

Frequently Asked Questions

1 How do I apply for a course?

- Apply early as popularity of these courses is increasing. To ensure courses have sufficient candidates to run, early application for these qualifications is essential.
- Please go to www.leedsmet.ac.uk/sport, follow the Carnegie Coach Education and First Aid link to view the First Aid course details and calendar.
- Download the First Aid Course application form.
- Candidates must ensure that they meet all the course pre-requisite criteria before applying for a course.

2 Is there a closing date for each course?

- Application forms will be accepted up to ten working days prior to a course commencing and payment must always accompany these applications.

N.B. Some governing bodies may require application forms up to 20 working days prior to the course start date so please **apply early**.

3 Am I entitled to a discount?

- Some courses organised by Carnegie Coach Education may offer a discount to Leeds Met students and staff.

Please see the course fee detail for individual qualifications to establish the fee you should pay.

4 When will I hear whether my application has been accepted?

- Applications will be processed on a first come, first served basis. (All courses are subject to limited places)
- A receipt is available on request. Please state clearly on the application form should you require a receipt.
- Confirmation of your place on a course will be sent via **email*** no less than 10 working days prior to the course start date.
* A postal confirmation will only be sent on request
- If there are changes to be made to the course you have applied for; a further confirmation letter with any amendments will be sent within 5 working days of the course start date.

5 What happens if there are insufficient numbers on a course?

- Carnegie Coach Education will do everything they can to ensure a course runs.
- If a course needs to be cancelled you will be informed at least 4 working days prior to the start date.

6 What happens if the course is full and I am put on a reserve list?

- If you are put on a reserve list, your payment will not be processed (and if appropriate, returned to you)
- You may be contacted at any time to take up a place on a course. If you accept the place, full payment will then be requested immediately.

7 What if I wish to cancel my place on a course?

- **Before 20 Working Days of the start date**
Full refund **OR** Fee transfer
- **Between 20 & 11 Working Days of the start date**
Fee transfer **OR** £10 administration charge to be deducted from any refund
- **Between 10 Working Days to the start date**
No refund, no transfer

N.B. No course fee will be transferred from one academic year to another.

8 What do I do if I get held up en route to the course?

Contact the following:

- If the course venue is Headingley Campus on a weekend or evening, please ring the Sports Centre Reception (Tel: 0113 812 3160) or if the course is during the week please call the Carnegie Coach Education office (Tel: 0113 812 7437) Monday to Friday 0900-1700.
- If the course venue is elsewhere, please ring the venue contact on your confirmation letter.

9 Does Carnegie Coach Education deliver any other GB qualifications?

- Carnegie Coach Education provides support for British Gymnastics courses at various levels, throughout the Yorkshire region.
- Carnegie Coach Education also deliver an extensive range of Coaching qualifications working with several NGB's. Please contact Carnegie Coach Education for further details: 0113 812 7437, e-mail: coacheducation@leedsmet.ac.uk or visit our website on www.leedsmet.ac.uk/sport

10 What do I do if I need additional support during my course?

- You may need additional support because you have a visual or hearing impairment or you are dyslexic for example. If you are a HE student and have been assessed, we will request your permission to see this assessment and help provide support as appropriate. If you are an external candidate please contact Carnegie Coach Education to discuss the next step.