

Terms and Conditions for Coaching/Tutoring Qualifications

1. Learners

- 1.1. All learners must be 18 or over on the first day of the CORE Coaching Qualification course. Unfortunately, there is no negotiation on this, as this is a requirement for those who have a role of responsibility.
- 1.2. All learners must sign up to a course via Sport:80 21 days prior to course commencement. Failure to sign up through Sport:80 will not secure your spot on the course.
- 1.3. If a learner has any special requirements this must be completed via Sport:80.
- 1.4. It is a learner's responsibility to update their personal information via Sport:80.

2. Learners Withdrawing from a Course

- 2.1. Learners wishing to withdraw their application for a course must do so in writing (either post or email) to the BaseballSoftballUK Development Department.
- 2.2. Learners withdrawing from courses will be liable for fees as set out in sub-section 2.3 below, as the BaseballSoftballUK has to commit expenditure before the start of a course.
- 2.3. If a learner withdraws their application more than 14 days prior to the start date of the course, they will be entitled to a refund of the course fee minus a £25 administration charge, alternatively they may transfer to another course at no cost (providing an appropriate course is available).
- 2.4. If a learner withdraws their application less than 14 days prior to the start date of the course, no refund will be offered, unless in exceptional circumstances (evidence of such circumstances may be required).
- 2.5. If a learner withdraws after the first day/part of the course, they will not be entitled to any refund. If they then wish to complete the qualification at a later date they will be liable for the full fees again.

3. Cancellation of Courses

- 3.1. Although every effort is made to ensure courses take place as advertised, in some circumstances BaseballSoftballUK reserves the right to cancel a course; e.g. if in sufficient learners have registered, or the venue becomes unavailable at short notice through unforeseen circumstances.
- 3.2. If a course is cancelled the learner is entitled to a full refund, or to transfer (at no cost) to another course at the same level (providing an appropriate course is available).
- 3.3. If any of the subsequent days are cancelled due to unforeseen circumstances, BaseballSoftballUK will provide opportunities for learners to transfer to other courses at no extra cost. If within 12 months the learner has been unable to transfer to a suitable course they will be entitled to a refund.

REGISTERED OFFICE

Home Plate, Farnham Park National Baseball & Softball Complex, Beaconsfield Road, Farnham Royal, SL2 3BP
TEL 020 7453 7055 | EMAIL info@bsuk.com
www.BaseballSoftballUK.com
Registered Company 06258953

4. Postponement of Courses

4.1. Although every effort is made to ensure courses take place as advertised, in some circumstances BaseballSoftballUK reserves the right to postpone a course; e.g. if insufficient learners have registered, or the venue becomes unavailable at short notice through unforeseen circumstances.

4.2. If a course is postponed learners are entitled to a refund of the course, alternatively they may transfer to another course at no cost (providing an appropriate course is available).

4.3. If any of the subsequent days are cancelled due to unforeseen circumstances, BaseballSoftballUK will provide opportunities for learners to transfer to other courses at no extra cost. If within 12 months the learner has been unable to transfer to a suitable course they will be entitled to a refund.

5. Change of Venue

5.1. If there are any unforeseen circumstances resulting in a change of venue. BaseballSoftballUK will make every effort to find an alternative venue within the same area. However, if not possible then BaseballSoftballUK reserves the right to relocate the course to the nearest suitable venue.

5.2. If it is also necessary to change the dates of the course due to the venue becoming unavailable, learners will have the same rights as if the course were cancelled/postponed (see section 3 and 4).

6. Learners Requiring Re-assessment or assessment

6.1. If a learner requires further assessment, they will be offered the opportunity to attend another equivalent course free of charge (depending on spaces). Failure to attend a recommended course will require a tutor to assess at a fee of £50 per practical re-assessment and £30 for a folder re-assessment. The onus is on the learner to arrange the reassessment, in conjunction with BaseballSoftballUK / delivery workforce. A learner may have a maximum of two re-assessments and then will be required to re-register for the qualification.

7. Group Booking and Bespoke Courses

7.1. All learners must sign up to Sport:80 21 days prior to the start date of the course.

7.2. If a learner withdraws from a course and is part of the group booking the same rules apply as section 2.

8. Code of Conduct for Learners

8.1. To assist with creating a positive learning environment for everyone, and also as potential BaseballSoftballUK Member Coaches, learners are expected to adhere to high standards of behaviour, as in the following guidelines:

8.1.1. Take note of and follow the health and safety guidance in the pre-course information.

REGISTERED OFFICE

Home Plate, Farnham Park National Baseball & Softball Complex, Beaconsfield Road, Farnham Royal, SL2 3BP
TEL 020 7453 7055 | EMAIL info@bsuk.com
www.BaseballSoftballUK.com
Registered Company 06258953

8.1.2. Show respect to the Coach Developers (tutor(s), assessor(s)) and your fellow peers on the course.

8.1.3. Take note of, and act upon, instructions and feedback from the course tutor(s).

8.2. At all times follow the guidance within the appropriate codes of conduct which you will receive either prior to, or on, the course. Specifically these documents include:

8.2.1. BaseballSoftballUK Child Protection Policy and Guidelines

8.2.2. BaseballSoftballUK Code of Practice for Coaches

8.3. Learners who in the opinion of the course tutor(s) and/or Assessor(s) do not meet the acceptable standards of behaviour that would be expected of a BaseballSoftballUK Coach will be liable to exclusion from the remainder of the course, and prohibited from participating in an assessment with BaseballSoftballUK.

8.4. In the event of a learner being excluded as in 9.3 by the course tutor(s) or assessor(s), they will be notified of this decision and the reasons why, in writing within one week.

8.5. A learner who has been excluded as in 9.3 will have the right of appeal to the BaseballSoftballUK Coach and Club Officer. The appeal must be received within 14 working days of the learner being formally notified in writing of the decision.

8.6. A learner who has been excluded as in 9.3 will not be entitled to a refund of any fees and may be barred from registering for further BaseballSoftballUK courses.

8.7. If a learner who has been excluded as in 9.3 wishes to continue their coach education with the BaseballSoftballUK, they may be required to complete further training (e.g. Equity in Your Coaching workshop), as specified by the BaseballSoftballUK Coach and Club Officer prior to registering for another course, and will be required to demonstrate to the satisfaction of the BaseballSoftballUK Coach and Club Officer that they have addressed the issues for which they were barred, and that they would be a positive addition to the BaseballSoftballUK coaching system.

REGISTERED OFFICE

Home Plate, Farnham Park National Baseball & Softball Complex, Beaconsfield Road, Farnham Royal, SL2 3BP
TEL 020 7453 7055 | EMAIL info@bsuk.com
www.BaseballSoftballUK.com
Registered Company 06258953