



Terms and Conditions  
Yoga and Pilates Academy

1430 London Road  
Leigh-on-Sea  
Essex  
SS1 3RL

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## Appeals Procedure

### 1. Purpose

This procedure applies to all students of YMCA Awards and Yoga and Pilates Academy who wish to appeal against an assessment decision.

All candidates are assessed against agreed and published criteria. For select courses the Awarding Organisation, YMCA awards, sets these criteria. Assessors who hold nationally recognised qualifications such as D32/33, D34, A1 and V1 in the context of Exercise and Fitness assess the achievements of these criteria.

It is recognised however that in exceptional circumstances a candidate may decide to appeal against an assessment result.

The following Appeals Procedure outlines the action which may be taken in such circumstances. This reflects Yoga and Pilates Academy commitment to provide a fully comprehensive and student centered service.

### 2. Scope of Procedure

Appeals Procedure allows students to make a formal appeal against a recommendation or decision relating to:

1. The mark for an individual item of course work;
2. The result of any element of assessment;
3. The final overall assessment decision for award of certification.

### 3. Grounds for Appeal

An appeal may be made if the student feels that:

1. The assessments were not conducted in accordance with the approved scheme or centre regulations;
2. An administration error occurred at some stage of the assessment process;
3. "Extenuating circumstances" arose during the assessment process, which affected the student's performance;
4. There was inappropriate or irregular behaviour on the part of the assessor.

### 4. Appeals Procedure

All appeals must adhere to the following system in order to be successfully recognised:

All appeals must be sent to the YMCA Awards Office, London.

The enclosed appeal form must be completed and sent with all supporting evidence, including video evidence if necessary;

The IQA Manager will arrange a panel of 3 people (Lead Internal Quality Assurer and 2 Assessors) to hear the appeal.

The panel will investigate thoroughly the circumstances of the appeal and respond in writing within ten working days.

If necessary, the IQA Manager will request a theory paper to be hand-marked by YMCA awards

Any additional evidence may be requested during this time in writing, in person or by telephone.

In the case of a practical appeal, the practical component of an assessment will be assessed via video submission only.

The panel should ensure it has all of the available evidence including any from the original assessment and any re-assessment.

If required the student, who may be accompanied, and the original Assessor will give their evidence to the panel.

The panel may wish to call an independent Internal Quality Assurer.

A signed and dated written record of the decision should be given to the student within 2 working days of the hearing.

### Outcome of appeal

The outcome of a successful appeal could be one of the following: The mark for an individual item of course work is amended;

The result of practical, planning, or evaluation is amended;

The overall result is amended;

The student is given the opportunity to retake the assessment at no further cost.

### Further action

If the student feels the outcome is unsatisfactory then an appeal against this decision can be made to the awarding organisation.

Contact information and procedure can be sent on request.

### Additional notes

It is extremely difficult to investigate appeals without impartial evidence. Therefore, appeals against referrals in practical assessments will **only** be considered when accompanied by video evidence.

The student has the right to video any aspect of his/her assessment using his/her own video equipment, provided that it does not interfere with the assessment process, other candidates or the assessor's ability to carry out his/her role.

It is the responsibility of the candidate to: Arrange a video operator;

Notify the Tutor of any medical problem, which may affect student performance, so that a decision can be made for deferral prior to the assessment date.

Practical Assessment appeals must be received **in writing** within 20 working days from the candidate's receipt of his/her assessment results.

Theory Assessment appeals must be received by email within 5 working days from the receipt of his/her assessment results.

## **Request for Appeal**

Name ..... Assessor's

Name ..... Date of Assessment .....

Code ..... Type of Assessment ..... Discipline  
..... Appeal Details

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**I have read and understood all of the Appeals Procedure and Additional Note**

**NB Please enclose all assessment evidence including video (if a practical assessment)**

Signature ..... Date .....

