

Learner Contract

We recognise that you have booked onto a coaching qualification through Sport Structures to enhance your continual professional development. We have produced a learner pack which details information on our centre policies and procedures to outline our service commitment to you. To make the most of your course experience, it is important that you understand that, in registering for a course, you are committing to;

- complying with the contents of the Sport Structures learner pack
- reading all the information provided to you in the pre-course email
- making all relevant payments for the course (as appropriate)
- being clear of the registration period for this qualification as stated in the pre-course letter. In this time, you must complete all aspects of the learning and assessment including reassessments
- attending all components of the learning and assessment programme (unless other arrangements have been made related to Recognition of Prior Learning). Please inform us if you are unable to attend any course dates in advance of the course
- complying with the qualification conditions, awarding body policy, position statements and related processes
- showing respect to the tutor(s), assessor(s) and fellow peers on the course
- taking note of and acting upon instructions and feedback from the course tutor(s)
- not using foul or abusive language or engaging in disruptive behaviour
- attending the course on time
- being equipped for the course in terms of relevant materials, stationery and refreshments
- reporting any unsafe, discriminatory or unacceptable behaviour to the tutor or Sport Structures
- wearing appropriate clothing/footwear that is appropriate to the course
- cooperating with health and safety matters during the course, reporting any concerns to Sport Structures
- providing appropriate methods of identification to enable us to generate your Unique Learner Number

- declaring any injuries or medical issues that may restrict your ability to participate in the course
- reporting any special requirements or adjustments to Sport Structures
- reporting any allegation in relation to unlawful treatment of personal data via the learner complaint procedure

Learners who in the opinion of the tutor(s) / assessor(s), do not meet the acceptable standards of behaviour expected of a coach, may be liable for exclusion from the remainder of the course. This may include participating in an assessment. In the event of a learner being excluded, they will be notified of this decision and the reasons why, within 5 working days. Learners will not be eligible for any refund.

Learners do have the right to appeal. The appeal must be made within 14 working days of the learner being notified of the decision in writing.

If the learner wishes to continue their continual professional development by applying to attend future qualifications through Sport Structures, they will be required to demonstrate to the Head of Centre, that they have addressed the issues for which they were excluded.

Learner Terms and Conditions

The following terms and conditions apply to learners attending Sport Structures awarding body qualifications.

Cancellation of Courses

- We endeavour to make sure our courses take place as advertised. However, there may be some circumstances where Sport Structures reserve the right to cancel the course i.e. not reaching the minimum learner numbers or the venue not being able to accommodate the course due to unforeseen circumstances.
- If Sport Structures cancels the course, you will automatically be booked onto the next available course date.
- We advise that accommodation / train tickets should not be booked until a course confirmation letter is received or a Sport Structures member of staff confirms that the course is definitely going ahead as we will not refund expenses incurred.
- In the event of a tutor not being able to tutor a course at short notice due to an emergency, we will contact you to inform you and re-organise the course.
- If the final day of a course is cancelled due to unforeseen circumstances, we will re-arrange the assessment date and book you onto the new date. Should you not be able to make this new date, Sport Structures will transfer you onto another course (where spaces are available) at no cost.

Change of Venue

- There may be occasions, due to unforeseen circumstances, that Sport Structures have to change the venue. Sport Structures will endeavour to ensure that a suitable venue is sourced within the same area. If this is not possible, Sport Structures reserves the right to relocate the course to the nearest suitable venue that meets the qualification requirements.

Withdrawing from a Qualification

- If you cancel within 7 days or fail to attend the course without good reason (at the sole discretion of Sport Structures), the full fee will apply.
- If you cancel within 14 days of the qualification then 50% of cost will be returned to you.
- If you withdraw after the first day of the course, you will not be entitled to a refund.
- If you wish to withdraw from a course, you must do in writing. This can be done by post or via email to education@sportstructures.com.

Transferring to another course

You can be transferred to an alternative course with NO charge, if more than two weeks notice is given. Please request a transfer in writing or by e-mail to education@sportstructures.com

Learners wishing to transfer to an alternative course within seven days of the course start date, a £20 administration fee will be charged.

Re-assessment

In the event that you are unsuccessful in achieving your qualification, you can be reassessed within your registration period. Learners must request a re-assessment form and give 28 days' notice if they wish to take part in a re-assessment.

We offer re-assessment in two formats:

- Format 1*: You can be reassessed on a future course (subject to availability). Reassessment availability cannot be guaranteed on future courses and is on a first come first served basis when spaces are available. The fee for this option is £10.
- Format 2*: You can be assessed in your own environment. We will source an approved assessor for you that meets the workforce qualification requirements. This will be a different assessor from the assessor that assessed you on course. If you do choose this method, you will be required to cover assessor mileage expenses at a rate of 30 per mile. This information would be given in advance so you can approve the fees prior to the assessment day taking place. The fee for this option is £50 plus expenses.

Changing Your Assessment Date

If you have informed Sport Structures in advance of your assessment day that you cannot attend the course due to illness/extenuating circumstances (at the full discretion of Sport Structures) or due to not feeling ready to be assessed, please follow the below process:

- Format 1: You can be assessed on a future course (subject to availability and using the same principles as format 1*). No fee will apply.
- Format 2: You can be assessed in your own environment (using the same principles as format 2*). A fee of £50 plus assessor expenses will apply.

If you do not inform us to change your assessment date in advance of your assessment day and/or fail to attend without reasonable notice, a fee of £30 will apply for format 1. You will not be eligible to access Format 2 in these circumstances.

If you do not complete your qualification within the registration period identified, you will be required to pay a further registration fee and administration fee. The registration fee will depend on the qualification and the administration fee will be £10. Learners who require reasonable adjustments should contact Sport Structures and will be exempt from any charges.

Decisions on re-assessment type and associated fees will be made at the discretion of Sport Structures. We aim to respond to your re-assessment request within 24 hours and finalise your re-assessment arrangements within 5 working days. If you have any queries regarding your reassessment, please contact education@sportstructures.com

Registration Periods

Registration periods are usually as follows:

Level 1	12 months
Level 2	24 months
Level 3	36 months

- We advise you to check your registration period – this should be detailed within your pre-course letter. Your registration period begins on the first day of your course.
- If you do not complete your qualification within the registration period identified, you will be required to pay a further registration fee and administration fee. The registration fee will depend on the qualification and the administration fee will be £10. Learners who require reasonable adjustments should contact Sport Structures and will be exempt from any charges.