

Buddle

Face to Face Course Organiser Terms and Conditions

Thanks for your interest in running Buddle training. We have a nationwide workforce and can deliver training at a local level.

Sport England fund Buddle training and therefore, there is **no charge** to course organisers. Please see below the Buddle training requirements:

- Course organisers must represent a club or community organisation based in England.
- Delegates should be at least 16 years of age.
- Delegates should be able to communicate effectively in English.

The Buddle programme is particularly focused on how the training can support organisations and individuals to address inequalities.

Submitting your course request

- Please complete **all fields** of the request form unless otherwise directed.
- Please complete the course request form a **minimum of 2 weeks prior** to the training start date. Requests made after this time may result in us not being able to allocate a tutor (however we will try our best!).
- Before submitting your form, please ensure you have read the training description via the Buddle website. Should you have any questions, please contact us phone 0121 455 8270 or via email Buddle@sportstructures.com.

The booking system

- The course organiser is responsible for ensuring that all delegates register for the training prior to attending. The following information is required:
 - First name / last name
 - Postcode (of the delegate)
 - Email address
 - Any special requirements to access the learning (i.e delegates may have specific learning needs)
- All delegate data captured in the registration process should be sent to us via email (Buddle@sportstructures.com) a **minimum of 4 days** prior to the training going ahead. We will endeavour to prompt you for this information but please be aware that without this information, the training may not go ahead.
- If you do use your own booking system, you are required to gain consent (in line with GDPR regulations) to pass personal information onto Sport Structures and Sport England for administration/reporting purposes.
- The delegate data captured will not be distributed to any third parties and is purely used to ensure we can support delegates effectively.

Minimum number of delegates

- The minimum number of delegates required to run training is **8**. It is recommended that course organisers recruit a **minimum of 10 delegates** (in our experience, there are at least one or two

learners that unfortunately are unable to attend, once registered). Ideally this number should include representatives from different organisations/clubs*. Please visit the Buddle course request page to understand minimum and maximum numbers for the course title(s) you have chosen.

- If you have less than 8 learners but running the Buddle training is essential to you, please contact us directly within **4 working days** to discuss the possibility of this training going ahead.
- It is the course organisers responsibility to promote the training and ensure that the course has sufficient numbers to run. Please communicate with us **at least 4 working days** prior to the training if you believe minimum numbers **cannot be achieved**.

**Clubs' are delivery organisations that deliver sport and physical activity including National Governing Body affiliated, non-affiliated clubs, community and informal groups.*

Buddle training delivered at conferences or events

- It is possible to run Buddle training as part of a face to face conference or event. We have experience of modifying content to suit audience need, which also includes modifying the duration of training, where applicable. If you wish for content to be modified, please let us know when submitting your course request.

Delegates

- The course organiser is responsible for ensuring delegates are well informed about the Buddle workshop to help set clear expectations.
- If there are any additional learning requirements, please encourage delegates to state this via the registration process. This allows us to make appropriate provisions to ensure content is accessible

Venue, equipment and refreshments

- In order to ensure a positive learning environment, venues are required to:
 - Comply with accepted health and safety practices and has clear emergency procedures
 - Have appropriate access arrangements
 - Be conducive to learning (e.g. appropriate lighting, temperature and noise levels)
 - Have a projector or TV screen with appropriate connections for laptops (e.g. HDMI)
 - Have access to flip chart paper and pens
 - Have access to Wi-Fi (desirable)
- If refreshments are provided, they must be appropriate for the learning environment. Alcohol must not be available/offered prior to or during the workshop.
- The course organiser may wish to provide pens and paper for delegates.
- The course organiser may wish to charge a nominal fee for attendance at the course to cover venue costs. This is at the course organisers discretion.

Learning environment and conduct

- All delegates must behave and use language that promotes a positive learning environment, which respects both delegates and facilitators. Harassment, discrimination or disruptive behaviour will not be tolerated and will be addressed promptly and professionally.

Use of materials and resources

- Prior to the face to face training, we will email delegates with details of the event along with a link to the training evaluation form.
- A copy of the slides can be requested *post training*
- All workshop slides are the property of Buddle and should only be used for Buddle training

Post course

- Course organisers are expected to send follow up communications to the delegates including any delegates that did not attend, with direct links to further Buddle support.

Feedback requirement

- Course organiser feedback is valuable to support improvement for future workshops. Please take time to complete the Buddle post workshop survey

Training cancellation / postponement

- All requests for cancellations/postponements must be received in writing to Buddle@sportstructures.com **at least 4 working days** prior to the training taking place.
- We will endeavour to contact you **in advance** of the 4 working days to confirm whether the training will be going ahead.
- We reserve the right to cancel training with **24 hours' notice** if delegate numbers do not meet the minimum number.

Tutor Withdrawal

- In the event of a tutor not being able to deliver the training at short notice due to an emergency, a member of the Buddle team will inform you immediately and explore options to re-organise the training with you (if another tutor cannot be sourced).

Complaints

- Should you wish to request a copy of our Complaints Procedure at any stage in the process, please contact us via email Buddle@sportstructures.com