

**Field Studies Council booking terms & conditions  
For Course bookings made from 1 August 2025**

These Booking Terms & Conditions, together with our [Data Protection Information](#) and [Privacy Statement](#), Customer Information, and any other written information we brought to your attention before we confirmed your booking (along with any information relating to changes that you make to your booking, pre-departure), form the basis of your contract with Field Studies Group (Field Studies Council and FSC). Field Studies Council is a charity with charity numbers 313364 (for England and Wales) and SC039870 for Scotland, and a company limited by guarantee with company number 00412621, registered in England and Wales of Preston Montford, Montford Bridge, Shrewsbury, SY4 1HW (“we”, “us”, “our”). FSC Trading Ltd is a company limited by shares with company number 12891131, registered in England and Wales of Preston Montford, Montford Bridge, Shrewsbury, SW4 1HW (“we”, “us”, “our”).

Please read them carefully as they set out our respective rights and obligations. In these Booking Conditions references to “you” and “your” include the first named person on the booking or the Group Leader, who is responsible for organising the attendance and responsible for the behaviour of a group of individuals in respect of school or other relevant group bookings. References to “you” and “your” also include all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

By making a booking, the first named person on the booking agrees on behalf of all group participants detailed on the booking that he/she:

- a) has read these Booking Terms & Conditions and associated Booking Conditions for the purchased product and has the authority to and does agree to be bound by them;
- b) consents to our use of personal data in accordance with our Privacy Policy and is authorised on behalf of all persons named on the booking to disclose their personal details to us, including where applicable, special categories of data (such as information on health conditions or disabilities and dietary requirements);
- c) is over 18 years of age and where placing an order for services with age restrictions declares that he/she and all members of the party, if booking on behalf of a party, are of the appropriate age to purchase those services (unless, where applicable, the parent / guardian has completed the appropriate form that will be brought to their attention);
- d) accepts financial responsibility for payment of the booking on behalf of all persons detailed on the booking.

## **Glossary of Terms**

### **Booking agreement**

When making a Group Booking, we will send details of the costs and payment schedule to make the booking. This will be sent with the request for a deposit payment or full payment. At this point, before the payment of the deposit or the full amount, the booking is provisional and may be cancelled by either party.

When making a Course Booking, your booking will be confirmed by a payment receipt. This may be for the holding deposit or the full amount.

### **Booking confirmation**

After the holding deposit or full payment is paid, we will send a receipt which acknowledges that your booking is agreed and confirmed, and the contract is in place according to these Terms & Conditions.

### **Course**

A descriptive term for our products held on agreed dates or delivered online, designed for individual participants. These include, but are not limited to, Biodiversity/Natural history and arts courses, Duke of Edinburgh residentials, Forest school accredited training courses and Family holidays.

### **Course booking**

A booking made with payment, either through our website booking system, over the telephone or in person. This payment may be the Holding Deposit or full amount.

### **Exclusive use of Centres**

These bookings hire out the whole or agreed part of one of our Centres for the use of your group during agreed dates. Additional Booking Conditions apply to these bookings which are sent with your Booking Agreement.

### **Final payment**

The balance of your booking fee, less any deposits paid. To be paid by you 12 weeks before your booking starts.

### **Group booking**

A booking made on behalf of a group via email or telephone with our staff representative and followed with payment as per the Payment Schedule.

### **Holding deposit**

The payment requested by us when making a booking to secure your place (Course Booking) or Dates (Group Booking)

### **Interim deposit**

The payment requested by us for Group Bookings (including exclusive use Centre Hire) based on the number of individuals attending. To be paid by you 6 months before your booking starts. They do not apply to Course bookings.

### **Participant**

Individual taking part in Course.

**Security deposit**

If your booking includes the exclusive use of a Field Studies Council Centre and/or substitute centre (which will be detailed in the Booking Agreement), we require a refundable Security Deposit that is payable by you as a deposit towards any damage that may be caused to the Centre (or its facilities) due to the conduct of you, any member of your party or any other person authorised to enter the property by you / a member of your party.

