<b>Assessment Criteria</b>	<b>Level One: Provisional</b>	<b>Level Two: Registered</b>	<b>Level Three: Excellent</b>	<b>Additional desirable criteria</b>
Parking	Accessible parking bays provided	Minimum 6% accessible parking bays	Parking bays marked to standard	
	Accessible route to main entrance		Parking provided for minibuses with drop off point	
Entrance	Main entrance accessible		Electric doors at the main entrance	
Reception	Hearing induction loop provided at main reception	Reception desk lowered		
Signage		Signage with some accessible features	Signage contains tactile elements where required	
Toilets	At least one unisex accessible toilet is provided	All accessible toilets meet the minimum access standard	All accessible toilets meet best practice access standards	
Changing Rooms	Accessible changing is available (either unisex or within single sex changing)	At least one unisex accessible changing room is provided	Accessible changing room meets best practice access standards	
Lockers	Lockers are accessible to wheelchair users	Some lockers contain tactile numbers to increase accessibility to visually	Lockers are provided for the mobility aid storage	

<b>Access</b>				
<b>Assessment Criteria</b>	<b>Level One: Provisional</b>	<b>Level Two: Registered</b>	<b>Level Three: Excellent</b>	<b>Additional desirable criteria</b>
		impaired users		
Fitness Suite	Fitness suite is accessible, with wheelchair access to all IFI accredited equipment and other relevant areas	Colour contrast is provided in the fitness suite to assist navigation for visually impaired users	Route through fitness suite marked differently	
		Portable hearing induction loop is available for use within the fitness suite	If the fitness suite is split over different levels, there is wheelchair access to all floors.	

<b>Equipment</b>				
<b>Assessment Criteria</b>	<b>Level One: Provisional</b>	<b>Level Two: Registered</b>	<b>Level Three: Excellent</b>	<b>Additional desirable criteria</b>
	There is a minimum IFI package	Dumbbells and rack (not necessarily accredited versions)	Analysis of size of gym will determine % IFI accredited equipment required	A range of additional IFI accredited items is available
	A variety of small equipment is available (not necessarily the approved versions)	IFI approved small equipment package	A range of IFI accredited upper body resistance equipment to include: lat pulldown, chest press, seated row, shoulder press, or equivalent	A range of additional access aids is available
			Additional upper body ergometer dependent on	

			the size of the fitness suite (minimum 1, maximum of 4)	
			Rower with postural support seat available	

<b>Training</b>				
<b>Assessment Criteria</b>	<b>Level One: Provisional</b>	<b>Level Two: Registered</b>	<b>Level Three: Excellent</b>	<b>Additional desirable criteria</b>
Disability Equality Training	≥ 33% all staff have received disability equality training, with evidence provided of course length and content. All basic training and inductions for new staff include basic disability equality training.	≥ 50% staff have received disability equality training from an IFI approved training provider	≥ 75% staff have received disability equality training from an IFI approved training provider	
Exercise and Disability Level 2	≥ 1 fitness instructor is qualified at L2 (may be the same individual as holds the L3 qualification)	≥ 1 additional fitness instructor is qualified at L2	Enough staff are qualified at L2 to cover all operational hours	
Exercise and Disability Level 3	≥ 1 fitness instructor is qualified at L3 within 12 months of IFI Mark assessment	≥ 1 fitness instructor is qualified at L3	At least 2 fitness instructors are qualified at L3	
REPS Registration	A sufficient number of fitness staff have REPS L2 registration. This number is dependent on the type and size of facility and will be quantified in the action plan for each site.			A number of fitness staff have full REPS L3 registration.

<b>Training</b>				
<b>Assessment Criteria</b>	<b>Level One: Provisional</b>	<b>Level Two: Registered</b>	<b>Level Three: Excellent</b>	<b>Additional desirable criteria</b>
Other			At least staff member has received basic BSL training (e.g. finger spelling)	<p>≥1 person has received BSL training</p> <p>≥ 1 member of the fitness suite staff are qualified in exercise referral, BACR cardiac rehab, or any of the additional modules at REPS L3</p> <p>≥ 1 fitness suite staff member is qualified at REPS L4</p> <p>≥ 1 person received impairment-specific training</p>

