

Terms and Conditions

General Terms and Conditions of Booking

- Institute of Swimming learners are solely responsible for ensuring that their swimming.org online profile details are up to date, the Institute of Swimming are not able to administer a user's online account. The details provided by you are unique to this account. Any training you complete, will build up on your individual profile and we will use these details to register you with relevant Awarding Organisations. If another member of your family/household wish to complete any training/attend courses, they must ensure a separate account is set up for them.
- All bookings need to be made in the individual attending the qualification / seminars own account. In the event of bookings not being associated to the correct account please see the below cancellation policy.
- Learners are expected to attend all dates advertised.
- Prerequisites are the responsibility of the learner. You will be asked on the first day of your course to provide evidence that you meet the prerequisites. If prerequisites are not met, you will be asked to leave the course. No refund will be issued. All prerequisites for courses can be found on the course booking page for that specific course.
- All learners agree to abide by the General Rules and Conditions for the use of the venue.
- All learners take part at their own risk.
- Please be advised that any personal belongings for example; mobile phones, laptops and any other valuable items are the responsibility of the individual and are taken at the individual's risk.
- E-Certificates are issued by the relevant awarding organisation and take approximately six to eight weeks from the submission of the results.
- Institute of Swimming customers who require a hard copy certificate or a reprint, are liable to pay for certification reprint costs to the awarding body.
- Additional fees will be incurred if you need a re assessment.
- Some courses may be co-tutored by a trainee tutor to support the Swim England tutor training programme. Throughout all of these occasions, a fully qualified and licensed Institute of Swimming tutor will be in attendance.
- Institute of Swimming cannot reserve places on courses or CPDs.
- New and expectant mothers should always seek medical advice regarding their suitability to attend an Institute of Swimming programme prior to enrolment. Learners should contact iosadmin@swimming.org once they have completed their online booking in order to complete the relevant risk assessment.

Cancellation Policy

- The Institute of Swimming reserve the right to cancel a course at short notice. A course cancellation may be for a number of reasons, however, occasionally we may be unable to sustain a course due to insufficient enrolments. In the event of a cancellation, an alternative option will be offered or a full refund will be issued. Refunds will be issued for the value of the course originally purchased. Therefore, please ensure any travel or accommodation bookings are cancellable.
- Course times are sometimes subject to change. These will be confirmed nearer the course start date.
- The Institute of Swimming reserve the right to amend the timetable, the presenter and/or venue to suit the needs of the course.
- Following on from the government guidance on the 24th February 2022, the Institute of Swimming are advising learners to not attend a course if they have tested positive for Covid-19. Learners should contact iosadmin@swimming.org with evidence of their positive result in order to be transferred to an alternative course free of charge.

Learner Cancellation and Transfer Policy – Qualifications & Seminars

Please note the following cancellation policy applies should you cancel your place on one of our qualifications or seminars:

- If you cancel more than 31 days prior to the start of the course you can either:
 - Receive a full refund
 - Be transferred to an alternative course
- If you cancel between 15 and 30 days prior to the start of the course you can either:
 - Receive a refund minus a transfer fee, being 25% of the total course cost. In the event of illness / injury (for which a Doctor's note must be provided) or exceptional circumstances a full refund will be given
 - Transfer to an alternative course, paying a transfer fee of 25% of the total course cost. In the event of illness / injury (for which a Doctor's note must be provided) or exceptional circumstances the transfer fee will be waived.
- If you cancel up to 14 days prior to the start of the course, no refund or transfer will be offered except in the event of illness / injury (for which a Doctor's note must be provided) or exceptional circumstances.
- In the event of a cancellation, the individual must follow up with written confirmation to the Institute of Swimming with their intentions of either cancelling or transferring to another course. Individuals should give personal details and full details of which course they booked onto in order to administer this.
- If you do not attend the course and no communication has been received, no refund or transfer will be offered except in the event of illness / injury (for which a Doctor's note must be provided) or due to exceptional circumstances.
- In the event of bookings being made under an incorrect learner account, a refund will be issued so that the correct learner can rebook onto the course. No transfers of bookings can be made or the holding of spaces whilst refunds are processed.

Voucher Purchase Policy

- Vouchers purchased but not redeemed, will be invoiced at the full rate, no refunds or credits will be issued, unless it is within the timescales mentioned in the above learner cancellation and transfer policy.
- In any event, if a voucher is purchased which is no longer required - the account holder must follow up with a written confirmation to the Institute of Swimming that they no longer wish to use the voucher and the cancellation terms above, still apply.
- Vouchers purchased must be redeemed before their expiry date, which is either the start date of the course or 12 months after the purchase date.

E-Learning

E-Learning Courses purchased on-line through our website are considered opened at the time of purchase. In line with UK's Department of Trade and Industry's laws on Distant Selling, for these types of products, cancellation rights will end when performance of the service starts. In line with the software industry practices, returns are only accepted for unopened products. As a result, no returns are accepted after the time of purchase. You will have every opportunity to examine the course contents and our e-learning samples before you proceed to purchase it.

Terms and Conditions specific to Virtual Webinars

All virtual webinars will be recorded for quality and training purposes. It may be necessary to share a recording with enrolled learners at the discretion of the Institute of Swimming. If you do not wish to be a part of the recording that is shared with other learners, you must inform your tutor before the first virtual webinar.

RPL Terms and Conditions

- All candidates are required to read carefully through the pre-booking information.
- RPL is an assessment only route and no refunds will be given for anyone who has decided the programme is not the correct one for them.
- For those wanting to join the RPL programme for Level 2 Swimming Teacher or the combined Level 1 Swimming Assistant (Teaching) and Level 2 Swimming Teacher qualifications, potential candidates will be required to complete an initial assessment to confirm suitability. If you book onto the programme without completing the initial assessment no refund will be given.
- Prerequisites are the responsibility of the candidate. You will be asked to provide evidence that you meet the pre requisites. If prerequisites are not met, you will be asked to provide additional evidence and an additional cost will be incurred. No refund will be issued.
- All candidates agree to complete their RPL assessment within the time frames specified on the course booking page.
- A fully qualified and licensed Institute of Swimming assessor will be allocated to the candidate for the purpose of assessment. This ensures that the assessment is carried out in accordance to Institute of Swimming quality standards.
- Additional fees will be incurred if you are referred and / or require a course and / or do not meet the timescales of the assessment.
- The Institute of Swimming reserve the right to amend the assessor allocated to you for your RPL assessment before, during or after your assessment.

- Candidates must ensure they fully complete the mandatory evidence requirements, failure to do so will result in a referral. As part of the mandatory evidence, candidates must ensure they obtain consent in principle from the lesson provider for taking video evidence of their teaching within their aquatic environment. This consent needs to be gained prior to booking onto the RPL programme. If the candidate books onto the programme and is unable to provide this evidence, no refund will be given.
- Should you be unsuccessful in the initial assessment, you will be guided towards booking onto a course instead.
- If the candidate is unable to meet the assessment deadlines this must be communicated to iosqualityteam@swimming.org and the assessor within a reasonable time.

Terms and Conditions specific to Senior Coach

Learners registering for the Senior Coach programme do so with an understanding that they are committing to completing the programme within the registration period.

Payment for the programme covers the arrangements and costs for whatever may be involved in the whole programme, therefore no refund can be issued once payment has been made.

Learners cannot leave or transfer from the cohorts in which they are registered unless authorised to do so by the Institute of Swimming.