These Booking Terms & Conditions relate to **Field Studies Council Course bookings**.

These bookings are made with payment, either through our website booking system, over the telephone or in person. This payment may be the holding deposit or full amount.

## 1. Booking Price

Any prices specified will not be binding until your booking has been confirmed by us and may be withdrawn or changed at any time prior to confirmation of your booking and in any event shall lapse after 28 days if we have not received your holding deposit.

## 2. Payment Schedule

We will require a holding deposit (or the full value of the booking if booking within 56 (fifty-six) days) to accept and confirm your booking. All bookings will be provisional until receipt of the holding deposit. All payments must be made in accordance with the **Payment Schedule** below.

This does not affect your rights under the Distance Selling Regulations.

<https://www.gov.uk/online-and-distance-selling-for-businesses>

### Payment Schedule

<b>Type of payment:</b>	<b>Holding deposit</b>	<b>Final balance</b>
Course Bookings <i>Priced per individual</i>	£150 per person due on booking or full payment.	56 days before arrival.

## 3. VAT

Customers will be charged VAT (and any other taxes) at applicable rates, as defined by HMRC. All prices quoted will state whether VAT is included.

## 4. If you change or cancel your booking

If you are booking with payment, as per the Distance Selling Regulations, you have the right to cancel your order within 14 days of the order date, unless the course ordered is due to start within the 14-day period. You must cancel your order in writing by email.

Please see the **Cancellation Refund Schedule** below for the options you have if you request to change dates or cancel your Course with Field Studies Council. If you wish to request a change to any part of your booking after our confirmation has been issued you must inform us in writing as soon as possible. This may include, but is not limited to,

changes to booked dates, duration, product, timings and participant numbers. Whilst we will endeavour to assist, we cannot guarantee that either the change(s) will be possible, and/or that the booking charge can be adjusted. At our discretion, an amendment fee will also apply of £30 per change, as well as any costs and charges incurred by us and/or incurred or imposed by any of our suppliers in making this change and any changes to which may alter the payments specified in the Payment Schedule. Changes where we may charge an amendment fee include changes to the dates of the booking, changes in venue and any other changes that we deem to be material to the booking.

Please note that amendment charges are not refundable in any circumstances.

### **Cancellation Refund Schedule**

<b>Notification of cancellation date</b>	<b>We can offer</b>
More than 56 days prior to course start date	Refund of amount paid including deposit or transfer*
Between 56 and 15 days before the course start date	Transfer*
14 days or less before course start date	No refund or transfer
Within 14-days of purchase (unless course is due to start in this time)	Refund or transfer*

\*Transfer must be to another course advertised on our website and taken within 12 months of your cancellation notice to us.

If the reason for your cancellation is covered under the terms of your own insurance policy, you may be able to reclaim these charges.

This Condition outlines the rights you have if you wish to cancel your booking. Please note that there is no automatic statutory right of cancellation under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

If you are forced to return home early, we cannot refund the cost of any arrangements or services that you have not used. If you cut short your booking and return home early in circumstances where you have no reasonable cause for complaint about the standard of the services provided we will not offer you any refund for that part of your booking not completed or be liable for any associated costs you may incur. Depending on the circumstances, your own travel insurance may offer cover for curtailment, and we suggest that any claim is made directly with them.

## 5. If We Change or Cancel Your Booking

We may in exceptional circumstances be required to cancel your booking in which case a full refund of all monies paid will be made to you. We regret we cannot meet any expenses or losses that you may incur as a result of change or cancellation.

Very rarely, we may be forced by "Force Majeure" (please see Condition 13) to change or terminate all or some of your arrangements after departure. If this situation does occur, we regret we will be unable to make any refunds, pay you compensation or meet any costs or expenses you incur as a result.

Please note that the final programme will be agreed with you before your visit. Whilst we do our best to deliver the agreed programme, we sometimes must change the programme due to weather or staffing issues. Most changes are insignificant and will not affect your trip. If a significant change has to be made we will inform you as soon as reasonably possible.