## **Plagiarism Policy**

### **1. Purpose**

This policy applies to all learners of Yoga and Pilates Academy

Yoga and Pilates Academy is committed to ensuring all learners are held to the same high standards of learning. We endeavour to seek out any learner who is not producing their own work.

**The aim of this policy is to:**

Clearly outline the meaning of plagiarism

Ensure that all learners are aware of the consequences of plagiarising others' work

Ensure that appropriate training is available to all tutors/assessors in order to prevent plagiarism and to how to act if it is suspected.

## 2. Policy

Plagiarism means claiming work to be one's own, when it has been copied from someone else (or another source). All the work one submits must be their own and not copied from anyone else, unless they clearly reference the source of information (e.g. quote from a book- which would need the title of the book, the author and the page number).

## 3. Procedure

If it is discovered that evidence a learner has submitted has been copied from elsewhere, it will not be accepted and the learner may be subject to a disciplinary procedure. If this happens, the learner will have to submit an additional piece of work for assessment or they may be

disqualified from continuing with the course.

The learner may be asked by the Assessor to complete part of the assessment by hand and/or be orally questioned to confirm their knowledge, reliability and authenticity of their work.

Related Policy & Procedure: Learner disciplinary procedure

## **Complaints Procedure**

### 1. Purpose

This procedure applies to all students of Body Bliss Studio Limited who wish to complain about the service. Please note: if your complaint relates to a specific assessment, please refer to the specific Appeals Procedure.

Yoga and Pilates Academy strives to achieve the highest quality learning opportunities and services. However, we accept that sometimes our service to customers may fall short of these standards. The following Complaints Procedure outlines the action which may be taken in such circumstances. This reflects Yoga and Pilates Academy commitment to provide a fully comprehensive and student centred service.

Yoga and Pilates Academy takes the view that complaints provide valuable feedback so that we can improve our service. In this sense, complaints are welcome and you should not feel concerned that there will be negative consequences.

At the same time if you are especially pleased with the service you have been provided with, we welcome these comments too.

## 2. Procedure

**Stage 1** (immediately/ while on course)

You can contact your tutor, assessor or relevant department manager who is under instruction from Yoga and Pilates Academy to ensure that concerns or ideas are dealt with fairly and quickly. They will take into account all relevant facts and use their discretion to resolve matters with due sensitivity.

Notes will be taken in relation to this informal discussion and kept at the office in case of further investigation.

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If you do not feel comfortable discussing your complaint with your tutor, assessor OR you are dissatisfied with the outcome of this informal stage, you should proceed to stage 2.

**Stage 2** (within 30 days of the end of the course)

You can write to the EQA Manager at YMCA Awards, 112 Great Russell Street London WC1B 3NQ

The information needs to include a) your name, address and course type

- b) a description of your concern or complaint
- c) ideas about what Yoga and Pilates Academy should do to put things right

After you have made your complaint you will receive written acknowledgement within five working days. Your complaint will be fully investigated. You will receive a written response within a month of how the complaint has or will be resolved.

Each complaint is handled individually based on the information received in the letter and will be resolved using this criteria too.

You may make an anonymous complaint, however, it may not be possible to investigate fully and we would be unable to respond personally.

If you are dissatisfied with the outcome you should proceed to stage 3.

**Stage 3** (within 30 days of response to Stage 2)

You can write to the Area Lead YMCA Awards, 112 Great Russell Street,



London WC1B 3NQ

The information needs to include

a) A copy of the correspondence thus far b) Your reasons for appealing

After you have made your complaint you will receive written acknowledgement within seven working days. Your complaint will be fully investigated. You will receive a written response within twenty-eight days.

If you are dissatisfied with the outcome you should proceed to

#### Stage 4

If your complaint cannot be resolved by YMCA Awards it can be referred to a higher body of which you will be informed, dependent on the nature of the complaint.

#### **Comments**

Yoga and Pilates Academy would be very pleased to receive praise or suggestions for how things can be improved. These should be sent to Tracey Bailey.

