

Booking Conditions

Recruitment will take the following process: -

- Access to the course will be advertised via website, Internet, mail shot, referrals and a selection of Professional journals.
- Learner's eligibility will be outlined in detail. REPs Level 3 Personal Trainer or Advanced Instructor will be required as a pre-requisite to gain REPs CPD points. Level 2 delegates are welcome to attend and will gain a certificate of attendance.
- The applicant is expected to complete an application form via postal system accompanied by proof of qualification to support the applicant's ability to study (ref Page 11 and 12).
- A short telephone interview will take place to facilitate identification of the learner's individual needs, learning requirements and allow the learner time to ask questions specific to their requirements. A mutual decision will be made at this time about course access and which dates and modules are available for entry.
- Financial details and methods of payment for the course will be outlined via the website, written literature and telephone interview.
- Once the selection process has been completed the applicant can expect to gain confirmation via written letter and email within 14 days of booking.
- When a deposit for the course has been received the pre-course reading materials will be sent to the applicant via email or postal system. (Ref: Appendix D Trainer's Operations Manual).

3.1 Application Form

Personal Details	Further details	
Surname	Age	Years
First Name	Male (M)	Female (F)
Home Address		
	Date of Birth	
Post code		
Contact Phone		
Email Address		
Professional Qualifications: <i>REPs Level 3 core knowledge will be required as a pre-requisite to gain REPs CPD points on this course. Level 2 will gain a certificate of attendance.</i>	Date Obtained: <i>Proof of qualification must be submitted with application.</i>	
Professional Experience:	Special Needs or medical conditions that may necessitate special arrangements or facilities:	
What are your aims and objectives in attending NLP Coaching for Fitness Professionals Diploma?		
Any further Information that may be useful for us:		
REPs Registration Number (if applicable):		

3.2 Terms and Conditions of Course Admission

The following minimum terms and conditions will be made available to potential participants and forming part of the contract they make with Mindbody Solutions Ltd:

- 3.2.1** The fees will be advertised, with details of any discounts for early payment, and any provisions for payment in instalments, deposits or group bookings (non-refundable) will be shown on our booking materials.
- 3.2.2** Bookings will be considered firm upon receipt of payment. Payment can be made by BACS, postal cheque, standing order or Pay pal.
- 3.2.3** The dates, time commitments and precise details of the locations of scheduled training sessions will also be confirmed at the time of booking. Bookings cancelled within four weeks of the start date will be required to be paid in full. Bookings cancelled prior to this will incur the loss of 50% of payment or transfer to another course date.
- 3.2.4** If the trainer decides that any delegate causes undue disruption during the course, such that they disrupt other learners experience, then they will be asked to leave the course with a refund for days not attended.
- 3.2.5** If a course is cancelled by Mindbody Solutions, for any reason, then a full refund will be offered to all delegates upon cancellation.
- 3.2.6** Information on selection procedures, entry requirements and the process by which decisions are made will made clear upon recruitment through the application process.
- 3.2.7** All information gathered, regarding delegated personal details will be treated with the utmost confidentiality and will only be stored on a database with the permission of the delegate.
- 3.2.8** Basic information about the content of the course and the training methods to be used, including emphasising the learners' responsibility for their own learning will be made available upon booking.
- 3.2.9** Any requirements for pre-course study or post course work which learners will be expected to undertake during the training will be made clear at the time of booking.
- 3.2.10** Assessment methods to be used during the course and criteria for certification will be made clear to all learners at the time of booking.
- 2.2.11** Reference will be made to the Professional Guild of NLP Code of Ethics, the REPs Code of Ethical Practice and the REPs Code of Practice for Training Providers at the time of booking.

4. Appeals and Complaints Policy

4.1 Introduction

We will co-ordinate the response to appeals and complaints that go past stage 1 by requesting written notes and further information from the individuals involved, as well as by communicating with the complainant.

4.2 Principles

Complaints will be dealt with openly, fairly, promptly and without prejudice

4.3 Responsibilities & Stages of Complaint

4.3.1 Stage 1 – Write, meet or speak to the relevant tutor, assessor or assistant in an attempt to resolve the issue.

4.3.2 Stage 2 – If not satisfied after stage 1, write to the head trainer who will investigate the complaint and respond in writing within seven working days.

4.3.3 Stage 3 – If not satisfied after stage 2, write to Sharon Jones, Managing Director of Mindbody Solutions Ltd who will review the complaint with the board of directors and respond within 14 days.

4.3.4 Stage 4 - If a learner is not satisfied with the result of an appeal then, where applicable, they can submit an appeal to the awarding body as prescribed by the awarding body's appeals policy as set out in the Skills Active and REPs Code of Practice for Training Providers (June 2009).

4.4 In The Unlikely Event

There may be an occasion when, despite all stages of the procedure having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the issue Mindbody Solutions will inform them in writing that the matter has been exhausted and that the matter is now closed.

4.5 Monitoring and Evaluation this Policy

All complaints that are made will be retained for a period of six years, with the notes of any investigation, response and outcome. As part of the cycle of self-evaluation, an annual review of the number and type of complaints will be undertaken.