

Course Organiser Terms and Conditions

1. Introduction

These Terms and Conditions set out the responsibilities and expectations for organisations or individuals acting as course organisers. By submitting a course request to Sport Structures, you agree to comply with these Terms to ensure a high-quality and safe learning experience for all learners.

For the purposes of these Terms, a course organiser refers to any individual, organisation, or representative arranging or coordinating a course with Sport Structures.

2. Submitting a Course Request

Course organisers must:

- Complete all required fields on the course request form accurately and honestly.
- Submit requests as early as possible to allow sufficient time for Sport Structures to respond, allocate resources, and arrange the required workforce.
- Contact Sport Structures with any queries regarding the request prior to submission.

3. Booking Details

Course organisers are responsible for ensuring that:

- All learners meet the eligibility criteria outlined for the course.
- Learner information (including full name, contact details, date of birth, and any special requirements) is submitted at least 5 working days prior to the course start date.
- Where an organiser uses their own booking system, appropriate consent is obtained in accordance with GDPR and other applicable data protection laws before sharing personal data with relevant parties (such as Sport Structures, the National Governing Body, or the Active Partnership).
- Any learner special requirements or needs are communicated to Sport Structures as soon as possible to enable reasonable adjustments to be made.

4. Data Protection and Compliance

- All personal data must be managed in compliance with GDPR and applicable data protection legislation.
- Course organisers must ensure they have a lawful basis for collecting and transferring personal data to Sport Structures.
- Course organisers must implement appropriate safeguarding arrangements to protect the welfare of all learners and adhere to relevant safeguarding policies where required.

5. Venue and Delivery Requirements

Organisers are responsible for:

- Arranging and covering all venue costs.
- Ensuring the venue meets the specific course requirements as listed on the course information or as communicated by Sport Structures. Sport Structures reserves the right to decline a venue that does not meet these requirements.

For virtual courses, organisers must use secure online platforms and follow best-practice guidelines, including:

- Protecting sessions with passcodes and unique meeting IDs.
- Sharing access details only with authorised learners.
Enabling waiting rooms and admitting only registered learners.

6. Resources and Certification

- Sport Structures will provide course materials and certification where applicable, as described on the course webpage.
- Sport Structures reserves the right to withhold certification where eligibility criteria, attendance, assessment requirements, or verification checks are not met. Certification timelines may vary where external awarding bodies or National Governing Bodies are involved.

7. Advertising

Course organisers may request that Sport Structures advertises the course externally. Where this option is available, it will be included as a field on the course request form. Approval of external advertising is at the discretion of Sport Structures.

8. Cancellation and Postponement

All cancellation or date-change requests must be submitted in writing to Sport Structures.

8.1 Cancellation Charges

- More than 7 calendar days before the course start date: No charge.
- Within 7 calendar days of the course start date: An administrative fee will apply.
- Within 48 hours of the course start date: Up to 50% of the course cost may be charged.

8.2 Postponement

- A minimum of 7 calendar days' notice is required to reschedule a course without penalty.
- If a rescheduled course is later cancelled, cancellation charges will apply based on the new confirmed date.

These charges reflect administrative, workforce, and venue costs incurred by Sport Structures.

8.3 Sport Structures' Right to Cancel or Postpone

Sport Structures reserves the right to cancel or postpone a course in exceptional circumstances, including but not limited to:

- Tutor/assessor illness or unavailability
- Failure to meet minimum learner numbers
- Venue unsuitability or safety concerns
- Unforeseen operational or logistical issues
- Circumstances beyond our reasonable control such as severe weather, public health emergencies or transport disruptions.

Where possible, Sport Structures will:

- Offer an alternative date or delivery method

- Provide a full refund of any fees paid (if applicable)
- Communicate any changes as soon as possible to all affected learners and workforce

Sport Structures is not liable for any additional costs incurred by learners or course organisers such as travel or accommodation as a result of cancellation or postponement. offer an alternative date or a full refund (if applicable).

9. Post-Course Responsibilities

- Course organisers are encouraged to complete feedback surveys to help improve future services.
- Certification requests will be processed in line with Sport Structures', National Governing Body, or Awarding Organisation procedures and timelines.

10. Quality Assurance

- Sport Structures reserves the right to verify learner eligibility, attendance, assessment outcomes, and compliance with course standards.
- Certification will only be issued once all course requirements are fully met.

11. Complaints

Sport Structures aims to deliver a high-quality service at all times. If you wish to make a complaint:

- Submit your complaint in writing within 10 working days of the issue arising.
- Include full details of the concern, relevant dates, and any supporting evidence.
- Sport Structures will acknowledge the complaint and investigate it in line with the organisation's Enquiries and Complaints Policy, available in the Policies section of the website.

Complaints submitted after this timeframe may still be considered at the discretion of Sport Structures.