

## The Active Standard: Frequently Asked Questions

### What is The Active Standard?

The Active Standard is a quality mark, developed by ukactive in collaboration with sector partners, to ensure your fitness and leisure facilities meet the standards necessary to build safety, resilience and trust for your organisation and your customers, and to safeguard you against operational and reputational risk.

The standard, known also as 'TAS', is a baseline certification has been designed for all types and size of operator – whether from the private, public or independent part of the sector. It gives you the opportunity to demonstrate your quality and compliance with UK law, therefore building consumer trust and improving reputation and resilience.

### What are the benefits of being certified to The Active Standard?

The Active Standard will support operators in the public, private and independent sectors to demonstrate effective compliance with laws, regulations, and other formal operational requirements, helping to strengthen resilience to risk and contribute to safer, more inclusive, participation for consumers.

Successfully achieving certification also helps to foster opportunities for new partnerships across the wider landscape of public health, by instilling confidence in the safety and professionalism of your sites.

### How will The Active Standard help our sector?

The Active Standard serves as a beacon of support, safety and quality for risk and standards in the UK physical activity sector.

As a quality mark for all kinds of operators, it has been designed to be the catalyst for risk and standards improvement in the UK.

It exists to support facility operators to ultimately raise standards across the physical activity sector in the UK, in turn improving consumer confidence. This nationally recognised certification also helps to protect employees and consumers by holding operators to account when it comes to safety, standards and regulations.

### How do I qualify for The Active Standard?

All ukactive operator members qualify for The Active Standard assessment as part of their ukactive membership, free of charge. As an operator member, you will be contacted by a member of the team to begin your enrolment for The Active Standard based on your membership renewal date within the next three years. New ukactive members will be introduced to The Active Standard as part of their onboarding.

### I'm not a ukactive member, but I want to achieve certification, what do I need to do?

To qualify for enrolment into the TAS assessment, you'll need to become a ukactive member. To become a member or find out more, please complete [this form](#)

**How do I apply for The Active Standard?**

If you are a ukactive member, there is no need to apply. You will be contacted by a member of the team over the next three years to start your enrolment. To let us know you are interested in enrolling sooner rather than later, please send us an email to [tas@ukactive.org.uk](mailto:tas@ukactive.org.uk)

**Do I have to complete The Active Standard if I hold ukactive operator membership?**

As part of our collective mission to ensure quality and raise standards across the sector, assessment to The Active Standard is mandatory for all ukactive's operator members. The Active Standard supports you to ensure your fitness and leisure facilities meet the standards necessary to build safety, resilience and trust for your organisation and your customers, and to safeguard you against operational and reputational risk.

The standard also exists to support facility operators to ultimately raise standards across the physical activity sector in the UK, in turn improving consumer confidence. This nationally recognised certification protects employees and consumers by holding operators to account when it comes to safety, standards and regulations.

You will be contacted by a member of the team over the next three years to start your enrolment and support you in achieving certification.

**How much does The Active Standard assessment cost?**

As a benefit of being a ukactive member operator, The Active Standard assessment comes free of charge as part of your membership package.

**How much additional work do I need to do for The Active Standard?**

To complete your assessment you will be asked to provide evidence of your compliance with relevant health and safety law and regulation in the UK, safeguarding measures and protocol and a strong commitment to high professional standards. The assessment is based on 40 questions and the amount of work required will depend on how compliant you already are. ukactive and the assessment provider will provide plenty of information and support to help you provide the right evidence and to understand how to achieve compliance where necessary.

**How long does it take to complete assessment for The Active Standard?**

The initial assessment is conducted online with your representative and normally takes between 2-2.5 hours. In preparation, you will be asked to read through the supporting materials and attend a webinar to help you prepare and ensure the assessment is efficient. You will be given six months after assessment to follow up with any areas which you have not been able to evidence during the assessment. Further evidence can often be re-submitted simply online rather than undergoing another assessment call.

The exact amount of time needed will vary from operator to operator, depending on existing levels of compliance and documentation held.

**What criteria will my organisation be assessed against?**

To achieve The Active Standard, you will be assessed by a third-party assessment body against a strict criteria based on 40 questions, covering requirements for health and safety compliance, professional standards, safeguarding measures and data protection.

**How long is the The Active Standard certification valid for?**

Your certification will last three years. After three years, you'll need to be required to be re-assessed to ensure your organisations standards are maintained.

**When will The Active Standard launch?**

We are onboarding pre-qualified organisations in November and December 2024 – including those that successfully achieved The Active Standard during the pilot phases.

From January 2025, the first wave of member operators to enter the certification process will be contacted by ukactive to begin your journey.

**How do I know if I pre-qualify for The Active Standard? My organisation is Quest/FITcert certified, am I pre-qualified?**

If your organisation has already achieved either Quest or FitCert against ISO's International Standard for Sampling (the square root of the total number of sites operated by an organisation) you will be automatically certified to The Active Standard.

This means that organisations that have achieved these existing certifications across a number of sites equivalent to the square root of the total number of sites they operate, (eg three sites out of a total of nine) will achieve The Active Standard.

**What's the difference between The Active Standard and other certifications such as Quest and FITcert?**

Each of the sector standards will maintain their unique position in the market. The Active Standard has been designed as the foundation and baseline certification, meaning operators can progress your level of standards through certifications such as Quest and FitCert, without duplication.

**What happens once I'm qualified?**

If you achieve a score of 100% on the day of assessment, you will receive verbal confirmation of your successful completion. A report of the assessment will be provided via an online platform, which will be available to the operator member within 10 days of assessment, along with your digital certificate which can be printed and displayed at your site(s).

You'll also be provided digital assets and given access to our online portal with the option to purchase further assets for promotion of your certification. The successful certification to The Active Standard will be recorded on ukactive's internal register.

**What happens if I don't pass?**

We recognise that some operator members will undertake a longer journey and require greater support before you are ready for assessment against The Active Standard criteria. Templates, guidance and signposting to useful resources will form part of the supporting

material to help preparation for assessment.

Operator members will be given access to an online platform where evidence can be re-submitted for up to six months to achieve certification. You won't need to go through the whole assessment process again. The report will give a detailed run down against each question of what is required to meet the standard.

### **How do I show that my organisation is certified to The Active Standard?**

Once you have achieved certification to The Active Standard, you'll receive a digital certificate which can be printed and displayed at your facility. We will also be sharing a suite of assets available for you to promote your organisations achievement, which includes print and digital assets.

### **What support is available to me?**

To support you in your preparation for The Active Standard assessment, you'll have access to supporting materials and a live or recorded webinar. Once you've been enrolled, our third-party assessment body will be available to assist you with any questions you may have.

### **Has The Active Standard been tested and piloted?**

The standard has been meticulously tested with a representative sample of operators during a multi-year pilot, assessed by Right Directions, to ensure the certification works for organisations of all types and sizes. The pilot also included a cohort of sites developing musculoskeletal health programmes (MSK hubs) to demonstrate that high standards can support the integration of our sector into healthcare pathways with the NHS.

### **What partners have been involved in developing TAS?**

Development of The Active Standard syllabus has been supported by ukactive's Standards and Legislation committee, which has helped scrutinise the criteria.

As part of the development, ukactive has been working closely with partners Sport England, CIMSPA, Right Directions (which delivers Quest), and EuropeActive and NEN (which together deliver the European FITcert Scheme).

### **What if I have another question about The Active Standard?**

For any additional questions, please email [tas@ukactive.org.uk](mailto:tas@ukactive.org.uk)