

Terms and Conditions for Coaching Qualifications



1. Learners Withdrawing from a Course

1.1. Learners wishing to withdraw their application for a course must do so in writing (either post or email) to the Table Tennis England Coaching Administrator.

1.2. Learners withdrawing from courses will be liable for fees as set out in sub-sections 1.3 to 1.6 below, as the Table Tennis England has to commit expenditure before the start of a course.

1.3. If a learner withdraws their application for a course before the closing date for applications of that course, they will be entitled to a refund of the course fee minus a £35 administration charge, or they may transfer to another course for £15 (providing an appropriate course is available).

1.4. If a learner withdraws their application for a course after the closing date, but at least 10 working days prior to commencement of the course, they will be entitled to a 40% refund of the course fee.

1.5. If a learner withdraws their application for a course less than 10 working days prior to commencement of that course, or does not attend without giving notice, they will not be entitled to a refund. Should they then wish to attend a later course they will be required to pay the full fee for that course.

1.6. If a learner withdraws after the first day or during part of the course, they will not be entitled to any refund. If they then wish to complete the qualification at a later date they will be liable for the full fees again. **Please note that the Table Tennis England will not accept applications to attend the first day/part of one course and the second day/part of another course.**

2. Cancellation or postponed of Courses

Although every effort is made to ensure courses take place as advertised, in some circumstances Table Tennis England reserves the right to cancel or postpone a course; e.g. if insufficient learners have registered or the venue becomes unavailable at short notice through unforeseen circumstances.

2.1. If a course is cancelled or postponed prior to pre-course resources being sent to learners, the learner is entitled to a full refund, or to transfer (at no cost) to another course at the same level (providing an appropriate course is available) or the course is rearranged.



2.2. If the second day of a course is cancelled through unforeseen circumstances, Table Tennis England will provide opportunities for learners to transfer to other courses at no extra cost. If within 12 months the learner has been unable to transfer to a suitable course they will be entitled to a refund.

3. Change of Venue

3.1. If there are unforeseen circumstances causing a change of venue (e.g. fire etc) Table Tennis England will make every effort to find an alternative venue within the same area. However, this may not be possible, and Table Tennis England reserves the right to relocate the course to the nearest suitable venue.

3.2. If it is also necessary to change the dates of the course due to the venue becoming unavailable, learners will have the same rights as if the course were cancelled or postponed (see Section 2).

4. Learners Requiring Re-assessment

4.1. If a learner requires a re-assessment, they will be offered opportunities for a fee of £45 per re-assessment. Table Tennis England will organise re-assessment sessions within each area and will notify learners when, and where, these are to take place. Learners must complete the re-assessment application form and give 30 days notice if they wish to take part in a re-assessment. A learner may have a maximum of two re-assessments within their registration period.

4.2. If learners are sending in written tasks in for marking it is advisable that the documentation is sent recorded delivery or the learner takes a copy of the paperwork before sending this to the tutor or head office.

5. Learners Not Completing Within the Registration Period

5.1. It is the responsibility of the learner to ensure that they make every effort to attend the initial course and if necessary, subsequent re-assessment sessions. Learners who do not complete the qualification within the registration period specified by 1st4sport will be required to pay a further 1st4sport registration fee, (notwithstanding circumstances such as postponements due to no fault of the learner, or those detailed in paragraphs 2 and 3 above), and complete all of the assessment tasks again. The current registration periods are:

Qualification	Registration Period
L1ACTT	11 months
L2CCTT	23 months
L3CCTT	34 months

The registration period begins on the first day of the course.

6. Code of Conduct for Learners

6.1. To assist with creating a positive learning environment for everyone and also as potential Table Tennis England Coaches, learners are expected to adhere to high standards of behaviour, as in the following guidelines:

6.1.1. Take note of and follow the health and safety guidance in the pre-course information.

6.1.2. Show respect to the tutor(s), assessor(s) and your fellow peers on the course.

6.1.3. Take note of and act upon, instructions and feedback from the course tutor(s).

6.1.4. At all times follow the guidance within the appropriate codes of conduct which you will receive either prior to, or on, the course. Specifically these documents include:

6.1.4.1. Table Tennis England Child Protection Policy and Guidelines.

6.1.4.2. Sports coach UK Code of Practice for Coaches.

6.2. Learners who do not meet the acceptable standards of behaviour that would be expected of a Table Tennis England Coach will be liable to exclusion from the remainder of the course and prohibited from participating in an assessment with Table Tennis England.

6.3. In the event of a learner being excluded as stated in 6.2 by the course tutor(s) or assessor(s), they will be notified of this decision and the reasons why, in writing within one week.

6.4. A learner who has been excluded as stated in 6.2 will have the right of appeal to Table Tennis England Workforce Manager. The appeal must be received within 20 working days of the learner being formally notified in writing of the decision.

6.5. A learner who has been excluded as stated in 6.2 will not be entitled to a refund of any fees and may be barred from registering for further Table Tennis England courses.



6.6. If a learner who has been excluded as stated in 6.2 wishes to continue their coach education with the Table Tennis England, they may be required to complete further training (e.g. Equity in Your Coaching workshop), as specified by the Table Tennis England National Coaching and Workforce Manager prior to registering for another course and will be required to demonstrate to the satisfaction of the Table Tennis England National Coaching and Workforce Manager that they have addressed the issues for which they were barred. Also presenting that they would be a positive addition to the Table Tennis England coaching system.