## 1. Policy

Yoga and Pilates Academy is committed to encouraging diversity and reducing discrimination and accepts the spirit and intention of the various legislation, regulations and codes of practice which separately and collectively outlaw certain kinds of discrimination in selection, recruitment, induction, and programme delivery.

Yoga and Pilates Academy aims to ensure that learners/students are truly representative of all sections of society and that every student feels respected and able to give their best.

Yoga and Pilates Academy undertakes to ensure equality of treatment for all and aims to:

- . a) ensure no student is discriminated against or receives less favourable treatment on the grounds of gender, gender re-assignment, age, marital status, race, ethnic origin, colour, nationality, disability, sexual orientation, religion or social status unless it is a requirement of the qualification;
- . b) ensure awareness is raised around issues of diversity; and
- . c) acknowledge any issues of discrimination that are brought to the attention of management ensuring they are investigated and rectified promptly and sensitively using an appropriate procedure.

## 2. Definitions

For the purposes of this policy the Yoga and Pilates Academy has adopted the following definitions:

- a) Diversity means recognising, valuing and taking account of people' s different backgrounds, knowledge, skills and experiences, and encouraging and using those differences to make the way we work and learn more creative, efficient and innovative.
- . b) Direct discrimination is treating a person less favourably than others due to their age, colour, creed, disability, marital status, race, religion, sexuality, social status etc.

c) Indirect discrimination is the applying of a requirement or condition, which, although applied equally to everyone, is such that a considerably smaller proportion of a particular group can comply with it and it cannot be justified.

### 3. Roles & Responsibilities

It is the responsibility of every individual to eliminate discrimination and to ensure the practical application of this policy.

Yoga and Pilates Academy has a responsibility to:

Create an environment in which individual differences and the contributions of all learners/students are recognised and valued;

Ensure every student learns in an environment that promotes dignity and respect to all and that no form of intimidation, bullying or harassment will be tolerated;

Review and amend all practices and procedures to ensure fairness;  
Promote equality in the learning environment; and

Ensure that any breaches of this policy and procedure are dealt with appropriately.

Learners/students need to ensure that they accept personal responsibility for the application of this policy. They are also responsible for bringing to the attention of teaching staff any examples of discrimination of which they become aware.

Guidance Assessors/Tutors need to ensure that good practice in the area of equality of opportunity is applied within their area of control; and that all their learners/students are aware of Body Bliss Studio's policies in this area.

#### ***The HR Department has a responsibility to:***

- provide advice and guidance to ensure that equality of opportunity underpins the work of Yoga and Pilates Academy

- facilitate the collection and analysis of statistics which enable the organisation to monitor the effectiveness of this policy and determine the nature of any corrective action
- facilitate the review of all policies and procedures on a regular basis to ensure that they promote equality of opportunity for all
- oversee the fair and consistent application of this policy and procedure
- ensure that the policy is reviewed and monitored regularly.

#### 4. Procedure

. a) Learners/students who are aware of discrimination of any kind or consider that they are being discriminated against should in the first instance consider whether it may be appropriate to raise their issue informally with the alleged discriminator, who may not be aware that their behaviour is

causing offence.

. b) Where it is not appropriate for an approach to be made to the alleged discriminator, or the student is unwilling to do this, they should consider to whom they should highlight their issue. In most cases it is envisaged this would be their guidance assessor/tutor. Where their guidance assessor/tutor is implicated in their concerns, they should approach their guidance assessor/tutor's line manager or a member of the HR Department. (Tracey Bailey)

c) The manager with whom the matter is raised will either investigate the concerns raised or refer the matter, wherever possible with the agreement of the employee concerned, to a more appropriate manager. Whenever allegations of discrimination are made the manager must inform the HR Department.

d) Once the matter has been investigated the student who has alleged discrimination will be informed of the action taken and, where appropriate, the outcome. It may not be appropriate to give details of any disciplinary sanctions applied.

e) Where learners/students are not happy about the action taken they may appeal, within seven working days, to the Internal Quality Assurance Manager, who will appoint an appropriate senior manager to review their concerns. The outcome of this review will be final.

