

## Learner Contract for Qualifications

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

- reading the course description and confirming you meet all eligibility criteria
- sharing eligibility evidence (if required)
- making all relevant payments to attend the course
- complying with our Terms and Conditions and Privacy Policy
- complying with the contents of the Education Learner Pack
- reading all course information distributed to you
- helping us to provide you with the best possible course experience by informing us of any special requirements or adjustments you may require in good time
- attending all course dates (unless other arrangements have been made related to Recognition of Prior Learning)
- being punctual and attending sessions on time
- complying with the qualification conditions, awarding body policies, 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
- being equipped for the course in terms of relevant materials, stationery, and refreshments
- reporting any unsafe, discriminatory, or unacceptable behaviour to the tutor/assessor or Sport Structures
- wearing appropriate clothing/footwear that is appropriate to the course
- cooperating with health and safety matters, 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 or engage

- reporting any allegation in relation to unlawful treatment of personal data via the Complaints Policy

Learners who, in the opinion of the tutor(s) / assessor(s), do not meet the acceptable standards of behaviour expected, 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.

For further information, please contact Kath Robinson, Head of Centre ([Katherine.robinson@sportstructures.com](mailto:Katherine.robinson@sportstructures.com)) / 07917 388 174.