

Frequently Asked Questions

1. How do I apply for a [Tennis](#) OR [First Aid](#) Course?

- **Tennis:** Please go to our [Tennis](#) web page for full details about the courses and follow the instructions for each course on how to book, including Fitness Qualifications
- **First Aid:** Please go to our [First Aid](#) web page for full details about the courses and follow the instructions for each course on how to book.
- Please take time to read the course descriptions carefully as **candidates must ensure that they meet all the course pre-requisite criteria before applying for a course.** If you provide false information or do not meet the course pre-requisites your application may not be accepted.
- To ensure courses have sufficient candidates to run, early application for these qualifications is essential.

2. How is my personal data processed?

We will process your personal data in accordance with the General Data Protection Regulations (“GDPR”) or any successor legislation to the GDPR or the Data Protection Act. For further information on how we process your personal data please see Sport and Active Lifestyle’s [Privacy Notice](#)

3. When will I hear whether my application has been accepted?

- **Online Applications:** An automated confirmation email and receipt will be sent once the booking is completed.
- **Manual Applications:** In exceptional circumstances we may accept a manual booking but these will be subject to an additional £25 administration fee. **CCE** (Carnegie Coach Education) will only contact you if there is a problem with your application.
- ALL applications will be processed on a first come, first served basis. (All courses are subject to limited places)
- All successful applications will receive a **further email** with detailed joining instructions and venue directions. These will be emailed 10 working days prior to the course start date.
- If you have any queries or problems regarding your booking please contact the **CCE** team on 0113 8123160 or email sport@leedsbeckett.ac.uk
- **If you apply for a course and do not meet the course pre-requisites or do not provide proof you will not be permitted to start the course.**

4.. Course Attendance

- **All dates of the course must be attended and in the correct sequence as stated on each course description.**
- **If you need to move courses mid-course, there will be an admin fee of £75**
- **All Tennis courses at all levels have a registration period/completion time agreed from the course start date. The Tennis Assistant = 12 months / Instructor = 24 months and the L3 Coaching Qualification = 36 months**
- **The tutor will set a deadline for submission of portfolio / online learning / video submissions.1 month after the final practical date. Any late submissions will be subject to a late submission fee of £75**
- **Further information on the [Tennis Assistant Qualification](#) and [Instructor Qualification](#) journey can be found on the links provided.**

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

- **CCE** will do everything they can to ensure a course runs however, should the need for cancellation arise, you will be informed at least 5 working days prior to the course 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, **CCE** will email you for a contact number as you may be contacted at any time to take up a place on a course by email or phone.
- If you are offered a space and you wish to accept, full payment will then be requested immediately.

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

- **A refund may be considered for extenuating circumstances only and medical notes may be requested**
- **Before 20 Working Days of the start date- (on receipt of refund request in writing or email confirmation)**
Full refund **OR** Free transfer
- **Between 20 & 11 Working Days of the start date (on receipt of refund request in writing or email)**
Free transfer **OR** £10 administration charge to be deducted from any refund
- **Between 10 Working Days to the start date**
No refund, no transfer
- **NB. No course fee can be transferred from one academic year to another.**

8. 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.
NB. Some governing bodies may require application forms up to 20 working days prior to the course start date so please **apply early**.

9. Am I entitled to a discount?

- Some courses organised by **CCE** may offer a discount to Leeds Beckett students and staff. (Please see the course fee detail for individual qualifications to establish the fee you should pay).

10. PHOTO ID

- **IS REQUIRED FOR ALL COURSES** – details will be provided in a separate joining instructions email for each course that you apply for.

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

- If the course venue is at Leeds Beckett University, Headingley Campus, please ring the Sports Centre Reception on **Tel: 0113 812 3160** and leave a message.
- If the course venue is elsewhere, please ring the venue contact number which can be found in your confirmation/joining instructions letter.

12. Does Carnegie Coach Education (CCE) deliver any other qualifications?

CCE currently delivers **Tennis AND First Aid** courses,

- First Aid – these courses are currently approved by the First Aid Industry Body (FAIB).
- Tennis courses can be found on the [LTA website](#)

13. What do I do if I need additional support during my course?

- Carnegie Coach Education as part of Leeds Beckett University are committed to ensuring that our qualifications are accessible for all. If you need additional support because you have a disability or learning difficulty, all candidates are offered the opportunity on application to request any reasonable adjustments/or special considerations prior to attending the course. Any queries please call 0113 8123160 email: sport@leedsbeckett.ac.uk
- **For Tennis Courses** As a Coach Development Centre (CDC) for the Lawn Tennis Association (LTA). Please use [this link](#) to outline to us, the LTA and Course Tutor the additional support needs that you will require on your course in order to maximise your learning.