## 5. Related Documentation

See YMCA awards policy for operational responsibilities.

It may be appropriate to use this in conjunction with other policies and procedures.

# Terms & Conditions

## 1. Introduction

- 1.1 These Terms and Conditions apply to any bookings a student makes with Yoga and Pilates Academy. By booking a course, the student agrees that these Terms and Conditions shall apply in full to the delivery of the course by Yoga and Pilates Academy and that they form part of the contract between the student and Yoga and Pilates Academy.
- 1.2 No variation of these Terms and Conditions shall apply unless confirmed in writing by or on behalf of the Head of Yoga and Pilates Academy. These Terms & Conditions are subject to change at the discretion of Yoga and Pilates Academy.
- 1.3 When a student is accessing subsidised training through a funded project or scheme, all Terms & Conditions will apply (except for terms regarding initial payment for the course). Depending on the type of funding accessed additional Terms & Conditions may apply; please refer to the relevant sections below.

## 2. Bookings & payment

- 2.1 Postal and on-line bookings will always be processed on a first come, first served basis, and will only be accepted when accompanied by a completed, dated and signed application form and appropriate payment.
- 2.2 Full payment or direct debit mandate set up is a legally binding commitment to pay the balance, is required at time of

booking. **Course payment includes a non- refundable fee.** Failure to pay by the due date will result in the booking being cancelled and all payments made to date will be forfeited without liability on behalf of Yoga and Pilates Academy

- . 2.3 For courses paid by companies rather than individuals, Yoga and Pilates Academy requires a completed and signed application form and Purchase Order Cover Sheet which includes (in block capitals) the full name, address, email address and telephone number of the authorising signatory, accepting our Terms and Conditions.
- . 2.4 A direct debit instalment mandate plan will be completed and Additional Terms & Conditions will be supplied upon confirmation of plan set up. Once this plan is set up the student is required to complete all payments even if they are unable to attend the course.
- . 2.5 All course bookings will be confirmed by Yoga and Pilates Academy by email. The student has the right to cancel the course booking and obtain a refund of all fees paid to date if the student informs us within 14 days of the booking that they wish to cancel. The student should return all course materials at their own expense, together with a letter or email stating that they do not wish to proceed with the course. If a letter is chosen form of communication then it should be posted recorded delivery. Should the course materials be damaged in any way, their cost will be deducted from any fees refunded. If the course is started within those 14 days, the student agrees that this right of cancellation shall not apply.
- . 2.6 Details of all charges are set out in our Summary of Charges which is attached to these Terms & Conditions.
- . 2.7 Requests for cancellations must be made via email. Cancellations will be confirmed by email and any refunds agreed will be processed within ten working days.
- . 2.8 Details of all charges are set out in our Summary of Charges which is attached to these Terms & Conditions.
- . 2.9 Post and packaging for course materials sent outside of the UK will be charged to the student.
- . 2.10 All payments due to Yoga and Pilates Academy shall be made without any deduction whether by way of set-off, counterclaim, discount, abatement, bank charges or otherwise.

- . 2.11 No payments will be deemed to be made until Yoga and Pilates Academy receives full payment in cleared funds.
- . 2.12 Any money paid that is not used for a course within one year of the date of payment will be forfeited.
- . 2.13 Students must raise any billing/receipt queries via email with Yoga and Pilates Academy within 2 months of their course start date. Any queries relating to invoices, receipts, etc. from bookings older than 2 months will result in an administration charge as Yoga and Pilates Academy maintains a data archival process to optimize the performance of their databases.

### • . 3. Delivery of the course

- . 3.1 Dates, times and locations for courses are accurate at the time of booking; however Yoga and Pilates Academy reserves the right to alter times, dates or locations if circumstances dictate.
- . 3.2 The student is responsible for arranging their own accommodation and any transportation to and from the agreed location as indicated on their booking confirmation.
- . 3.3 Venue membership is not included in the course fees. Students should consult the confirmation e-mail regarding the policy on usage or speak to Tracey Bailey.
- . 3.4 If students are unavailable when course materials are delivered to

the address provided and they are not collected from the studio an additional distribution fee may be charged.

