



Terms & Conditions.

- 1) All monies must be paid before the commencement of the course. Unless prior written agreement has been received and approved. Where agreed in writing any outstanding monies must be received within 14 days of invoice issuing.
- 2) Candidates must attend all sessions and achieve the required standard to obtain the relevant qualification.
- 3) In the event of candidate failure, it may be necessary to arrange for further training hours to allow the candidate to achieve the required standard. Any additional hours or sessions will be charged for.
- 4) All qualifications meet the standards laid down by the RLSS.
- 5) There will be no refunds for unattended or partially attended courses.
- 6) All candidates must be aware that a certain level of mobility is required for all awards. You will be expected to actively take part in all sessions and that kneeling, lying and being touched and manipulated by other candidates is part of the normal course structure. Candidates requiring special dispensation must make this known prior to the commencement of the course; at the earliest opportunity. Candidates may request same sex partners for these types of activities and where possible it will be arranged, but no guarantee is offered that this will always be possible.
- 7) All candidates must be aware that there are prerequisites for the National Pool Lifeguard Qualification (NPLQ). For all courses with pool based elements; you will be expected to actively take part in all sessions and that kneeling, lying and being touched and manipulated by other candidates in and out of the water is part of the normal course structure.
- 8) No food or drink will be provided. When possible Tea, Coffee & water will be provided but candidates are advised to bring sufficient sustenance for their own needs.
- 9) A small but necessary amount of reading and writing is required for most courses. NPLQ courses require a large amount of at home revision & learning. Candidates with special needs in this area should make this known as soon as possible and preferably before the commencement of the course.
- 10) Courses must be completed in the time frames specified by the Governing body (RLSS), failure to do so will result in the non-completion of the course.
- 11) Most awards are centrally processed by the governing body. Individuals will receive such awards in the post. Companies and individuals will receive confirmation of award status by email at the earliest opportunity if applicable.