



CLOSED COURSE BOOKING GUIDE

Thanks for showing interest in booking a closed course for your group of 10+ participants. This guide explains how the booking process works so we can get all of your learners registered and in attendance on the day.

Confirming the booking:

- Please provide the following information:
 - An approximate number of participants
 - Venue-specific details e.g. site manager contact details/parking information
 - Confirmation you can provide a venue for the times required (see requirements below)
- We will source a tutor for the required date(s) and confirm the course is taking place.

Minimum Venue Requirements:

14m x 8m Small courses Minimum Size 10-14 participants	14m x 16m Larger courses Minimum Size 15+ participants	18m x 20m (2 badminton courts) Recommended space
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- Seating such as benches is recommended for theory elements of the course.
- Outdoor venues will only be accepted for workshops and other courses in rare circumstances.
- Tutors will provide all equipment.
- Any parking payments which must be paid by the tutor will be added to course invoice as expenses.



Booking Timeline

Up to Two Weeks Before the Course Date:

- Please collate your participants' full names, DOB's, email addresses (parent's email addresses can be used for those under 18) and any medical notes in the provided register template file and return this.
- We will use the register to enrol participants onto our system. They will then receive an enrolment email for any online courses e.g. online Level 1 Award in Coaching Dodgeball. For face to face courses, participants will receive a pre-course information email approximately one week before the course date containing important information regarding the course and any necessary pre-course learning.
- **Level 1 & Level 2 Coach Education Package:** It is recommended that you provide us with a register at least one month before the course date so that your participants have ample time to complete the online Level 1 coaching course before their Level 2 course date.

Up To Two Working Days Before The Course Booking:

- Please notify us of any changes in the participant list, providing full details of anyone to be added. We will then amend the course register in addition to enrolling & sending out any necessary pre-course information to new participants.
- Please note that should less than 10 participants be scheduled to attend the course, then the course will go ahead but your organisation will be charged for a minimum of 10 participants. For any attendees who give notice of non-attendance at least two hours before the course deadline, we will provide online course alternatives where possible.

At the Start of the Course:

- Please ensure venue staff are aware our tutor is coming, and can show them to the course venue.
- The course tutor will take a register and run the course.
- We will aim to provide online course alternatives where possible for any attendees who give the course tutor notice of non-attendance at least two hours before the course deadline.

After The Course Date:

- We will award certificates via email when participants have passed the course and any outstanding invoices have been paid. We always aim to provide certificates no longer than 10 working days after the conditions above have been met.
- We can also send copies of certificates to you as the course organiser if you wish.
- Please encourage your participants to complete the feedback form contained within the certification email as this will help us to improve future courses.