### • . 4. Cancellation

- . 4.1 No refunds will be given for any cancellations made by the student. All fees will be forfeited.
- . 4.2 Students will have a maximum of a 14 days cooling off period starting from the course booking date. Within this fourteen working day period students will be able to cancel their course and receive a full refund.

- . . 4.3 In the event a booking is made and no payment is received Yoga and Pilates Academy will auto-cancel the booking within 7 days. If the course starts sooner than the intended 7 days then a cancellation will be made earlier at the discretion on Yoga and Pilates Academy
- . 4.4 In the unlikely event that Body Bliss Studio has to cancel a course they will offer the student a choice of alternative dates for the same course. Transportation and accommodation costs will not be covered.
- . 4.5 If a student stops attending without notifying Yoga and Pilates Academy in advance, this will be treated as a cancellation.
- . 4.6 Where a student fails to attend 100% of a course for any reason, YMCA Fitness Industry Training reserves the right to cancel the student from the course. Specific course requirements are outlined in marketing material and in booking confirmation information.

## . 5. Transfers

. 5.1 The student must notify Yoga and Pilates Academy in writing if they

wish to transfer their original booking to an alternative date (except for assessment transfers which can be requested by telephone). The student is entitled to one free of charge transfer if a minimum of 8 weeks' notice is given prior to the course start date. Within 8-5 weeks there will be a transfer fee applied. This must be paid at the time of the transfer request. If a change of date is requested less than 28 days before the start date of a course, Yoga and Pilates Academy will not transfer the booking, resulting in all fees paid to date being forfeited.

- . 5.2 A transfer from one course type to another can be made once only.

## • . 6. Examination/assessment referrals

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- . 6.1 Yoga and Pilates Academy are not obliged to refund any fees or offer an alternative date if a student fails to attend an exam.
- . 6.2 If a student refers or cancels an assessment or exam they will be charged the current rate for re-booking. It is the student's responsibility to re-book their assessment or exam and the booking will not be taken until full payment has been received.
- . 6.3 If the conditions of a practical assessment are not complied with by the student they may not be assessed. Assessment instructions are given on the course.
- . 6.4 Transfers from assessments are treated in the same way as courses (see clauses 4 and 5)

## . 7. Certificates

. 7.1 Certificates will be issued with the name supplied on the application form and/or confirmed in the confirmation email. It is the student's responsibility to ensure that the information held by Yoga and Pilates Academy is correct.

- . 7.2 Certificates will not be issued unless all fees have been paid in full and all requested documents have been received including all outstanding direct debit payments.
- . 7.3 All certificates produced by an Awarding Organisation will be sent via Recorded Delivery (unless expressly requested otherwise by the student) and a signature will be required.
- . 7.4 Certificates produced by YMCA Fitness Industry Training will be sent by email. Students may request a hard copy of their certificate at an additional cost.
- . 7.5 Replacement certificates can be obtained at the charge applicable at the date of ordering.

## 8. Responsibilities and liability

- . 8.1 Yoga and Pilates Academy does not guarantee that a student will pass a course or that successfully completing a course will provide a student with anything other than the qualification granted under that course.
- . 8.2 Yoga and Pilates Academy shall not be liable for any loss, damages, costs, claims, demands, expenses or liabilities

of whatsoever nature arising out of the delivery of the course to a student as a result of their act or omission including but not limited to the following:

