

# NPLQ Course



## TERMS & CONDITIONS

**Joining Instructions** - All applicants wishing to attend the NPLQ course need to send their completed registration form, expressing interest, to the course organiser via the details given at; [www.sirbenainsliesportscentre.com/swimming-pools-cornwall/rlss-pool-lifeguard-qualification](http://www.sirbenainsliesportscentre.com/swimming-pools-cornwall/rlss-pool-lifeguard-qualification)

**Payment** - NPLQ course fees must be paid for in full prior to the start date of the course to secure space and ensure course materials can be ordered / delivered prior to the first day of the course. The course organiser will contact candidates regarding this. This payment can be made by cash in person to the SBA reception, or via card in person or over this phone with the SBA reception. If a candidate requires to re-take their assessment (theory and/or practical) a further charge will incur for this and any further training required.

**Cancellations / Refunds** - Refunds can only be made in exceptional circumstances and are at the discretion of the Community Facilities & Centre Manager. Once the course starts no refunds are applicable if a candidate chooses not to continue. Refunds, if applicable, will only be made to the debit/credit card used for the original transaction

If we are required to cancel the course, we will endeavor to put on alternative dates. If this is not possible a refund will be issued to paid candidates. Two weeks notice, prior to the start date of the course, is required from any candidates wanting to cancel their position on the course to gain a refund. Any time under this will not be refunded. If the candidate is unable to start or continue the course due to a long-term illness or injury, a refund may be considered upon receipt of a medical certificate from your GP or hospital. To notify us of a long-term illness or injury, please contact [SJL@truroschool.com](mailto:SJL@truroschool.com) to discuss further.

**Further information** - Further important information regarding an NPLQ Course will be sent to you via email prior to the start of the course, once booking & payment confirmed.

**Data Protection** – We will treat your personal information as private and confidential, except where disclosure is made at your request or with your consent or where we are required by law to disclose. We will only use your information for the purposes of administration in relation to the course named overleaf. We will never pass your personal information to third parties outside Truro School / SBA.

**Medical & Additional Considerations** – If the candidate has any known medical conditions or additional considerations that we need to know about, please email or contact the course organiser prior to booking to discuss. Due to the nature of the course / qualification, candidates need to be physically fit. Some additional considerations can be met, these should be reported on the registration form and discussed with the course organiser. Full course pre requisites can be found at; [www.rlss.org.uk](http://www.rlss.org.uk)