



GENERAL TERMS AND CONDITIONS



General Terms and Conditions Agreement

DOCUMENT STATUS

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| V2 | 10/05/2022 | Amendments to existing policy |
| V3 | 17/04/2023 | Amendments to existing policy |
| V4 | 20/03/2024 | Amendments to existing policy |

Introduction

Swim Wales is committed to maintaining the highest standards of governance and conducts its business in an open and transparent manner. The aim of this document and processes is to protect both Swim Wales and their customers by ensuring a clear and transparent understanding for all parties relating to the terms and conditions for course bookings with Swim Wales.

All learners agree to abide by the General Rules and Conditions for the use of the relevant venue/s, online platforms & all learners take part at their own risk.

Please be advised that any personal belongings for example; mobile phones, laptops and any other valuable/personal items are the responsibility of the individual and are taken at the individual's risk.

All prerequisites for courses can be found on our FAQ section of our website, and in the information which is emailed to you before the course.

<https://www.swimwales.org/training-and-development-faqs/>

Pre-requisites are the responsibility of the learner. You will be asked on the first day of your course to provide evidence that you meet the prerequisites. These are clearly outlined for each course, at the time of booking including on the Swim Wales website. If pre requisites are not met, you will be asked to leave the course and no refund will be issued.

Learners are expected to attend **all dates** advertised. If you have any problems attending any dates please notify Swim Wales as soon as possible and Swim Wales will look in to possible alternatives/catch up sessions. In addition, please note that additional fees will be incurred if you need a re-assessment and/or additional tutoring sessions. If a learner decides to not attend the course (and does not inform Swim Wales, or drops out mid-course), no refund will be given.

All learners will receive a welcome email from their designated tutor before their relevant course begins, which will include what Swim Wales require from learners in regards to expectations. In addition, it will also outline what a learner should expect from Swim Wales.

Some courses may be co-tutored by a trainee tutor to support the Swim Wales tutor training programme. Throughout all of these occasions, a fully qualified and licensed Swim Wales tutor will be in attendance.

Please note that with regards to our blended and online courses, (that are delivered via Zoom and Google Classroom), learners need to be aware that some travelling will be required to the nearest available designated centre, for the completion of the practical assessments.

New and expectant mothers should also seek medical advice regarding their suitability to attend a Swim Wales course prior to enrolment. Swim Wales has a legal duty to protect new and expectant mothers from hazards and the possible consequences whilst attending a training programme.

You are required to complete and submit questions 14 and 15 of the "New and expectant mothers Risk Assessment", which must be requested by contacting Swim Wales training, once you have completed your Learner Registration.

Swim Wales Training swimwales-training@swimming.org

Please note, learners are **NOT qualified** until they receive their relevant certificate and certificates will not be issued until full payment is made. All learners E Certificate will be sent by the awarding body (Swim England Qualifications) and not Swim Wales.

Cancellation Policy

Swim Wales reserve the right to cancel a course at short notice. A course cancellation may be for a number of reasons, however, occasionally we may be unable to sustain a course due to insufficient enrolments. In the event of a cancellation, an alternative option will be offered or a full refund will be issued. Refunds will be issued for the value of the course originally purchased. Refunds will be issued within 30 days

Course times are subject to change. These will be confirmed nearer the course start date through your course welcome email. Swim Wales reserve the right to amend the timetable, the presenter and/or venue to suit the needs of the course.

Learner Cancellation and Transfer Conditions

Please note the following cancellation policy applies should you cancel your place on this course:

- If you cancel 31 (or more) days prior to the start of the course – a full refund will be issued.
- If you cancel between 15 and 30 days prior to the start of the course – a full refund will be issued minus a 10% administration fee for CPDs/Masterclasses and a 20% fee for all other qualifications
- If you cancel up to 14 days prior to the start of the course (or 7 days prior to a CPD/masterclass) – no refund will be given except in the event of illness / injury (for which a Doctor's/medical note must be provided) or exceptional circumstances, this must be provided in writing.
- Transfer to another course within 14 days prior to the start of the course, or 7 days prior to a CPD/Masterclass, will incur a fee dependent on the course undertaken, Up to 20% of the course price. Transfers will only be issued if the course still meets viability.
- In the event of a cancellation or transfer, the individual must follow up with written confirmation to Swim Wales with their intentions of either cancelling or transferring their place. Individuals should give personal details and full details of which course they booked onto to support ease of administration.

CPD (Continual Professional Development) Workshops and Masterclass Terms and Conditions

In addition to the 'General Terms and Conditions of Booking' and 'Learner Cancellation and Transfer Policy' listed above, the following also applies to all CPD bookings:

- All learner bookings for CPD must be made 7 days prior to the date of the CPD. We are unable to accept requests for bookings for seminars less than 48 hours prior to the commencement of the seminar.
- Those who attend a CPD, but have not booked online/via the Swim Wales Office may not be able to stay and complete the CPD and will not gain a certificate of attendance.
- Should someone else be attending in place of another learner, Swim Wales must be notified of this at least 7 days prior to the seminar taking place - see above cancellation and transfer policy for any applicable charges.

Terms and conditions specific to Blended Learning Courses

Blended learners will adhere to the standard terms when undertaking any learning through our "virtual" learning platforms. When undertaking a blended assistant programme, 100% achievement of the course assessment must be achieved by the date specified in your course confirmation information. If you fail to do this, you will not be able to attend the rest of the course (for example practical assessment), and no refund will be given.

Adhering to Pre – Requisites

It is the learner's responsibility to ensure that they meet the relevant pre-requisites for the course/s they are wishing to attend. This includes minimum age and any qualifications required before starting a course.

For example:

The Swim England Level 2 Teacher (Swimming) qualification learners must hold Swim England Level 1 Swimming Assistant (Teaching) and in addition are required to be a minimum age of 16 years.

Required Prior Learning (RPL) Terms and Conditions

Please refer to the separate Training Courses policy which is available on our website: <https://www.swimwales.org/download-key-documents/>

Monitoring and review of the document

This document and its procedures will be reviewed annually to ensure that it remains fit for purpose. The next document review will take place in March 2025.

Swim Wales Training & Development

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