- I. The student's failure to follow any oral or written instructions or recommendations in relation to the course/assessment.
  - II. The student supplies to Yoga and Pilates Academy any information that is inaccurate, false, misleading or out-of-date.
  - III. Any loss or damage to any personal items and valuables which the student brings to a course.
- III. 8.3 Except in respect of death or personal injury caused by Yoga and Pilates Academy Training's negligence or the negligence of their tutors, Yoga and Pilates Academy shall not be liable to the student by reason of any representation (unless fraudulent), any home exercise practice or any implied warranty, condition or other term, or any duty at common law, or under the express terms of these Terms and Conditions, for any loss of profit, pure economic loss, loss of business, depletion of goodwill or any indirect, special or consequential loss, damage, costs, expenses or other claims (whether caused by Yoga and Pilates Academy Tutors, employees, agents or sub-contractors) which arise out of or in connection with the delivery of the course/assessment or the student's participation in it and use of its qualification by them.
- IV. **Students take their own risk with their home study and practice. If you are unsure about any exercise being safe for you then seek medical advice before participating in any exercise.**
- V. 8.4 Yoga and Pilates Academy's entire liability to the student under or in connection with these Terms and Conditions shall not exceed the amount equal to the fees paid by them.

I. **9. Data protection**

- II. 9.1 It is Yoga and Pilates Academy policy to respect the privacy of its students. In order to support students' learning, they will disclose students' details and information to the tutor(s) delivering the course and also any funding/training partners specific to the student's course but they will not disclose the details and information provided by

the student to any other third party without their consent unless:

- III. they are specifically required to do so by law;
- IV. it is in response to a valid, legal request by a law enforcement or governmental authority.

V. 9.2 By making a booking, the student acknowledges and consents that Yoga and Pilates Academy may store and process their personal details and information (for example their name, address, telephone number, email address and disclosed medical conditions/learning needs) in

accordance with any relevant data protection legislation and that they may use this information for the purposes outlined in these Terms and Conditions. Yoga and Pilates Academy maintain databases of their students both manually and electronically. They use this information from time to time for mailing information about the services that they offer. They always ensure, however, that they handle data about their students in accordance with the provisions of the *Data Protection Act 1998*. If, at any time, a student does not wish Yoga and Pilates Academy to provide them with this information or to retain their personal details on the database then please inform Yoga and Pilates Academy in writing.

## I. 10. Ownership of course materials

II. 10.1 All intellectual property rights in course materials are

owned by Yoga and Pilates Academy . The student agrees not to replicate, alter, modify or distribute the materials or do anything which would infringe upon any rights. For the avoidance of doubt **'intellectual property rights'** shall mean any patents, design rights, trade marks, service marks (in each case whether registered or not), applications or rights to apply for any of the foregoing, database rights, know-how, trade or business names, rights in confidential information, goodwill and other similar rights existing in any part of the world.

## III. 11. Student responsibilities

IV. 11.1 It is the student' s responsibility to ensure that Yoga and Pilates Academy holds his or her correct personal

information. Body Bliss Studio will not be liable for any errors due to incorrect personal information supplied by the student.

- V. 11.2 Yoga and Pilates Academy will offer support to students with individual learning needs and/or disabilities. It is the student's responsibility to inform Yoga and Pilates Academy of any individual needs at the time of booking so that appropriate support can be provided.
- VI. 11.3 All students must comply with the legislation relevant to the working areas and behave in a manner that does not put him/herself or others at risk. All students must familiarise themselves with Fire Evacuation Procedures. Corridors and stairways, which are provided for the safe passage of people using the venues, should not be obstructed.
  
- VII. Once certificates are obtained and the students have passed their qualification. No student will set up a hot yoga studio within a 10 mile range of Body Bliss Yoga, 1430 London Road, Leigh-on-Sea, Essex SS9 2UL or a Teaching School for a Yoga Qualification.
  
- VIII.
  
- IX. . 11.4 All students must comply with the Teaching & Learning Agreement. Any student found guilty of breaching the Agreement will be removed from the programme and all fees paid will be forfeited. If any student's behaviour results in breaches of the law, Yoga and Pilates Academy reserves the right to involve the police and to prosecute the individual(s) concerned.
- X. 11.5 Students are required to complete all assessment components for their qualification within one year from the start date of their course. Yoga and Pilates Academy cannot guarantee that students who complete qualifications outside of this timeframe will be eligible for certification.
- XI. There is zero tolerance for any threatening behaviour to any member of staff for Yoga and Pilates Academy.

