

Closed Booking Policy

Contents

Closed Booking Policy.....	1
Purpose.....	2
Course Booking.....	3
Enquiry.....	4
Cancellation.....	5
Withdrawal of a Learner.....	6
Late Payment.....	7
Monitoring and Review.....	8
Appendix 1: Table of Prerequisites.....	9

Purpose

A closed course is defined as “a course organised on behalf of an organisation for their own internal purposes and is not open to the general population.

Course Booking

Any organisation may request a course for their internal purposes.

Enquiry

On initial enquiry, all relevant policies and qualification details will be made available to the organisation via a link in the email.

The organisation will be asked to complete a “Closed Course Booking Form.”

No later than 7 days prior to the course start date, the organisation must confirm:

- The number of learners,
- The names and contact details (email and telephone) of learners.

They must also email details of the relevant Health and Safety Documentation needed to run the course.

The number of learners confirmed at this point, will be the number of learners invoiced for.

Should the organisation wish to add additional learners after the 7-day confirmation, they may be subject to a premium late booking fee.

Cancellation

Should a learner be unable to commit to the course they must email Swim Tutor. Refunds will be offered as follows:

- More than 4 weeks from start date - Full Refund
- 4 weeks before the course - 75% refund.
- 3 weeks before the course - 50% refund.
- 2 weeks before the course - 25% refund.
- 1 week before the course - no refund

Withdrawal of a Learner

Should a learner be unable to commit to the course they must email Swim Tutor. Refunds will be offered as follows:

- More than 4 weeks from start date - Full Refund
- 4 weeks before the course - 75% refund.
- 3 weeks before the course - 50% refund.
- 2 weeks before the course - 25% refund.
- 1 week before the course - no refund

Late Payment

Any late payments will be subject to a 5% administration fee.

Monitoring and Review

This policy was written by Fiona Leeson trading as Swim Tutor in March 2023.

This policy will be reviewed annually from the version date, and/or after any appeals have been made, to ensure this policy is fit for purpose.

Review Number	Date of Review	Purpose and Details of Change	Initial

Appendix 1: Table of Prerequisites

Table of Course Prerequisites		
Qualification Title	Prerequisite	Data retention requirements
STA Award in Teaching Swimming	• Be 16 years or older. • Be a member of the STA	• All data is stored for 5 years from the course end date
STA Certificate in Teaching Swimming	• Be 16 years or older. • Be a member of the STA. • Hold the STA Level 2 Award in Swimming Teaching (ASA Level 1 is not an acceptable equivalent)	• All data is stored for 5 years from the course end date
Safety Award for Teachers	• Be 14 years or older. • Be able to swim 25m. • Be able to surface dive and recover an object from the deepest part of the pool	• All data is stored until the qualification expires (2 years), FLTC may contact learners to inform them they need renew