

Enrollment Procedure:

- 1. Contact the clinic:**
Get in contact with the clinic by phone or email to express your interest in joining the workshop.
- 2. Provide your information:**
Upon contacting the clinic you will be asked to provide relevant information about yourself. This includes details about your qualifications, your full name and contact information.
- 3. Pay the Enrollment Deposit:**
To secure your spot an enrolment confirmation deposit of 50% of the total workshop fee will be required. You can make this payment via the phone, via bank transfer or at the clinic.
- 4. Workshop Confirmation:**
After completing the enrollment procedure you'll receive a confirmation email from the clinic verifying your participation in the workshop. This email will include details such as the workshop title, location and any other necessary information you may need.

Refund Policy:

1. Subi Sports will offer you a refund or a credit on your deposit if you provide one 5 business days notice that you wish to unenroll from the workshop
2. Refunds will not be issued;
 - within a week of the courses start date
 - after you have earned the certificates

Cancellations Policy:

1. Please provide 5 business days' notice to cancel or change your enrolment to avoid losing your deposit
2. If you cancel your enrolment within 5 business days, you will lose your workshop confirmation deposit. There will be no additional fees or charges.
3. If you do not show up to the course, you will lose your workshop confirmation deposit
4. If you are more than 45 minutes late to the course, you may not qualify for the Certificate of Completion

Complaints policy and procedure:

We are committed to ensuring all complaints are handled impartially following the principles of natural justice and fair procedures. We strive to address all concerns in a transparent and respectful manner. Our complaints policy and procedure is as follows

- 1. Direct Communication:**
If any participants have a complaint, we strongly encourage them to speak to the trainer or staff member involved immediately. Addressing issues promptly can often lead to a swift resolution

2. **Initial Assessment:**
Once the complaint has been received the staff member will discuss the details of the complaint to fully understand the nature of the concern. They will then decide if there is any immediate action that can be taken to resolve the complaint
3. **Providing Information:**
All parties to the complaint will be informed of the nature of the complaint, and of the progress of the complaint process.
4. **Written Acknowledgment:**
Complaints will be acknowledged in writing, confirming that their concern has been received and is being addressed.
5. **Resolution:**
Once a resolution has been reached it will be communicated to all parties involved. The resolution will outline action taken to address the complaint and if necessary, any measures to prevent similar issues from occurring again in the future
6. **Clinic Manager**
If a complaint can't be resolved at the initial stage the clinic manager will be informed. The clinic manager will review the complaint, assess the actions taken so far and decide on any further action
7. **Appeal Process:**
If the complainant is still not satisfied with the outcome, they have the right to appeal the decision. The appeals will be made to the business owner. A phone meeting will take place to discuss the complaint and review the actions taken during the resolution process.

Maintenance of Transcript Policy

1. **Accuracy and Completeness:** Transcripts will accurately reflect the participants achievements and attendance
2. **Data Security and Privacy:** Access to transcripts will be limited to authorized personnel only
3. **Record Retention:** A record of who attended the workshop and who completed it will be maintained
4. **Timeliness:** A certificate of completion will be issued at the end of the workshop to those who meet the assessment criteria
5. **Consistency:** The transcripts will be consistent in format and content
6. **Authentication:** There are measures in place to authenticate the validity of transcripts when asked for them via a third party.