

Sheffield & Hallamshire County FA

Course Terms & Conditions



All course bookings through the Sheffield & Hallamshire County FA (SHCFA) are subject to the following Terms and Conditions.

Bookings

Places on courses will only be confirmed on receipt of learner's details and full course payment. SHCFA cannot take payments in part, only full payment will be accepted.

All learners must be booked onto courses using their own personal details and FA numbers. The main reason for this is because qualifications and certificates will be printed using the details from the FAN supplied, if this needs changing at a later date an administration charge may be applied.

The method of payment that can be accepted is online card payments which must be done via the relevant booking website.

All course bookings will be confirmed by email at the point of booking. Please keep this for future reference.

Some courses do have certain pre-requisites that need to be met in order to attend a course. It is the responsibility of the learner to meet these pre-requisites, if they do not meet them the SHCFA reserve the right to cancel the place on a course or not qualify the learner and provide them with a certificate. If a learner attends the course, Sheffield and Hallamshire County FA reserve the right to not offer a refund.

Certificates related to The FA Level 1 and The FA Level 2 (Block 1, Block 2, Block 3) in Coaching Football are sent directly to learners address by 1st4sport, the awarding body. Should a learner lose or not receive their certificate they should contact 1st4sport at their earliest opportunity on 0113 290 7610.

If a learner completes the Safeguarding Children and/ or Emergency First Aid course as part of the Level 1 in Coaching Football, the certificates are available via the online learning management system (LMS). The learner should refer to the information sent to them in this instance.

If a learner completes a course that is either not linked to The FA Level 1 in Coaching Football or is an online course, the certificate will be sent by FA Education. If there are any issues surrounding this, learners should contact FA Education by email – education@thefa.com

Prior to registration learners are required to be able to communicate effectively in English, this includes listening, speaking, reading and writing.

All learners will be required to bring photographic identification with them to the course so that the tutor can verify their identity. E.g. Passport or Driving Licence.



Learners must make SHCFA aware of any injuries or medical conditions that may affect their participation in a course at the point of booking. If learners do not do this SHCFA and their employed tutors reserve the right to refuse acceptance on to a course.

Online Learning Modules

Learners whom have booked onto The FA Level 1 in Coaching Football should now be aware they have to complete a series of Online Modules as part of their learning journey. For best use, learners should look to use Google Chrome and ensure pop ups are enabled. Failure to complete the Online Modules will mean a learner is not certified for The FA Level 1 in Coaching Football.

Cancellation

Should a learner wish to cancel their place on a course they need to notify SHCFA as soon as possible using the contact details for the Coach Education Administrator as listed on www.sheffieldfa.com. All our courses are in high demand and, by not informing us, you are preventing another learner from attending the course.

The following charges will apply to all cancelations:

- If cancellation is made more than 10 working days* prior to the course start date a full refund will be given less a 10% (of the total course fee) admin charge.
 - If between 5-10 working days* notice is provided a 50% refund will be given.
 - If less than 5 working days* notice is provided no refund will be given.
- *SHCFA defines working days as the days in which the Coach Education department of SHCFA are open, which is currently Monday to Friday.

Transfers

If learners wish to transfer to a different course the following charges apply:

- If notification is provided more than 15 working days* prior to the start date of the course no fee will be charged.
 - If notification is provided more than 10 working days* prior to the start of the course there will be a 10% (of the total course fee) admin charge.
 - If notification is provided between 5-10 working days* prior to the start of the course there will be a 50% (of the total course fee) admin charge.
 - If notification is provided less than 5 working days* prior to the start of the course the learner will not be able to transfer. They will lose their course place on the course and will need to re-book on to another course at full cost.
- *SHCFA defines working days as the days in which the Coach Education department of SHCFA are open, which is currently Monday to Friday.

Missed Sessions

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At the time of booking please ensure you are able to attend all course dates however if a learner cannot attend a date on the course they are enrolled on, a decision will be made on whether they are allowed to complete the course on a case-by-case basis.

NOTE: when a learner books onto a course that is made up of multiple sessions it is expected that they can and will attend all sessions of that course at the point of booking.

SHCFA

The SHCFA reserve the right to change the programme, the tutors, and the locations or to re-schedule a course without prior notice. Learners will be advised of these changes as soon as possible. When notified of these changes learners may withdraw, with no liability for fees or transfer to another course of equal value with no charge (subject to availability).

If there are insufficient numbers on a course the SHCFA reserve the right to cancel/postpone a course.

The SHCFA and their servants, agents and employees are not under any liability whatsoever in respect to personal injury, loss or damage however caused, while undertaking part in any activities of the association.

In the event of extenuating circumstances, before or during the course please contact the SHCFA for further assistance. All extenuating circumstances will be considered at the discretion of SHCFA.