

Europe Netball Coaching and Officiating Terms & Conditions

Introduction:

These are the terms and conditions applicable to all learners who have registered to participate in a Europe Netball course, workshop, or assessment across Coaching and Officiating, including Continuous Professional Development (CPD), via virtual delivery and/or face-to-face delivery.

Please read these Terms and Conditions carefully to ensure you understand and agree to them, as they contain the legal terms and conditions that all learners shall be deemed to have agreed to when registering for a course, workshop, or assessment. All learners must always adhere to these Terms and Conditions.

Europe Netball courses and workshops are owned and managed by Europe Netball.

Cancellation of Courses, Workshops or Assessments by Europe Netball:

Europe Netball reserves the right to cancel or reschedule courses, workshops, or assessments at its discretion, for example but not limited to insufficient learners enrolled or workforce illness. In such cases, learners shall be offered a refund of the fees paid or a transfer to an alternative course, workshop, or assessment. In such cases, Europe Netball's liability shall be restricted only to reimbursement of any fees paid to them and will not cover any additional fees indirectly associated with the course, workshop, or assessment.

Refunds:

Should you change your mind about registering for a course, workshop or assessment after you have paid your fees, a full refund will be available if you notify Europe Netball of your wish to cancel your registration by emailing the relevant email address at the end of these Terms and Conditions, at least **fourteen days** before the course, workshop or assessment.

Cancellation charges:

Once an application has been made, the learner is liable for the fees, regardless of whether they later decide to withdraw voluntarily from the course, workshop, or assessment.

No refunds of fees will be permitted once the learner has started the course, workshop, or assessment for any reason, including but without limitation, early withdrawal from a course, workshop, assessment, or non-attendance, unless there is a justifiable reason such as illness or injury, or extreme personal circumstances beyond the learner's control. Learners must then complete and submit the extenuating circumstances form and attach the relevant documentation which will be considered by Europe Netball. If accepted, the learner will then be allowed to transfer to another course, workshop, or assessment (subject to a transfer fee and availability of another course, workshop, or assessment).

Learners must be able to evidence that they meet any pre-requisite entry requirements, such as age and qualifications. No refunds will be given if the evidence is not presented **at least fourteen days before the course, workshop, or assessment.**

Recordings of Courses, Workshops or Assessments:

Courses, workshops, or assessments may be recorded for internal use by Europe Netball workforce only. Any recordings will not be distributed to learners. Such recordings will be held in accordance with the Europe Netball's Data Protection policy.

Equal Opportunities:

Europe Netball is committed to promoting equality of opportunity for all learners, to ensure that no-one is discriminated against on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

Privacy:

Your personal information will be used in accordance with Europe Netball's **Privacy Policy** and any contact/privacy options you select when registering for a course, workshop, or assessment.

Payment Terms:

All fees are due at the time of application or no later than seven days in advance of the course, workshop or assessment and should be made in Sterling. Places will not be held without payment.

Fees

Include:

- Certificates (as applicable) upon completion
- Study/resource materials

Does not include:

- Travel or accommodation expenses
- Replacement certificates or study/resource materials. There will be a charge associated to any replacement materials if requested by the learner
- Re-assessment fees
- Stationery and materials

Europe Netball Coaching Courses Registration Period:

Each coaching course has a specified registration period and the learner must complete all aspects of the learning programme and assessment within that registration period. For Level 1 courses, the registration period is 12 months, for Level 2 courses, the registration period is 24 months and for Level 3 courses, the registration period is 42 months. No extension periods will be granted for a coaching course without the learner providing Europe Netball with an extenuating circumstances form. Only one extension period in relation to a coaching course may be granted per learner.

If the learner fails to complete all aspects of the course within the registration period and can prove extenuating circumstances, an extension may be granted (at the discretion of Europe Netball). A re-registration fee will, however, be charged. No extension periods will be granted for a coaching award without the learner requesting an extension from their Member Country, in line with the guidance on the Europe Netball extenuating circumstances form. Where the learner does not apply for an extension or re-register within six months beyond their registration period, they will be required to repeat the course.

