



Terms and Conditions

1. Payment Terms

All Fees are due at time of application. Places will not be held without payment; full payment must be made no later than 2 weeks before the course start date.

The candidate shall be responsible for the payment of the Fees even if a third party has agreed to pay the Fees.

BasketballScotland reserves the right not to accept applications from candidates where fees or other costs from previous Courses remain outstanding until all outstanding fees or other outstanding costs are paid.

2. Cancellation of Courses by basketballscotland

BasketballScotland reserves the right to cancel or reschedule courses at their discretion.

If in the opinion of **basketballscotland** there are insufficient candidates enrolled and the course is cancelled, candidates shall be offered a refund of the fees paid or a transfer to an alternative course. In such cases **basketballscotland's** liability shall be restricted to reimbursement of any fees paid to them.

3. Cancellation by the candidate

Once an application has been made a candidate is liable for the fee regardless of whether they later decide to withdraw voluntarily from the course. If a candidate cannot attend their chosen course, notice of cancellation must be received, in writing to **basketballscotland**. If written notice of cancellation is not received the candidate will be liable for the payment of all Fees.

No refunds of Fees will be permitted once a candidate has started the Course for any reason.

Where at least 7 days' notice is given candidates may transfer on to an alternative course.

Otherwise the cancellation charges outlined below will apply.

Cancellation charges:

Up to 14 days prior to the Course start date – **no charge**

Less than 14 days, but at least 7 days prior to the Course start date – **50% of the Course Fee**

Less than 7 days prior to the Course start date – **100% of the Course Fee**

Candidates who cancel due to medical reasons must provide a Doctors Certificate to receive a full refund or transfer.

All cancellations must be made in writing to coaching@basketball-scotland.com

4. Insurance and Liability

Although **basketballscotland** take every precaution to prevent accidents these may still occur, and it is important to stress the essential need for coaches, leaders, officials, tutors and participants to obtain the necessary Insurance Cover before attending a Coaching Course.

BBS shall not be liable and expressly excludes responsibility for any loss, cost, expense or damage to personal belongings suffered by the candidate whilst on a Course.

5. Rights & Obligations of basketballscotland

Basketballscotland will endeavour to provide the candidate with an education service which may, include a programme of study; classes, tutorials and relevant learning support intended to prepare the Student for examinations and qualifications.

6. Rights & obligations of the Candidate

Candidates will comply with the requirements and/or standards set out in these T&C's, and including:

- Comply with all reasonable requests of **basketballscotland** staff
- Behave in a manner, which does not cause injury or damage to other persons. Failure to do so may result in the candidates being dismissed from the course.
- Comply with such special requirements which may include criminal checks, health/medical checks or other conditions of conduct
- Attend all days of the course. In the case of illness, it is the responsibility of the candidate to inform the relevant Tutor or staff member.
- Notify **basketballscotland** of any specific requirements and/or special needs in advance of the Course.

7. Complaints

Candidates have the right to complain about any aspects of course organisation and delivery they feel does not meet Education Departments exacting standards.

Complaints may be made during or at the end of the course. If a complaint is made following course completion it must be in writing to **basketballscotland** within 14 days of the end of the course.

Complaints should be made in writing stating clearly the nature of the complaint to the Coaching Development Manager at coaching@basketball-scotland.com

8. Appeals Procedure

Basketballscotland will adhere to the following Appeals Procedure:

- Candidates must express any concern regarding the assessment process in the first instance to the Assessor.
- If the Internal Verifier is present, the matter can be discussed on the day of assessment.
- If the matter has been discussed and no satisfactory outcome has been achieved, the candidate must refer the matter in writing to **basketballscotland** within 14 days of the assessment date.

9. Non-completions

To complete the course 100% attendance is expected from candidates. Candidates who miss any part of the course, should select a suitable date from the course calendar and contact **basketballscotland** to arrange their attendance. Candidates must complete a Level 1 within a year of the start date and a Level 2 or above within 2 years.

10. Qualification and Certificates

Once all elements of the course are marked as competent, the candidate's details will be sent to SQA. The candidate must ensure that the address provided is where they will be resident at the time of completion. SQA will issue the certificate to the address provided. Failure of the candidate to inform **basketballscotland** of the correct address or if the certificate has not been received within 12 weeks of completing the course the candidate will be liable for the cost of a replacement certificate (currently £38).