

Oxfordshire FA Course Terms and Conditions

By booking on to an Oxfordshire FA course the learner is accepting all of the following terms and conditions. If there are any questions regarding these Terms and Conditions Learning@oxfordshirefa.com should be contacted before a course booking is made.

General Policies

- All bookings must be made by the individual attending the course using their FAN and the information that is provided on the course booking form must be accurate to the best of the learner's knowledge. Any booking that is made using a 3rd parties FAN will be subject to a £10 administration fee before the booking is amended and the qualification issued against the correct FAN.
- The Oxfordshire FA does not accept responsibility for the loss, or damage to, learner property or for personal injury however caused. Learners may wish to take out insurance for any valuable possessions that are brought on to the course.
- All face to face sessions that are specific to the 'booked' course must be attended in full, for the learner to be considered as successfully completing the course.
- If a learner fails to attend the course/workshop without notice or arrives sufficiently late for the tutor to refuse the place due to the amount of content missed, then the place will be lost and be non-refundable.
- The cost of a course may cover necessary workshops for the qualification. If a learner already holds an in-date certificate for that workshop then there is no entitlement to a partial refund.
- A learner must be fluent (or almost) speaking, listening, reading and writing in English to take part on all Oxfordshire FA courses.
- Criminal Convictions must be declared on the course booking form and further details provided if a valid FA DBS check is not in place on their FAN.
- Any individual found to have an active Misconduct suspension during the duration of a course will have their booking cancelled and shall not be entitled to any refund.
- All FA Level 2 in Coaching Football and FA Level 3 (UEFA B) in Coaching Football learners must be a lead coach with a team based in and around the Oxfordshire area. They will also need regular access to a consistent team of players so they can complete their project and successfully engage with their in-situ support visits.

On Course Policies

- During the course the Oxfordshire FA promotes British Values and Safeguarding Children and all learners are expected to respect all other participants and their points of view. If at any time during the course a Learners behaviour, language or conduct is deemed 'unacceptable', 'offensive' or 'harmful' for any reason, the Oxfordshire FA and our venues reserves the right to permanently exclude the learner from the remainder of the course.
- All Oxfordshire FA courses may discuss sensitive hypothetical and real life Safeguarding Children and Adult at Risk issues. All such discussions are to remain confidential within the course.

Cancellation Policy

Should a learner wish to cancel their attendance on a course, they must inform the Oxfordshire FA immediately in writing at Learning@oxfordshirefa.com

All our courses are in high demand and, by not advising us, you are preventing other learners from attending.

The following criteria will apply for all cancellations:

Period	Refund if replacement found	Refund if no replacement is found
At least 2 months	100%*	100%*
Between 1 and 2 months	100%*	50%
Less than one month	100%*	25%
Less than one week	100%*	nil

*100% means the course fee paid minus a £10 administration fee.

Special consideration for refunds will be given to learners who, for health reasons are unable to attend. A letter from the doctor or medical professional must be supplied.

Transfer Policy

The Oxfordshire FA doesn't offer any course transfers – if a learner is unable to attend a course or a workshop/s within a course, the Oxfordshire FA Cancellation and Missed Session/Workshop policies will apply.

Missed session/Workshop Policy

FA Level 1 in Coaching Football and Goalkeepers courses

- Workshops 1+2 are a mandatory requirement for attendance on the remainder of the course. If these workshops are missed then the place on the course will be lost and be non-refundable.
- A learner can only attend the final workshop after they have attended all the previous workshops.
- If more than 3 workshops are missed then the course place will be lost and be non-refundable.
- The opportunity to attend a missed workshop will be dependent on other course availability and be subject to a £30 fee per missed workshop/session.

FA Level 2 and Level 3 (UEFA B) in Coaching Football courses

- It is the learner's responsibility to find, attend & complete a missed workshop, with another County FA before the start of the next block. The learner will be responsible for any additional costs that are required by the other County FA.
- If the learner fails to complete the appropriate workshop/s by the start of the next block and wishes to move on to another Oxfordshire FA Level 2 course then a new course booking will need to be made. The cost of the new course booking will be pro rata to the amount of the course that is still to be completed.
- Under no circumstances will a refund or partial refund be issued to learners if they fail to complete their course with the Oxfordshire FA or move their learning (including In-Situ visits) to another County FA or FA approved training provider.
- The FA Level 2 in Coaching Football course includes two In-Situ visits and the FA Level 3 in Coaching Football (UEFA B) course includes three In-Situ visits. If additional In-Situ visits are required on either course there will be an additional charge of £60 per visit.