

Basketball England Level 2 Coaching Course

Course Organiser Terms and Conditions

Thanks for your interest in running Basketball England Level 2 Coaching Course. Please read the below terms and conditions before applying to organise a course.

Submitting your course request

- Before submitting your course request, please ensure you have read the **course organiser page**. Should you have any questions, please contact us phone 0121 455 8270 or via email education@sportstructures.com. Please complete **all fields** of the form unless otherwise directed.
- It is recommended that course requests are submitted as early as possible.
- Please read the Basketball England Covid-19 face to face delivery guidance ahead of organising the face to face tutored session. Please also be aware of Government guidelines.

Booking details

- The course organiser is responsible for ensuring that all learners meet the eligibility criteria. We may wish to sample eligibility evidence prior to learners being certificated, as part of our quality assurance process. If eligibility criteria is not met to the satisfaction of Basketball England, individual learner certification will not be released.
- The course organiser is required to submit the following learner information a **minimum of 5 working days ahead** of the course to education@sportstructures.com:
 - First name / surname
 - Address including postcode and region
 - Date of birth
 - Gender
 - Email address
 - Confirmation of eligibility criteria
 - Any special requirements

A template will be provided for you to obtain this information upon receipt of your course request form.

- Please ensure that if learners have any special requirements that you inform us as soon as possible prior to the course so suitable arrangements can be made.

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- If you do use your own booking system to collect this information, you are required to gain consent (in line with GDPR regulations) to pass personal information onto Basketball England and Sport Structures for course administration purposes.
- It is the responsibility of the course organiser to ensure pre-course information details are received by the learners, unless stated otherwise.

Tutor and assessors

- When completing your course request form, please identify whether you have an approved Basketball England tutor/assessor for the course or whether you would like us to source a tutor/assessor for you. The tutor and assessor can be the same person but please be aware that assessments are to be conducted in the learners' club environment.
- The course organiser is required to pay the associated tutor and assessor fees. The recommended tutor fee is £25 per hour. Assessors are usually paid £35 per assessment. Mileage is charged at 0.35p per mile.

Virtual Classroom Session

- We recommend that course organisers deliver the virtual classroom sessions using their own secure platform. To ensure a positive learner experience and the quality of the training is not compromised, we have provided guidance to avoid potential security or data breaches:
 - Ensure each session is passcode protected and has a unique meeting number/I.D
 - Only share details of the session with the learners and the tutor
 - The tutor must host or co-host the meeting so they can control the delivery and manage the functionality of the virtual classroom. The tutor and course organiser have the authority to remove participants if they behave inappropriately.
 - Where functionality allows, create a waiting room to allow learners to be admitted. Also lock the room when all delegates are in attendance to stop others joining

As a course organiser, if you do not have a virtual classroom platform system in place, please let us know via the booking form.

Face to Face Session

- It is the responsibility of the course organiser to organise and pay for venue fees associated with the 16-hour face to face tutored session. Basketball England and Sport Structures shall not accept liability to cover any facility fees (including cancellation fees) that may be incurred.

Resources and certification

We will provide learners with access to course resources electronically. In addition, learners will be given access to:

- The Basketball England Hive platform (this will provide learners with access to course related documents. This will be provided 48 hours before the course starting.)
- The Basketball England E-platform (this is where learners complete their e-learning)

Learners will receive certification electronically.

Course advertising

- Should you wish for Basketball England to advertise this course (for external learners to apply as well as learners from your own organisation), please complete the relevant fields on the course request form.

Payment

- It is responsibility of the course organiser to ensure a valid invoice address and purchase order number is provided. The fee charged will be **£72 per person**. Basketball England Members may have [discount codes](#) for 10% off. If they can provide their discount code to prove they are a member you should reduce their fee accordingly, and factor this into your costings.
- Basketball England will invoice you based on the number of learners registered onto the course. Invoices will be sent via email to the name and address provided on the course request form. Invoices must be paid **within 7 days**. Payment must be made by credit/debit card or via bank transfer.
- If there is an outstanding balance due:
 - No learner certificates will be issued
 - Course organisers will be prevented from organising further courses

Post course

- Certification requests must be sent to education@sportstructures.com using the template provided to you.
- We are always looking to improve our service. Once the course has taken place, we will send you a course feedback survey about your experience. We would be grateful if you could spend a few minutes of your time to complete this.

Cancellation / Postponement

All requests for cancellations/ date change must be received in writing to education@sportstructures.com.

Cancellations are subject to the following charges;

- Within 5 working days of the course start date = £30 admin fee
- Within 48 hours of the course = A charge of 50% of the invoice amount

We will endeavour to contact you in advance of the 5 days to confirm whether the course will be going ahead.

If you need to change the date of the course, we will require at least 6 working days notice prior to the original date. If you go onto cancel the new date, you are liable to a charge of 50% of the invoice amount.

Our Responsibilities

A member of our education team will support you through the course organiser process. We will:

- Communicate with you to confirm receipt of your course request form and throughout delivery of the course.
- Provide learners with access to the Basketball England platforms. These include:
 - The Basketball England Hive platform (this will provide learners with access to their course manual and other related documents. This will be provided 48 hours before the course starting.)
 - The Basketball England E-platform (this is where learners complete their e-learning and access their virtual classroom sessions)
- Provide example Basketball England communication templates to use when communicating with your learners
- Provide example Basketball England document templates for learner details and certification requests.
- Communicate with you to confirm learner progress via the online platform
- Issue learner certification electronically.