

## Frequently Asked Questions

Area	Query	Response
General questions	What are your office opening hours?	We are open Monday – Thursday 9-5pm and Friday 8.30-4.30pm.
	How do I contact you?	You can contact us in the following ways: Email: <a href="mailto:Education@sportstructures.com">Education@sportstructures.com</a> Phone number: 0121 455 8270
	How do you use my data?	If you signed up for the course online, you will have been asked to review our Privacy Policy. To request a copy, please contact us.
Prior to attending a course	When can I expect to receive my course information if I have booked onto a course?	Confirmation of course details will be sent at least 5 days prior to the course, by email. Should you require information to be sent by post, please contact us as soon as possible.
	What happens if a course doesn't reach its minimum number of learners?	Sport Structures will inform you if a course is cancelled at least 5 working days before the course. If Sport Structures cancels the course, you will automatically be booked onto the next available course date.
	When shall I book my train ticket and accommodation for the course?	We advise that accommodation / train tickets should not be booked until a course confirmation letter is received or a Sport Structures member of staff confirms that the course is definitely going ahead as we will not refund expenses incurred
	What is a Unique Learner Number?	The ULN is a unique 10-digit number and most learners aged 14+ have one. It is designed to work with your Personal Learning Record (PLR), helping to give you proof of your learning and achievements from aged 16 onwards. Learners who have attended previous 1 <sup>st</sup> 4Sport qualifications should have been issued with a ULN. ULN's are also printed on exam results or certificates. Further information on ULN's can be found in our learner pack which is available once your place on a course is confirmed. A ULN is only required for 1 <sup>st</sup> 4Sport qualifications.
	Who distributes the resources for courses?	If 1 <sup>st</sup> 4Sport are the awarding body for your course, the resources will be distributed by them and given to you on the first day of your course. If you are not attending a 1 <sup>st</sup> 4Sport course then Sport Structures are usually responsible for distributing resources. For the majority of courses, you will receive a resource on the first day of the course.
	Who do I inform if I have any special requirements or need any additional support for my course?	Please contact <a href="mailto:education@sportstures.com">education@sportstures.com</a> / 0121 455 8270 so we discuss your needs and how we can best support you.
	I would like to apply for recognition of prior learning (RPL) or credit accumulation transfer (CAT)	Please contact <a href="mailto:education@sportstures.com">education@sportstures.com</a> / 0121 455 8270 and we will advise you on the next steps. This only applies to qualifications.
	What if I wish to cancel my place?	Please refer to our terms and conditions that appear via our website booking pages. Please be aware that when requesting a refund there will be a deduction of 5% amount to cover administrative costs

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	What if I want to transfer onto another course?	As above - please refer to our terms and conditions.
On the day of the course	What if I am running late to a course?	If you are running late, please contact the venue where your course is being held, so that the staff can inform the course tutor(s). Venue information will be included in your pre-course letter.
	What if I can't attend the course on the day?	Please email <a href="mailto:education@sportstructures.com">education@sportstructures.com</a> to inform us. If your course is taking place at a weekend, please note this mailbox is not monitored at weekends and will be dealt with within 2 working days.
After the course	When do I receive my certificate?	Please allow up to six weeks from the final date of the course to receive your certificate. Certification will only be released upon payment.
	I've changed my address since booking onto the course – what do I do?	Please inform us immediately via email. Charges can be incurred for a replacement certificate to be sent – up to £13.
	I need to request a replacement certificate, how much will it cost?	As per previous scenario.