## 6. Our responsibilities for your booking

6.1 Subject to the remainder of this Condition 6, we have a duty to select the suppliers of the services making up your booking with us with reasonable skill and care. We have no liability to you for the actual provision of the services, except in cases where it is proved that we have breached that duty and damage to you has been caused. Therefore, providing we have selected the suppliers/subcontractors with reasonable skill and care, we will have no liability to you for anything that happens during the service in question or any acts or omissions of the supplier, its employees or agents.

6.2 We will not be responsible or pay you compensation for any injury, illness, death, loss, damage, expense, cost or other claim of any description if it results from:

- (a) the act(s) and/or omission(s) of the person(s) affected; or
- (b) the act(s) and/or omission(s) of a third party unconnected with the provision of the services contracted for and which were unforeseeable or unavoidable; or
- (c) Force Majeure (see Condition 13)

6.3 We limit the amount of compensation we may have to pay you if we are found liable under this Condition 6:

- a. loss of and/or damage to any luggage or personal possessions and money,

If you bring any valuables, e.g., mobile phone, tablets, jewellery or other personal possessions, you do so at your own risk. The maximum amount we will have to pay you in respect of these claims is an amount equivalent to the excess on your insurance policy which applies to this type of loss per person in total because you are required to have adequate insurance in place to cover any losses of this kind.

- b. claims not falling under (a) above and which don't involve injury, illness or death

The maximum amount we will have to pay you in respect of these claims is the total price paid by you in respect of your booking. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your booking.

6.4 It is a condition of our acceptance of liability under this condition that you notify any claim to ourselves and our supplier(s) strictly in accordance with the Complaints procedure set out in Condition 14.

6.5 Where any payment is made, the person(s) receiving it (and their parent or guardian if under 18 years) must also assign to ourselves or our insurers any rights they may have to pursue any third party and must provide ourselves and our insurers with all assistance we may reasonably require.

6.6 Please note, we cannot accept any liability for any damage, loss or expense or other sum(s) of any description: (a) which on the basis of the information given to us by you concerning your booking prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you; or (b) relate to any business.

6.7 We will not accept responsibility for services or facilities which do not form part of our agreement or where they are not advertised by us. For example, any excursion you book whilst away, or any service or facility which your accommodation provider or any other supplier agrees to provide for you.

6.8 Nothing in this Condition 6 these Booking Conditions shall exclude our liability for death or personal injury caused by our negligence or the negligence of our employees, agent or subcontractors, or for fraud or fraudulent misrepresentation.

## 7. Your responsibility

All participants are expected to behave in line with our [Behaviour Policy](#) and our [Drugs and Alcohol Policy](#). Both policies are available on our website:

[www.field-studies-council.org/customerinformation](http://www.field-studies-council.org/customerinformation)

Our Behaviour Policy sets out your and our responsibilities:

- Everyone should be encouraged to care for themselves, others and the environment.
- Everyone has a responsibility to contribute to a positive, enjoyable and safe learning environment for all.
- Everyone has a right to learn in a safe, inclusive and fair environment.

If in our reasonable opinion or in the opinion of any person in authority, you; a member of your party, or your child if they are on a course for unaccompanied young people, behaves in a way as to cause or be likely to cause danger, upset or distress to any third party, damage to property, materials or equipment, or behaves unreasonably during their course, we or they are entitled to terminate the booking of the person(s) concerned without notice or warning and no refund will be due. In such situations the person concerned and/or the members of their party to leave the course, accommodation or other travel service. Our responsibility to the person(s) in question ceases and you will be responsible for the costs of alternative arrangements and any damages or legal costs incurred.

If you are booking on behalf of a course participant under 18, if they are required to leave the centre, or incur damages, you, as the responsible adult are required to transport them from the centre and pay the damages incurred.

By making a booking with us you agree to share all relevant dietary and medical information within our requested timescales.

When making a booking you acknowledge that the activities participants will be undertaking during the course may present an additional level of risk. It is your responsibility to follow the instruction of our staff. These activities may change from the advertised programme either before the course or on the day.