## XI. 12. General

XII. 12.1 Any notice required under these Terms and Conditions or by statute, law or regulation shall (unless otherwise provided) be in writing and delivered in person, sent by facsimile or registered mail or sent by email or facsimile to the respective parties address as set out on the application form or as each party may from time to time designate by notice hereunder. Any such notice shall be considered to have been given on the first working day of actual delivery or sending by facsimile or email or in any event within two working days after it was posted in the manner herein before provided.

XIII. 12.2 References to any statute or statutory provision shall, unless the context otherwise requires, be construed as a reference to that statute or provision as from time to time amended, consolidated, modified, extended, re-enacted or replaced.

XIV.

. 2.3 Failure or delay by Yoga and Pilates Academy in enforcing or partially enforcing any provision of these Terms and Conditions shall not be construed as a waiver of any of its rights under these Terms and Conditions. No waiver of any of these Terms and Conditions by either party shall be deemed to be a further or continuing waiver of any subsequent breach of that term or condition or any other term or condition.

XV. 12.4 The student shall not be entitled to assign or sub-licence or part with possession of any of their rights or liabilities hereunder. Yoga and Pilates Academy shall be free to sub-contract the performance of all or part of its obligations hereunder.

XVI. 12.5 A person who is not party to the contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Terms and Conditions.

XVII. 12.6 These Terms and Conditions and any disputes or claims arising out of or in connection with their subject matter are governed by and construed in accordance with the law of England. The

parties irrevocably agree that the courts of England have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with these Terms and Conditions.

XVIII. 12.7 Body Bliss Studio Limited/ Yoga and Pilates Academy 1430 London Road Leigh-on-Sea, Essex SS9 2YL

**All students will be required to sign to say they have read and understood these Terms and Conditions and if applicable the additions terms and conditions relating to payment by instalments on the first day of their course.**

- . **Additional Charges Price List (if applicable)**
- . **Transfer charges**

. Notice period	. Transfer charge
. More than 8 weeks before course begins	. Free
. Between 8 – 5 weeks before course begins	. One Day Course £25 Two Day Course £75 Four Day Course £150 Five Day Course £250

**. Replacement certificate charges**

. Type of certificate	. Fee
. YMCA Awards	. Replacement Certificate by Email: £10.00 . Printed Copy of Email CPD Certificate: £10.00 . Re-sending of a Returned Certificate: £5.00 . Replacement of Printed Certificate: £20.00

<b>. A warding Organisation Certificates</b>	<b>. £40.00</b>
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**. Additional resources & courses charges**

**Assessment fees**

Component	Fee
<b>Theory Paper Re-sit</b>	<b>£50.00</b>
<b>Theory Paper Re-sit (two papers sat together)</b>	<b>£60.00</b>
<b>Theory Revision Workshop Day including Theory Paper</b>	<b>£80.00</b>
<b>Theory Revision Workshop Day</b>	<b>£40.00</b>
<b>Re-Marking/Amendment Fees for: Worksheets</b>	
<b>Planning Case Study</b>	<b>£25.00</b>
<b>Viva (including telephone)</b>	
<b>Viva (not including telephone)</b>	<b>£40.00</b>
<b>Amended Viva including Telephone Viva</b>	<b>£25.00</b>
<b>Deferred or Resit Practical Assessment or Video Assessment</b>	<b>£100.00</b>
<b>Client Lifestyle/Fitness Testing Assessment £ per test</b>	<b>£100.00)</b>
	<b>£25.00 per unit (Max.</b>
<b>Advanced Training Unit Assessment</b>	<b>£100.00)</b>
	<b>£25.00 per unit (Max.</b>

I AGREE TO THE TERMS AND CONDITIONS SET OUT ABOVE.

NAME:

SIGNED:

DATE: