

Frequently Asked Questions (FAQs)

Q1. What is the difference between the Clean Sport Advisor course and the Accredited Advisor Assessment?

The Clean Sport Advisor course is a refreshed and updated version of the Accredited Advisor Assessment (Advisor Course). The purpose of the course remains the same; to enable you to confidently support and advise athletes and athlete support personnel (ASP) on their anti-doping responsibilities. You will be able to:

- Recall the main athlete anti-doping responsibilities
- Competently advise on the key anti-doping messages
- Recognise scenarios when athletes and/or ASP may need advice
- Signpost athletes and/or ASP to additional information and appropriate points of contact

The role of a Clean Sport Advisor is not to be an anti-doping expert but to be able to give accurate advice and know where to go for further support.

It also remains free of charge.

Q2. Is there a need to update the course?

It is important for us to continually improve and update our education resources. E-learning is continually evolving, and we aim to maintain high standards for our learners. We have used both external (survey conducted in June 2018) and internal feedback to improve the course whilst continuing to promote awareness and help protect clean sport.

Q3. Why will my certificate show an expiry date of 31 December 2020?

The 2021 revisions of the World Anti-Doping Code (WAD Code) come into effect on the 1 January 2021, along with the introduction of the International Standard for Education (ISE) and International Standards for Results Management. Due to the level of new information, an updated version of the Clean Sport Advisor course will be released in January 2021 to ensure you are aware of the correct information and confident to give accurate advice. This is to mitigate the risks of outdated information communicated to athletes and ASP. Therefore, the current course is only valid until 31 December 2020.

Q4. I have just completed the Advisor Course and it doesn't expire until 2021/2022 – what do I do?

Updating the learning experience has not changed the technical information within the course. By completing the Accredited Advisor Assessment, you can still advise and signpost athletes and/or ASP of the appropriate anti-doping information. If you have completed the course as part of your Clean Games Policy or Clean Sport Accreditation requirements (athlete support personnel going to a Major Games need to complete the Advisor course) this will remain valid.

If you want to complete the new course, you will be able to. You will need to add the course to your basket and follow the instructions.

However, your expiry date will now be 31 December 2020 – as with the new Clean Sport Advisor course. Please see question three for the reasoning.

Q5. I have enrolled on to the Accredited Advisor Assessment last week but not yet completed – what do I do?

You will automatically be enrolled onto the Clean Sport Advisor course. We would request that you **ignore** the Accredited Advisor Assessment enrolment and proceed with the new Clean Sport Advisor course. From the 1 March 2020, any incomplete Accredited Advisor Assessment course will be removed from your dashboard.

Q6. How should I complete this course?

It's entirely up to you. You can either complete it in one session or dip in and out at a time to suit you. The course will save your progress in real-time, if you are within a module and not assessment. You can then re-start where you left off.

Split into four main modules and a summary module, you will complete each module consecutively in order to build on each concept. Once you have completed a module, you are able to go back at any time if you have submitted the assessment for that module.

There are a variety of links (highlighted purple) that will support your learning; we advise that you click on the links and reflect on the task icons to enhance your knowledge.

Q7. How long will it take?

This is a self-paced course that you can complete at times to suit you. The course can take between **60 – 90 minutes**. However, if needed, you can break up your learning

and take time out in between completing modules (and the associated assessment). You will be able to access it whenever you want, at a time that fits in with your lifestyle.

The more you immerse yourself in the learning experience, the more you will benefit. But it's entirely up to you. No-one will be watching over your shoulder, so you are free to go backwards and forwards as many times as you want (but not if you have started the assessment – before navigating elsewhere complete and submit the assessment).

Q8. Is there any homework?

There is no homework as such, but in order to get the most from this course we urge you to embrace the challenges and opportunities for reflection we have included throughout.

Q9. How is my learning recognised?

There are four main modules and a summary module with an assessment for each. In order to successfully complete the course, you will need to complete each assessment with an overall pass rate of 80%. If you are unable to achieve at least 80% due to one assessment you will have to complete the whole programme including all assessments again.

Q10. What if I get stuck and need help?

We've learned a lot over the years about why a course may not work on different PCs or laptops. If you are having any problems, message us and we'll see if we can help: hubenquiries@coachwise.ltd.uk or alternatively you can call us on 0113-201 5530.

Customer service hours are Monday-Thursday, 9am-5pm and Friday, 9am-4.30pm, so if you message outside of these hours, we'll do our best to respond as soon as we get into the office.

Tip: you can refer to this FAQ guide. Or alternatively, message us and we'll do our best to help.

If you require further information on the content of the course, then please visit the [UKAD website ukad.org.uk](http://ukad.org.uk) and/or email education@ukad.org.uk

Q11. What do I do if I fail the course?

You need to achieve a pass rate of an 80% average from the assessments. You have three attempts per assessment and if you do not reach the overall 80% mark you need to contact education@ukad.org.uk to reset. The question answered incorrectly is shown but the correct answer will not be given.

Q12. What device should or can I use to complete the course with?

It has been designed to work on desktop, tablets, laptops and mobile phones. The course is flexible for your use. However, for best experience, we recommend you complete it on a desktop.

Q13. Accessibility

The videos in the course feature audio. We haven't yet put in transcripts for audio content or inserted voice over to aid people with hearing and visual impairments. We are working on that.

Q14. Support links

UK Anti-Doping website: <https://www.ukad.org.uk/>

World Anti-Doping Agency website: <https://www.wada-ama.org/>

Global DRO: <https://www.globaldro.com/>

Informed-Sport: <https://www.informed-sport.com/>

MHRA: <https://www.gov.uk/government/organisations/medicines-and-healthcare-products-regulatory-agency>

Help us improve

We are always keen to hear what you think so we can continue to improve this course for future learners. If you spot any errors or problems, we'd be grateful if you could post us a message. There will be an opportunity to review and comment once you have completed the course.

We hope you enjoy the course! Let's get started!