



PROCEDURES FOR CANDIDATES UNABLE TO COMPLETE THEIR TRAINING

At Triton our aim is to provide quality training and a high standard of service. To this end we will always do what we can to ensure that our candidates achieve their goals. However, it must be remembered that diving training, and first aid training standards, are not determined by the instructor but by the learning objectives outlined in the course training programmes provided by the relevant training objectives. It is the instructor's role to put across the information in a manner that is understood by the candidate, and evaluate their achievement of the objectives.

To this end it is always possible that candidates may not achieve the goals laid down. In which case, the following procedures need to be adhered to:

- Candidates need to be made aware of their shortcomings in a positive manner. Where feasible, remedial training will be offered during the course timetable. Costs may be incurred, but these will relate to additional entrance fees to dive sites and pools. There will be no additional cost for instruction.
- Candidates unable to complete training on the course on which they started, for whatever reason, may defer their course to another date. Within a 12 month period there will be no additional costs incurred with the exception of dive site entry fees. Candidates deferring onto a third course will incur an additional administration fee of £30.
- Candidates who are unable to start their booked course whatever reason, will lose the cost of their deposits. Should they be able to return on a course at a later date their initial deposit will be held over onto a second course. Any subsequent changes in dates will incur a £30 administration fee.
- Candidates who have started a course but are unable to complete their training within 12 months will forfeit full payment of the course.

D M Jones

Date

1 January 2006