



# British Triathlon Education & Learning Pathway – Exceptional Circumstances

This procedure is intended to support you if you are unfortunate enough to experience unforeseen, exceptional circumstances that prevent you from completing all obligations for your course or assessment. Exceptional circumstances are unexpected, unavoidable, and outside of your control. They:

- Impact your ability to complete your course.
- Impact your performance in assessments.
- Cause you to miss a coursework deadline.

This procedure is applicable as soon as a learner enters the cancellation period prior to the course start date. The cancellation period can be seen below. However, you should contact [coaching@britishtriathlon.org](mailto:coaching@britishtriathlon.org) as soon as you are aware of the incident that will prevent you from attending the course/assessment or from submitting work to your assessor.

<b>Courses</b>	<b>Cancellation period</b>
<a href="#">Activate &amp; Lead</a>	14 days
<a href="#">Coaching Qualifications</a>	28 days
<a href="#">CPD</a>	7 days
<a href="#">Safeguarding</a>	7 days

## Circumstances where action is likely to be taken:

- A sudden illness or injury.
- Deployment.
- A flare up or worsening of chronic condition or disability, including mental health.
- Mental health problems that unexpectedly affect your course.
- Someone close to you dying or is seriously ill.
- Symptoms of an infectious disease that could be harmful if passed to others.
- Unexpected changes in your personal responsibilities, such as caring for someone close to you.
- Jury service.
- Major weather and travel disruption.

This is not a complete list.

## Circumstances unlikely to be considered:

- Circumstances that could have reasonably been foreseen or prevented.
- Holidays, weddings, or other celebrations.
- House moves or other events that were planned or are reasonably expected.
- Minor illnesses such as a common cold unless the symptoms are particularly severe.
- Poor time management.
- Minor transport disruption.



- Computer failure where the learner has not backed up their work.
- Paid employment.

### **How exceptional circumstances are considered.**

The British Triathlon coaching team will review your exceptional circumstances and consider if:

- The circumstances are unexpected and beyond your control.
- The circumstances have reasonably affected your performance in an assessment or during the course.
- Sufficient allowance has not already been made.

If your reasons are not exceptional, there will be further costs involved when completing your course to cover tutor and admin time.

### **How to submit:**

- Send an email to [coaching@britishtriathlon.org](mailto:coaching@britishtriathlon.org) detailing the nature of your circumstances resulting in not being able to complete your course along with any evidence to support this such as a medical certificate or hospital/doctors letter.
- Acknowledgement will be within 5 working days.

If the exceptional circumstances are accepted, the coaching team will work with you to arrange how best to complete your course including:

- A new development day date.
- A new workshop date.
- A new course.
- Extension to submission of work.

This is not a complete list.

