

## Frequently Asked Questions

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

- **Coach Education:** Please go to our [Coach Education](#) 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:** If you need to make a manual booking a receipt can be issued on request, otherwise you can assume your booking has been accepted. **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 received a further email with detailed joining instructions and venue directions will be emailed no less than 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 8127437 or email [coacheducation@leedsbeckett.ac.uk](mailto:coacheducation@leedsbeckett.ac.uk)

### 4. 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.

### 5. 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.

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

- **A refund may be considered for extenuating circumstance only and medical notes may be requested**
- **Before 20 Working Days of the start date**  
Full refund OR Free transfer
- **Between 20 & 11 Working Days of the start date**  
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.**

### 7. 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**.

## 8. 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).

## 9. What is a ULN and why would I want one? (1<sup>st</sup>4 Sport Qualifications only)

- In 2008 the Government introduced the Unique Learner Number with the aim of providing a mechanism to track the achievements of all funded learners and provide a portal for them to access their records. This is being done through the Personal Learner Record (PLR). Both the ULN and PLR are closely linked to the Qualification and Credit Framework (QCF), on which all accredited qualifications sit post 2010.
- 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.
- Because it is unique to you, the ULN ensures that the qualifications and achievements you have worked so hard for are accredited permanently to your Personal Learning Record (PLR) online.
- All of our learners on **1st4sport qualifications** will be issued with a ULN and will eventually have access to their own PLR, **CCE** will need to identify you to do this, but you can opt out of allowing us to share this information with other learner Registered Bodies if you so wish. This will be an option on the application process.
- For further questions and information please refer to the Learner Records Service - <https://www.gov.uk/topic/further-education-skills/learning-records-service>
- to view the Privacy Notice use - <https://www.gov.uk/government/publications/lrs-privacy-notice>

## 10. Where can I find my ULN? (Only required for 1<sup>st</sup> 4 Sport Qualifications)

- Your ULN may already be printed on your exam results slip or award certificate. It has 10 digits, remember – it is not the same as your Candidate, Exam or Centre number. If you haven't received a ULN already, you can ask your school, college, University or training provider to give you one. **Don't worry if you can't find your ULN we, as an approved 1<sup>st</sup> 4 Sport Centre can find this for you.**

## 11. What do I do if I can't find or don't have my ULN (remember only for 1<sup>st</sup>4sport qualifications)

- To support your **1st4sport qualification**, **CCE** will need to register you with the Learning Services Record system to obtain your ULN. To do this we will need to ask you to provide identification on the first day of the course. This can be either a passport, driving licence, ID card or other form of national ID, National Insurance Card, Certificate of Entitlement to Funding, Bank/Debit/Credit Card.
- Once you are registered with the LSR, **CCE** will issue you with your ULN. This can be entered in the appropriate place in your 1<sup>st</sup>4sport course pack and be kept for future reference.

## 12. PHOTO ID IS REQUIRED FOR ALL COURSES – details will be provided in a separate joining instructions email for each course that you apply for.

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

- If the course venue is at Headingley Campus and on a **weekend** please ring the Sports Centre Reception on **Tel: 0113 812 3160** and leave a message. If the course is **during the week** and in office hours please call the office **0113 8127437** and leave a message if necessary.
- If the course venue is elsewhere, please ring the venue contact number which can be found in your confirmation/joining instructions letter.

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

**CCE** delivers an extensive range of **Coach Education AND First Aid** courses,

- First Aid – these courses are currently approved by the First Aid Industry Body (FAIB).
- We have an extensive range of Coach Education and CPD qualifications. Please contact **CCE** for further details: 0113 812 7437, e-mail: [coacheducation@leedsbeckett.ac.uk](mailto:coacheducation@leedsbeckett.ac.uk) or visit our website on <http://www.leedsbeckett.ac.uk/sport/coaching-development/carnegie-coach-education/>

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

- You may need additional support because you have a visual or hearing impairment or you are dyslexic for example. If you are a HE student and have been assessed, we will request your permission to see this assessment and help provide support as appropriate. If you are an external candidate please contact **CCE** (details above) to discuss how we may be able to assist you.