

## Buddle

### Virtual Course Organiser Terms and Conditions

Thank you for your interest in running Buddle virtual training. Virtual training involves delivery of training content with a tutor in 'live' virtual classroom.

Sport England fund Buddle training and therefore, there is **no charge** to course organisers. Please see below the Buddle training requirements:

- Course organisers must represent a club or community organisation based in England
- Delegates should be at least 16 years of age.
- Delegates should be able to communicate effectively in English.

The Buddle programme is particularly focused on how the training can support organisations and individuals to address inequalities.

#### Submitting Your Course Request

- Please complete **all fields** of the request form unless otherwise directed.
- Please submit your course request form a **minimum of 10 days prior** to the training start date. Requests made after this time may result in us not being able to allocate a tutor (however we will try our best!).
- Before submitting your form, please ensure you have read the training description via the Buddle website. Should you have any questions, please contact us phone 0121 455 8270 or via email [Buddle@sportstructures.com](mailto:Buddle@sportstructures.com).

#### The Booking System

- The course organiser is responsible for ensuring that all delegates register for the training prior to attending. The following information is required:
  - First name / last name
  - Postcode (of the delegate)
  - Email address
  - Any special requirements to access the learning (i.e. delegates may have specific learning needs)
- All delegate data captured in the registration process should be sent to us via email ([Buddle@sportstructures.com](mailto:Buddle@sportstructures.com)) a **minimum of 4 days** prior to the training going ahead. We will endeavour to prompt you for this information but please be aware that without this information, the training may not go ahead.
- If you do use your own booking system, you are required to gain consent (in line with GDPR regulations) to pass personal information onto Sport Structures and Sport England for administration/reporting purposes.
- The delegate data captured will not be distributed to any third parties and is purely used to ensure we can support delegates effectively.

## Delegate numbers

- The minimum number of delegates required to run training is **8**. It is recommended that course organisers recruit a **minimum of 10 delegates** (in our experience, there are at least one or two

learners that unfortunately are unable to attend, once registered). Ideally this number should include representatives from different organisations/clubs\*. Please visit the Buddle course request page to understand minimum and maximum numbers for the course title(s) you have chosen.

- If you have less than 8 learners but running the Buddle training is essential to you, please contact us directly within **4 working days** to discuss the possibility of this training going ahead.
- It is the course organisers responsibility to promote the training and ensure that the course has sufficient numbers to run. Please communicate with us **at least 4 working days** prior to the training if you believe minimum numbers **cannot be achieved**.

*\*'Clubs' are delivery organisations that deliver sport and physical activity including National Governing Body affiliated, non-affiliated clubs, community and informal groups*

## Buddle training delivered at conferences or events

- It is possible to run Buddle training as part of a virtual conference or event. We have experience of modifying content to suit audience need, which also includes modifying the duration of training, where applicable. If you wish for content to be modified, please let us know when submitting your course request.

## Delegate Access Requirements

- Course organisers are expected to communicate with delegates to ensure they are aware of the requirements to access the virtual classroom. To ensure a positive learning environment, delegates are required to:
  - Have access to an environment with limited distractions
  - Have good WiFi
  - Have access to a laptop or tablet device which has a working microphone. Mobile phones can be used but are not recommended.
  - Be willing to engage actively in the course
  - Communicate if they have any additional learning requirements ahead of the training via the registration process. This allows us to make appropriate provisions to ensure content is accessible

It is also recommended that delegates have access to a webcam (desirable not essential).

## Resources

- Prior to the virtual training, we will email delegates with a link to access the virtual classroom along with a link to the training evaluation form.
- A copy of the slides can be requested *post training*

## Post course

- As Buddle training courses are free of charge, course organisers are expected to;
  - Send follow up communications to the delegates including any delegates that did not attend, with direct links to further Buddle support
  - Complete a course organiser feedback survey.
  - Identify any organisations/individuals who are potential case studies. Please share this information with us.

## Training Cancellation / Postponement

- All requests for cancellations/postponements must be received in writing to [buddle@sportstructures.com](mailto:buddle@sportstructures.com) **at least 4 working days** prior to the training taking place.
- We will endeavour to contact you **in advance** of the 4 working days to confirm whether the training will be going ahead.
- We reserve the right to cancel training with **24 hours' notice** if delegate numbers do not meet the minimum number.
- We reserve the right to postpone the training if minimum numbers are not met at the official and communicated start time. If the decision of postponement is reached, the course organiser will be requested to postpone the training and work with the Buddle team to organise a new date.

## Tutor Withdrawal

- In the event of a tutor not being able to deliver the course at short notice due to an emergency, a member of the Buddle team will inform you immediately and explore options to re-organise the training with you (if another tutor cannot be sourced).

## Complaints

- Should you wish to request a copy of our Complaints Procedure at any stage in the process, please contact us via email [Buddle@sportstructures.com](mailto:Buddle@sportstructures.com).