Field Studies Council has a commitment to enhancing the health and safety and wellbeing of our visitors and recognises the risks that may be caused by the misuse of alcohol, drugs and other substances.

Field Studies Council in no way condones the misuse of drugs or alcohol. At all times Field Studies Council reserves the right to request that an individual leaves its premises immediately if centre staff feel that the individual poses a risk through their activities to other visitors.

No alcohol or illegal/recreational substances may be brought to the Centre by participants on Courses for unaccompanied young people or consumed during the course, even if they are over 18 years old. Any alcohol or illegal/recreational substances will be immediately confiscated, and participants may be asked to leave.

If you are booking a Forest School Course, leading to qualification (AiM Accredited) you agree to additional criteria in Appendix 1.

## 8. Deductions for damage

If you or any member of your party cause damage to property or anything to our property, materials or equipment, we reserve the right to charge you equal to the costs that we incur plus an administration fee of £30. You are required to notify us of any damage already present upon arrival within 2 (two) hours and we recommend taking photographs of any existing damage.

When assessing damages, we will consider and disclaim possible maintenance, cumulative wear and tear and any other pre-existing factors that may have contributed to the damage.

Deductions for damage may include charges for staff time involved in making good any damage and responding to and managing behaviour incidents.

Deductions for damage may include charges to compensate if anti-social behaviour, damage or noise has adversely affected our guests, staff or neighbouring properties and individuals.

## 9. Accuracy of advertising material

We endeavour to ensure that all the information and prices both on our website and in any advertising material that we publish are accurate, however, occasionally, changes and errors occur, and we reserve the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the arrangements that you wish to book before you make your booking.

We do our utmost to provide photographs to give you a depiction of the accommodation and services offered. The purpose of these is to show you the level of the accommodation and services and the degree of comfort. Any photographs or diagrams must not be considered to be making any representation for anything other than this purpose.

## 10. Insurance

We advise you to obtain adequate travel insurance. You should be satisfied that your insurance fully covers all your personal requirements including pre-existing medical conditions, cancellation charges, medical expenses and repatriation in the event of accident or illness. If you choose to travel without adequate insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

## 11. Special requests

Any special requests must be advised to us at the time of booking e.g., diet, room location, special facilities, learning needs etc. You should then confirm your requests in writing. Whilst every effort will be made by us to try and arrange your reasonable special requests, we cannot guarantee that they will be fulfilled. The fact that a special request has been noted on your confirmation invoice or any other documentation or that it has been passed on to the supplier is not confirmation that the request will be met. We can cater for most special diets as specified by culture, religion and medical concerns including allergies and intolerances providing we have adequate notice. Failure to meet any special request will not be a breach of contract on our part unless the request has been specifically confirmed by us. We do not accept bookings that are conditional upon any special request being met.

## 12. Accessibility and inclusivity

We continually work to enable all participants to enjoy the benefits of our courses and experiences. Where applicable, we require medical, additional educational needs and dietary requirements for all participants in advance of your experience. To ensure we can cater for additional needs of an individual, we require advance notice, to enable us to assess our options, agree actions and plan our course. If you or another participant has any medical problem or disability which may affect your booking or require us to adjust, alter or adapt our courses/programmes, you must provide us with full details so that we can try to advise you as to the suitability and to enable us to cater for individual needs. Acting reasonably, if we are unable to properly accommodate the needs of the person(s) concerned, we will not confirm your booking or if you did not give us full details at the time of booking, we will cancel it and impose applicable cancellation charges (see Condition 8 and your Payment Schedule) when we become aware of these details.

## 13. Force Majeure

Except where otherwise expressly stated in these Booking Conditions we will not be liable or pay you compensation if our contractual obligations to you are affected by "Force Majeure". For the purposes of these Booking Conditions, Force Majeure means any event which we or the supplier(s) of the service(s) in question could not control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Examples include warfare and acts of terrorism (and threat thereof), civil strife, epidemics, pandemics and significant risks to human health such as the outbreak of serious disease at the travel destination (including the ongoing effects of the COVID-19 pandemic), natural disasters such as floods, earthquakes or weather conditions which

make it impossible to travel safely to the travel destination or remain at the travel destination, the act of any government or other national or local authority including port or river authorities, industrial dispute, labour strikes, lock closure, natural or nuclear disaster, fire, chemical or biological disaster, unavoidable technical problems with transport and all similar events outside our or the supplier(s) concerned's control.

