

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. See 19 and 20 below.
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.
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

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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 the total fee for the course they have enrolled upon 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 enrolled upon and agreed by Sports Therapy UK upon confirmation of enrolment. The amount agreed may not be altered for the duration of the course.

If, for any reason you are unable to attend part/s of your practical training we will do our best to help you fulfil your course requirements. Where we incur costs and/or must forego a course place on another course, we will keep these to a minimum. Please see all options and terms below.

Missing Up to 2 Days of Your Practical Training

- 15 If after commencing your practical training, you are unable to attend part of the remainder of your scheduled course, you may arrange individual tuition (a 'catch-up session') with a course tutor from Sports Therapy UK.
 - 15.1 This must take place before the continuation of the course you are enrolled upon, at a fee specified by Sports Therapy UK.
 - 15.1.1 If this comprises the final day/s of your course, you must accept individual tuition offered within 3 calendar months of your course date/s missed.
 - 15.1.2 If this is not possible, you must follow No.17 below.
 - 15.2 These 'catch-up' sessions may be offered on a weekday or weekend, subject to tutor availability.
 - 15.3 'Catch-up' sessions normally cover the content missed in half the scheduled practical training time because one-to one tuition is usually more succinct, but this is subject to the content missed and confirmation from our academic staff.

Missing more than 2 Days of Your Practical Training.

- 16 Please note that the maximum number of training days that you may cover by individual tuition is 2 days from any one course. Once you reach this limit, missing any further tuition must be addressed by deferring as indicated in 17., below.

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

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Deferring Part of Your Practical Training.

- 17 If you are unable to attend part of your practical training and you are unable to attend individual tuition offered as described in item 15., above, you may apply to Sports Therapy UK to defer and continue another course, subject to:
- 17.1 Your application to defer being received in writing by Sports Therapy UK.
 - 17.2 Availability of places, whereupon you will be required to recommence at the start of another course.
 - 17.3 Receipt of a course transfer fee which is payable before the transfer to an alternative course may be confirmed.
 - 17.4 Receipt of retraining fees shown in the table below, in addition to the transfer fee indicated.

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

Deferring All of Your Practical Training.

- 18 If, after enrolment, you are unable to commence your selected practical training course dates, you may apply to Sports Therapy UK to defer and continue another course, subject to
- 18.1 Availability of places,
 - 18.2 Your application to defer being received in writing by Sports Therapy UK at least 28 days before the first day of practical training for the course booked.
 - 18.2.1 Any request to defer received fewer than 28 days before the first day of practical training for the course booked, will be subject to a course transfer fee.
 - 18.3 Commencing your practical training no later than 12 months after your date of enrolment.
 - 18.4 If, after being offered optional 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.

All Deferrals

- 19 You may only defer to another course once. If you do not complete the practical training on the specified and agreed deferred course, you will be required to enrol on the course again.
- 20 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.
- 21 Please note that you must complete your practical training at Level 3 no later than 6 months after commencement.

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21.1 Therefore, if no places are available on another course that fall within this period at the time you wish to defer, you will be required to start the course again.

21.2 Course recommencement will be subject to receipt of a Course Transfer Fee, and Retraining Fees as per the table below.

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

Practical Training Cancellations

22 We avoid cancelling any advertised course unless necessary. However, if we do not have enough applicants to proceed, we will reschedule and offer alternative dates.

22.1 If you cannot attend the dates offered, we will at your request, provide you with a full refund.

22.2 Please note that this does not extend to any reimbursement of the cost of accommodation or travel so please check before booking.

23 If we are forced to cancel any part of our practical training due to circumstances beyond our control, such as inclement weather conditions, we will immediately schedule new date/s to cover the part of the course missed, and where appropriate this will be before the next scheduled part of the course training.

23.1 Please note under these circumstances we cannot be held responsible for any reimbursement of the cost of accommodation or travel.

23.2 We will try to match any weekend days cancelled, with rescheduled weekend dates and the same with weekdays but this will be subject to available training dates, tutors, and training facilities.

23.3 We understand that not all students may be able to attend the new date/s and in these circumstances, you may apply to defer your practical training. We will liaise with you to advise on available course dates. No transfer fees will be applicable in these circumstances.

Examinations & Assessments

24 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.

25 Any outstanding course fees must be settled prior to the acceptance of any exam applications.

26 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:

26.1 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

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exam has been marked and may provide students with insight to the style of exam questions that are set.

26.2 If you wish to delay taking any assessments by deferring your practical training, please refer to No.16 above.

27 All scheduled examinations dates are available on the [calendar](#) page of our website.

28 All final submission dates for examinations are available on the [calendar](#) page of our website.

29 Scheduled exam dates will be added to the **Exams & Assignments** folder in your course files on CANVAS.

30 An Exam Application Form may be downloaded from the [Student Centre](#) page of our website.

31 Exam & Assessment applications (including any related exam fees) will only be accepted up to and including the exam final submission date.

32 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 Extensions and Completions

33 Once you have successfully completed your practical training, you must submit all remaining course assignments before the course end date and allow time for marking and feedback. If you wish to apply for a course extension, you must apply in writing before your course end date, explaining any mitigating circumstances for the delays in submitting your work, and your proposal for how long you consider you need to complete all outstanding coursework.

33.1 Your application for an extension will be considered and you will be notified of our decision in writing within 14 days of receipt. An administration fee will be payable to extend your course, which will be payable upon acceptance. You will have 21 days to notify us in writing of whether you wish to accept and proceed accordingly.

33.2 Please note that no further applications for a second extension relating to the same course will be considered.

33.3 If you do not complete all work by the extended course end date, your course will be terminated accordingly.

34 Upon reaching the course end date, if you are not engaging in submitting your assignments, your course will be terminated without further notice.

34.1 If, at a later date you wish to continue, you will be asked to re-enrol whereupon your application will be considered, and a course fee will be quoted.

34.2 The re-enrolment fee will be dependent upon how much training must be repeated, and how many assignments remain to be completed.

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34.3 Upon acceptance and payment of your re-enrolment fee, the revised course end date will be activated. Nos 30.2 and 30.3 will also apply to those re-enrolling on a course.

Course Guarantee

35 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 reasons are received in writing within 48 hours of completing the first period (comprising no longer than 2 days) of practical training. All course textbooks must be returned in a resalable condition to Sports Therapy UK. The refund will be made within 14 days.

Course Guide and Further Information

Please see your Course Guide for more guidance notes and answers to questions you may have.

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Course Fees

Note: All **full course fee** 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	£70		Applicable to cover changes in course requirements.
Course Transfer Fee	£70	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 - £40	Nos 20 to 27	
Exam Retake	Level 4 - £60	Nos 20 to 27	
Viva Retake	No fee	Nos 20 to 27	
L3 Practical Assessment Retake	Level 3 - £70	Nos 20 to 27	
L4 Practical Assessment Retake	Level 4 - £70	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	£70 per day	No 16	Applicable if you have deferred part of your training prior to your course completion.
Refresher Practical Training Days	£60 per day		Anyone who has completed their practical training with Sports Therapy UK and would like to repeat individual practical training days may do so, subject to available places.