Europe Netball Officiating Registration Period:

Each officiating award has a specified registration period and the learner must complete all aspects of the learning programme and written and practical assessments within that registration period, as outlined on the relevant Pathway documentation. Learners must ensure they fully complete the previous part of the Pathway before attempting to progress to the next award.

On completion of the practical assessment, the qualification awarded has no expiry date, but umpires are expected to remain up-to-date by attending CPD workshops and by maintaining performance in line with the outlined competencies for the award.

No extension periods will be granted for an officiating award without the learner requesting an extension from their Member Country, in line with the guidance on the Europe Netball extenuating circumstances form.

Rights and Obligations of Europe Netball:

- Europe Netball shall use reasonable endeavours to provide the learner with an education service which may, where appropriate, include a programme of study, classes and relevant learning support intended to prepare the learner for assessment and qualification. Europe Netball reserves the right to make alterations to courses, workshops, assessments, workforce, fees, or venues without prior notice, provided such alterations shall not substantially affect the course content or qualification and such alterations shall, at best, only entitle the learner to reimbursement of any fees paid.

- Europe Netball reserves the right to dismiss any learner at any time for behaviour, which is deemed to be unprofessional, inappropriate, or disruptive to other learners or Europe Netball workforce. No fees will be refundable for any learner dismissed under this section.
- Europe Netball reserves the right to dismiss any learner at any time for malpractice, including cheating in assessments, assisting others to cheat, falsification of logbooks and plagiarism. No fees will be refundable for any learner dismissed under this section.
- All Europe Netball courses and workshops and materials are in English. Should the learner not speak English as a first language, then Europe Netball will allow the learner to bring an interpreter, at the learner's own expense. There will be no charge for the interpreter, if the venue can accommodate an extra person.

Rights and Obligations of the Learner:

- Learners should meet and comply with the requirements and/or standards set out in these Terms and Conditions.
- Learners should familiarise themselves with all relevant course, workshop or assessment policies and their requirements.
- Learners should notify the tutor/assessor of any additional requirements and/or learning needs.
- Learners should comply with all standard course/workshop/CPD/assessment requirements.
- Learners should comply with the Europe Netball Code of Conduct and behave in a manner which does not cause harm, injury or damage to other persons, in particular to the property of Europe Netball, its workforce, learners or visitors and does not impede or prevent the provision of the course, workshop or assessment or any other course, workshop or assessment or otherwise harm the standing and reputation of Europe Netball.
- Attend all course/workshop/ CPD/assessment dates and complete the programme of study in full and in the stated order (as applicable).
- Undertake to complete the course/workshop/CPD/ and any required assessment within the appropriate registration period.
- Learners must satisfy themselves that the course/workshop/CPD/ assessment they have chosen meets their requirements by reading all available information on the course, workshop, or assessment before commencing the course, workshop, or assessment.

Health and Safety:

- Learners need to take personal responsibility for the health and safety of themselves and others; to observe safe standards of behaviour and dress; and to familiarise themselves with the safety requirements of Europe Netball and course, workshop, or assessment venue.
- Learners should not interfere with equipment or materials provided without supervision or authorisation.

- Learners are responsible for monitoring their own health and medical conditions. Any learner requiring extra support due to a medical condition is required to declare this prior to the start of the course, workshop, or assessment.

Copyright and Intellectual Property:

The copyright of all material provided by Europe Netball shall remain vested in Europe Netball and may not be reproduced without Europe Netball's specific written consent. All intellectual property rights derived from any work created by a learner during or as part of a course or workshop shall hereby vest in Europe Netball.

Jurisdiction

Europe Netball and all learners agree that the courts of England and Wales shall have exclusive jurisdiction to hear and determine or otherwise settle all and any disputes which may arise out of or in connection with these Terms and Conditions.

Contact information:

Officiating: enofficiatingcourses@gmail.com

Coaching: anitaeuropenetball@gmail.com

Original version: 7 June 2023
Reviewed: NA
Next review: 6 June 2023