

TERMS AND CONDITIONS

This Service Level Agreement is between:

Sports Therapy UK

& The *Course Applicant/Course Student*

12 Dicket Mead
Welwyn
Herts AL6 9NX

Course Applicant - any person applying to enrol on a course offered by Sports Therapy UK, by submitting the on-line booking form on the website at www.sportstherapyuk.com

Course Student – any person on payment of non-refundable deposit/full course fee

Enrolling on Your Course

1. This agreement concerns the provision of courses by Sports Therapy UK and the Course Applicant/Course Student.
2. All information provided by Sports Therapy UK is given in good faith and Sports Therapy UK will not be held responsible for actions taken by the Student, any other individual or organisation as a result of the information provided during the training course.
3. Sports Therapy UK reserves the right to cancel or modify any training or event in its programme. In the event of a cancellation where an alternative cannot be provided, payment received in respect of that course will be refunded.
4. All course content is subject to change in accordance with directives implemented by VTCT. Sports Therapy UK will endeavour to give Course Applicants/Course Students as much notice as possible following any advance notification from VTCT.
5. Sports Therapy UK reserves the right to refuse an application or give notice to a student to leave a course.
6. All course applicants/course students must be physically able to do the work, have good communication skills and be at least 18 years of age.
7. Sports Therapy UK will make every effort to accommodate special requirements that have been notified to them upon application.
8. Payment of a minimum of the specified course deposit secures a place on the course and is non-refundable (subject to No 10. below), unless a place on the course you have selected is not available, whereupon we will contact you and either:
 - 8.1 Offer you an alternative place on another course,
 - 8.2 Or a full refund of all fees paid to date.
9. An application is not complete until Sports Therapy UK has confirmed that a place is available, and the deposit or full payment has been received.
10. After a period of 14 days from confirmation of your enrolment, all deposits are non-refundable.

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- 11 Applications for refunds of any course fees paid (minus the deposit specified on our website, as per point 10 above) will only be accepted from the Course Student, providing the request has been made received in writing by sports Therapy UK at least 28 full calendar days before the date on which the relevant practical training is due to begin.
- 12 The Course Applicant/ Course Student will become liable for all course fees, within the 28-day period before the relevant course is due to begin, regardless of whether they attend the remainder of the practical training or not.

Attending Your Practical Training

- 13 Course Students must attend ALL practical training dates for the course they are enrolling upon to be eligible for their award.
- 14 A course fee is applicable to the course and set of dates chosen by you and agreed by Sports Therapy UK upon confirmation of enrolment, and the amount may not be altered for the duration of the course.
- 15 If, after enrolment, you are unable to commence and continue with your selected course dates, you may apply to Sports Therapy UK to defer and continue another course, subject to
 - 15.1 Availability of places,
 - 15.2 Paying a course transfer fee upon accepting a place to another course
 - 15.3 Commencing your practical training no later than 12 months after your enrolment.
 - 15.4 If, after being offered places on at least 2 other courses under the same title in the 12 months since enrolment, you have not resumed your training after this time, your registration on this course will be terminated.

For all current additional course fees and other costs, please see [Course Fees](#) below.

- 16 If after commencing your practical training, you are unable to attend part of the remainder of your scheduled course date, you may arrange individual tuition with a course tutor from Sports Therapy UK. This must normally take place before the continuation of the course you are enrolled upon, at a fee specified by Sports Therapy UK. These 'catch-up' sessions will normally be offered on a weekday or weekend, subject to tutor availability.

For all current additional course fees and other costs, please see [Course Fees](#) below.

- 17 If you are unable to attend individual tuition offered as described in item 16. above;
 - 17.1 You may apply to Sports Therapy UK to defer and continue another course, subject to availability of places, and for which a course transfer fee will be payable.
 - 17.2 If, in the event of item 17.1 above, a period of 4 months or more has passed between the last day of practical training attended and the recommencement on a deferred date, Sports Therapy UK reserve the right to require a student attends part, or all, of the practical training again before continuing with the remainder of the course. Any repeat training days will attract fees as shown

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in the table below, in addition to the transfer fee indicated. Only repeated training days will be chargeable.

For all current additional course fees and other costs, please see [Course Fees](#) below.

- 18 If you reach the final part of your training and do not feel ready to take an exam or assessment being held during the practical training, please note that:
 - 18.1 Exams (such as A&P at Level 3) and practical assessments which are embedded within your practical training, form an integral part of the course and are covered by your course fees. When you attend the practical training, you must take any exams and assignments that form part of the course. We advise all students that by attempting the exam, even in circumstances where there is a degree of nervousness about the examination, there is no academic disadvantage for students if they are unsuccessful. Feedback is given on areas which could improve after the exam has been marked and may provide students with insight to the style of exam questions that are set.
 - 18.2 If you wish to delay taking any assessments by deferring your practical training, please refer to No.17 above.
- 19 In the event of a Course Student transferring to another course, we do not guarantee that the content of each day will remain the same. Courses are altered in accordance with VTCT guidelines and developed following our own course reviews.

Examinations & Assessments

- 20 All first attempt Examination & Assignment fees are included in our course fees, which must be settled prior to the release of any results. Fees for further attempts at examinations will be chargeable in advance.
- 21 Any outstanding course fees must be settled prior to the acceptance of any exam applications.
- 22 All scheduled examinations dates are available on the [calendar](#) page of our website.
- 23 All final submission dates for examinations are available on the [calendar](#) page of our website.
- 24 Scheduled exam dates will be added to the **Exams & Assignments** folder in your course files on Groupsaces.
- 25 An Exam Application Form may be downloaded from the [Student Centre](#) page of our website.
- 26 Exam & Assessment applications (including any related exam fees) will only be accepted up to and including the exam final submission date.
- 27 If you live more than 30 miles from our exam venue, you may apply to sit written papers with a local invigilator – see Exam Application Form for full details.

Course Guarantee

- 28 Sports Therapy UK will refund the course fee if the Course Student is not completely satisfied with standards of training and course materials offered. This guarantee will be honoured if notification and

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reasons are received in writing within 48 hours of completing the first practical training. All course textbooks must have been returned in a resalable condition to Sports Therapy UK. The refund will be made within 14 days.

Course Fees

Note: All **full course fees**, payment options and available discounts may be found on each course webpage.

The following table shows any additional fees, and where they are applicable:

	Fee	Ref Nos applicable from T&Cs	Explanatory text relating to fee
Course Administration Fee	£90		Applicable to cover changes in course requirements.
Course Transfer Fee	£50	Nos 15, 17 and 18	Applicable for successful applications to defer the practical training.
Exam Fee (first attempt)	Included in Course Fee		
Exam Retake	Level 3 - £30	Nos 20 to 27	
Exam Retake	Level 4 - £50	Nos 20 to 27	
Viva Retake	No fee	Nos 20 to 27	
L3 Practical Assessment Retake	Level 3 - £65	Nos 20 to 27	
L4 Practical Assessment Retake	Level 4 - £65	Nos 20 to 27	
One to One Tuition Half Day	£120	No 16	Individual tuition takes approximately half the contact time taken on the course and therefore a half day is required to cover one day of practical training, and one day covers a whole weekend, etc.
One to One Tuition Whole Day	£190	No 16	Individual tuition takes approximately half the contact time taken on the course and therefore a half day is required to cover one day of practical training, and one day covers a whole weekend, etc.
Repeat Practical Training	£95 per day	No 17	Applicable if you have deferred part of your training.