



**Level 2 Diploma**  
**Course**  
**Terms & Conditions**

## **Level 2 Diploma Course Terms & Conditions**

### **Entry Requirements:**

- Application is made via the online enrolment system.
- Applicants must be in possession of a valid Home Nation membership card or ultimate (except where specified).
- Applicant must be of the age as stated in the course description.
- Applicants must have internet access for the duration of the course (unless otherwise stated).
- Applicants must be able to attend all course dates.

### **Payment:**

- Payment must be paid at time of booking through the online enrolment system.
- Credit or debit card payments are the only available payment method.

### **Fees:**

A number of fees are included in the course costs. These include but are not limited to:

- Awarding body fee
- Resource costs
- Transaction fee

### **Additional Costs and Fees:**

The course fees paid are based on a candidate completing the course in the normal route. Changes or amendments to an individual process can result in additional fees. A selection of these are detailed below:

- Loss of or change of name on certificate £12
- Loss of portfolio £15
- Re-registration (if qualification period expires) £45
- Non-attendance of learning or assessment day £75-£150

### **Course Applications:**

- Places are offered on a first come, first served basis to applicants. If a course is over-subscribed, you can contact your regional manager or coaching to register an interest in future courses.
- Closing date for applications will be 14 days before the course start date, or when all available places are booked.

### **Course Confirmation:**

- Confirmation will be emailed to you on completion of the online enrolment.
- Final details regarding venue, timings, equipment required etc. will be emailed to you approximately 10 working days before commencement of the course.
- Please ensure that the email listed on your membership profile is correct.

### **Cancellation and Amendment Charges:**

Courses are funded directly by attendees; it is not possible to offer a flexible approach to course attendance due to strict learner ratios. Our cancellation and refund policy is below:

#### Up to 28 days before the first webinar of the course commences:

- A refund will be given minus the online booking and administration fee of £30

#### Less than 28 days before course commences:

- No refund or transfer to another course either entirely or partly.

#### On commencement of all courses:

- No refund or transfer to another course either entirely or partly.
- All days must be attended, and any missed parts of the course will require additional payment to complete again.

**IF WE ARE REQUIRED TO CANCEL COURSES, OUR LIABILITY WILL BE LIMITED TO A FULL REFUND OF THE COURSE FEES PAID, UNDER NO CIRCUMSTANCES WILL WE BE RESPONSIBLE FOR ANY FURTHER LOSS.**

### **Data Protection:**

On application a record is generated for course you have applied for. This is only shared with the course organiser and tutors. On certification your membership record is updated with your coaching qualification. An individual's status as a coach can be confirmed to a third party upon request.

### **Membership and Coaches insurance:**

Your membership includes professional indemnity and public liability insurance to cover you as a coach/official; during the course this will allow you to carry out the required coaching to complete your qualification. From commencement of the course learners will be defined as a trainee coach/official.

Trainee coaches should not exceed the course coaching remit until they are certified. It is important to maintain your membership to ensure this cover remains in place.

**All coaches (over the age of 18) must now undergo safeguarding training which can be done before or during your course, however, must in place prior to completion of your course. This is an extra cost of up to £30. Without this, you will not be sanctioned or insured to coach once qualified to do so. For further details [see here](#).**

Please note that all courses will run under Government and British Triathlon Guidance.