

# Terms & Conditions

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These terms and conditions apply to all learners registering on ETТА courses leading to the following qualifications:

- [UKCC endorsed 1st4Sport Level 1](#)
- [UKCC endorsed 1st4Sport Level 2](#)
- [UKCC endorsed 1st4Sport Level 2 Bridging](#)
- [UKCC endorsed 1st4Sport Level 3](#)
- [UKCC endorsed UCLan Level 4](#)

To download a pdf version of the Terms and Conditions for printing a hard copy that apply to courses starting prior to 1st December 2010 please [click here](#)

To download a pdf version of the Terms and Conditions that apply to courses starting after 1st December 2010 please [click here](#)

The following Terms and Conditions have recently been amended, and apply for courses starting on or after 1st December 2010. For earlier courses, please download the appropriate pdf file above.

## 1. Learners Withdrawing from a Course

- 1.1. Learners wishing to withdraw their application for a course must do so in writing (either post or email) to the ETТА National Coaching Administrator.
- 1.2. Learners withdrawing from courses will be liable for fees as set out in sub-sections 1.3 to 1.6 below, as the ETТА has to commit expenditure before the start of a course.
- 1.3. If a learner withdraws their application for a course before the closing date for applications of that course, they will be entitled to a refund of the course fee minus a £25 administration charge, or they may transfer to another course at no cost (providing an appropriate course is available).
- 1.4. If a learner withdraws their application for a course after the closing date, but at least 10 working days prior to commencement of the course, they will be entitled to a 50% refund of the course fee.
- 1.5. If a learner withdraws their application for a course less than 10 working days prior to commencement of that course, or does not attend without giving notice, they will not be entitled to a refund. Should they then wish to attend a later course they will be required to pay the full fee for that course.
- 1.6. 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. **Please note that the ETТА will not accept applications to attend the first day/part of one course and the second day/part of another course.**

## 2. Cancellation of Courses

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

- 2.1. If a course is cancelled prior to pre-course resources being sent to learners, 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).

2.2. If a course is cancelled after pre-course resources are sent to learners, but prior to commencement of the first day, learners will either be entitled to a full refund if the resources are returned, in their original condition, to the ETТА National Coaching Administrator, or to transfer to another course at no cost. If learners opt for a refund but do not wish to return the resources, there will be a £25 charge.

2.3. If the second day of a course is cancelled through unforeseen circumstances, the ETТА 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.

### 3. Change of Venue

3.1. If there are unforeseen circumstances causing a change of venue (e.g. fire etc) the ETТА will make every effort to find an alternative venue within the same area. However, this may not be possible, and the ETТА reserves the right to relocate the course to the nearest suitable venue.

3.2. 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 (see Section 2).

### 4. Learners Requiring Re-assessment

4.1. If a learner requires further assessment, they will be offered opportunities for a fee of £25 per re-assessment. The ETТА will organise re-assessment sessions within each region, and will notify learners when, and where, these are to take place. Learners must complete the Re-assessment application form and give 30 days notice if they wish to take part in a re-assessment. A learner may have a maximum of two re-assessments and then will be required to re-register for the qualification.

### 5. Learners Not Completing Within the Registration Period

5.1. It is the responsibility of the learner to ensure that they make every effort to attend the initial course and if necessary, subsequent re-assessment sessions. Learners who do not complete the qualification within the registration period specified by 1st4sport will be required to pay a further 1st4sport registration fee, (notwithstanding circumstances such as postponements due to no fault of the learner, or those detailed in paragraphs 2 and 3 above), and complete all of the assessment tasks again. The current registration periods and fees are:

Qualification	Registration Period	Registration Fee
L1ACTT	12 months	£36.00
L2CCTT	24 months	£46.00
L3CCTT	24 months	£52.00

The registration period begins on the first day of the course.

### 6. Code of Conduct for Learners

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

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

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

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

6.1.4. 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:

6.1.4.1. ETTA Child Protection Policy and Guidelines

6.1.4.2. Sports coach UK Code of Practice for Coaches

6.2. 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 an ETTA Registered Coach will be liable to exclusion from the remainder of the course, and prohibited from participating in an assessment with the ETTA.

6.3. In the event of a learner being excluded as in 6.2 by the course tutor(s) or assessor(s), they will be notified of this decision and the reasons why, in writing within one week.

6.4. A learner who has been excluded as in 6.2 will have the right of appeal to the ETTA Coach Education Manager. The appeal must be received within 14 working days of the learner being formally notified in writing of the decision.

6.5. A learner who has been excluded as in 6.2 will not be entitled to a refund of any fees and may be barred from registering for further ETTA courses.

6.6. If a learner who has been excluded as in 6.2 wishes to continue their coach education with the ETTA, they may be required to complete further training (e.g. Equity in Your Coaching workshop), as specified by the ETTA Coach Education Manager prior to registering for another course, and will be required to demonstrate to the satisfaction of the ETTA Coach Education Manager that they have addressed the issues for which they were barred, and that they would be a positive addition to the ETTA coaching system.

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