

## Attendance requirements:

Delegates are required to attend all sessions, since without full attendance the certificate will not be awarded. Where applicable, delegates must attend the days in order, in accordance with the course programme, to achieve the necessary learning objectives to qualify for the certificate.

If this is not possible the delegate must enrol on a new course and retake the full course.

If it is not possible due to extenuating circumstances (for example bereavement or certified illness), the delegate may enrol on a new course to complete the missing days ensuring that they maintain the correct sequence of days, training and exercises.

Extenuating circumstances does not include work-based issues such as work load or holidays.

Under no circumstances may a delegate sit the compulsory objective examination unless all days have been attended and no delegate is allowed to attend more than two courses of split attendance.

Delegates unable to complete the course due to certified sickness or extenuating circumstances must complete the course within 90 days of the last day of attendance.

NewStart 2001 Ltd reserves the right to charge an additional sum of to cover costs incurred when switching courses. This will be agreed in advance of the delegate moving course.