<b>Marketing</b>				
<b>Assessment Criteria</b>	<b>Level One: Provisional</b>	<b>Level Two: Registered</b>	<b>Level Three: Excellent</b>	<b>Additional desirable criteria</b>
Alternative formats	Alternative formats available upon request within 2 weeks of request	Large print and audio formats available at reception, Braille available on request	Braille formats also available at reception	
Print materials		Print materials contain inclusive images	Mail shots are automatically sent in the best format for the user	
Phone (or equivalent) communication with the facility		Print materials contain textphone/BT Typetalk, fax no. / email if applicable	Partnerships developed with local disability organisations, other community organisations, health etc.	A separate phone line is dedicated to a text phone
				An SMS text facility is available
Marketing personnel		Nominated person with specific remit in their job description to work on inclusive marketing		
Outreach work		All email queries are responded to within 12 hours	Outreach work conducted with appropriate management support	Outreach work, including exercise sessions off-site is conducted
Other	Evidence of inclusive marketing e.g. inclusive marketing plan	Press releases routinely sent to local disability organisations etc.	Under-represented groups identified from monitoring and work done to help	

<b>Marketing</b>				
<b>Assessment Criteria</b>	<b>Level One: Provisional</b>	<b>Level Two: Registered</b>	<b>Level Three: Excellent</b>	<b>Additional desirable criteria</b>
			overcome barriers	
		Information on notice boards provided in an accessible format	Marketing plan specifically targets disabled people	
			Well advertised taster sessions provided / impairment specific programming	

<b>Monitoring</b>				
<b>Assessment Criteria</b>	<b>Level One: Provisional</b>	<b>Level Two: Registered</b>	<b>Level Three: Excellent</b>	<b>Additional desirable criteria</b>
	Organisation is monitoring usage by disabled people (can be through number of different means)	Quantitative monitoring of the number of disabled people is completed monthly	Quantitative monitoring is split by impairment group and is fed back to senior management	Reports of quantitative monitoring analyse income generated by disabled people
		Customer feedback is actively sought	Regular feedback sought from disabled people	

<b>Other Opportunities</b>				
<b>Assessment Criteria</b>	<b>Level One: Provisional</b>	<b>Level Two: Registered</b>	<b>Level Three: Excellent</b>	<b>Additional desirable criteria</b>
	Some other opportunities are available to disabled people			A disability sports development plan is being implemented
	A written statement is produced committing to making other areas of the facility and other activities more accessible			Mainstream activities are inclusive e.g. swimming lessons, all clubs hosted at the site etc.

<b>Policies</b>				
<b>Assessment Criteria</b>	<b>Level One: Provisional</b>	<b>Level Two: Registered</b>	<b>Level Three: Excellent</b>	<b>Additional desirable criteria</b>
	The egress strategy takes into account evacuation of disabled users	Guided tours are provided to all new customers	A budget is allocated for access improvements and staff training	All relevant staff receive child protection/ vulnerable adults training
	An assistance dog policy has been produced	A vulnerable adults policy/ training is in operation	Staff interviews include an equality question on equality	A recruitment policy dedicated to increasing employment by disabled people is in operation
	Individual inductions available for disabled people on request at no		All staff receive disability awareness training within 3	

<b>Policies</b>				
<b>Assessment Criteria</b>	<b>Level One: Provisional</b>	<b>Level Two: Registered</b>	<b>Level Three: Excellent</b>	<b>Additional desirable criteria</b>
	extra cost		months of their start date	
	Assistance is provided for disabled people whenever necessary			
	The parking policy ensures the accessible parking bays are not abused			
	A table waiting service is available (if applicable) in the café on request			
	Staff store mobility aids for customers on request			
	A procedure for booking BSL interpreters is available			
	Suitable justification for pricing policies is provided			
	Relevant staff CRB checked			
	Facility checks look for hazards that affect access			

<b>Fitness Suite Programming</b>				
<b>Assessment Criteria</b>	<b>Level One: Provisional</b>	<b>Level Two: Registered</b>	<b>Level Three: Excellent</b>	<b>Additional desirable criteria</b>
	A copy of the induction policy is provided	The induction policy allows extra sessions if necessary	Staff regularly seek feedback from those that have received an induction	
	A PAR-Q form is completed with appropriate measures taken for all new customers (disability in itself must not be a reason for referral)	The fitness suite is manned during times at which the facility is open to the public	Each customer is allocated a member of staff to guide them through the fitness suite experience	
	The instructor qualified in adapted physical activity is consulted with prior to any inductions provided for disabled people		Staff rotas ensure adequate staff cover by those with NVQ level 3 training	
			Those referred to GP following PAR-Q completion are followed up if they have not returned within 2 weeks	
			Supervised sessions (e.g. through volunteers, 'gym buddies' etc) are available	