## 14. Complaints

We make every effort to ensure that your booking arrangements run smoothly but in the event that you are not satisfied with the course or other services provided in your booking, please inform the relevant FIELD STUDIES COUNCIL Centre Manager during the stay or your booking contact as soon as possible and provide us with the opportunity to rectify the problem at the time. We aim to resolve your complaint promptly, at least before the end of your course or stay with us. If however, your complaint remains unresolved after 14 days, please provide full details in writing to [enquiries@field-studies-council.org](mailto:enquiries@field-studies-council.org) or FIELD STUDIES COUNCIL Head Office, Preston Montford, Montford Bridge etc. and we will endeavour to find a satisfactory solution. Failure to follow the procedure set out in this Condition 14 may affect ours and the applicable supplier's ability to investigate your complaint and will affect your rights under this contract.

## 15. Insolvency protection

We provide financial security for all residential bookings by way of a bond held by The Association of Bonded Travel Organisers Trust Limited (ABTOT) Member number 5049, of 117 Houndsditch, London, EC3A 7BT.

ABTOT protects non-flight packages sold to UK customers, for residential courses only and provides for a refund in the event that FIELD STUDIES COUNCIL ceases trading and you have not yet completed your booking. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Field Studies Council. In the unlikely event that you require assistance due to our financial failure, please call ABTOT's 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/ukxi/2018/634/contents/made>

You can find out more about ABTOT here: <https://www.abtot.com/>

## 16. Delays, missed transport arrangements and other travel information

If you or any member of your party misses your transport arrangement, it is cancelled or you are subject to a delay that will significantly affect your arrival time for any reason, you must contact us immediately.

## 17. Excursions

Excursions or other activities that you may choose to book or pay for whilst you are on your booked experience are not part of your contracted arrangements with us. For any excursion or other activity that you book, your contract will be with the operator of the excursion or activity and not with us. We do not take responsibility for the provision of the excursion or activity or for anything that happens during the course of its provision by the operator.

## 18. Government guidance

You are responsible for making yourself aware of all relevant government guidance, including the Foreign, Commonwealth and Development Office advice concerning the safety of the countries and areas in which you will be travelling and to make your decisions accordingly. Advice from the Foreign Office to avoid or leave a particular country may constitute Force Majeure (see Condition 12).

## 19. Conditions of suppliers

Some services which make up your booking may be provided by independent suppliers. These suppliers provide these services in accordance with their own terms and conditions which will form part of your contract. Some of these terms and conditions may limit or exclude the supplier's liability to you, usually in accordance with applicable International Conventions. Copies of the relevant parts of these terms and conditions are available on request from us or the supplier concerned.

## 20. Data protection, data processing and privacy

Field Studies Council has systems and processes in place to ensure it is compliant with the Data Protection Act (2018), incorporating the General Data Protection Regulations (GDPR 2016) and the Electronic Communications And Privacy Regulations (ECPR 2019).

These documents set out our Data Protection Policy and provide information about our Data-Processing and Privacy commitments. It is important to stress that we will never sell your personal data, and only share information with our service providers who support our day-to-day operations as a supplier of products and services to you; and as an employer to our staff. Where we do use external agencies and suppliers to support our day-to-day operations, we ensure that we have the necessary contractual arrangements in place and that our third-party data-processors are Data Protection compliant.

- Data-Protection Policy
- Data-Processing and Privacy Statement
- Website Privacy and Cookies Statement
- Data Compliance Agreement Form (for schools, colleges, and universities)

Due to the nature of the work carried out and services provided by Field Studies Council on behalf of its customers both on-site at its Centres and off-site at field locations, it is necessary that we obtain key personal information about course attendees for operational and health & safety reasons.

Because the primary flow of personal data is from group booker/organiser to service provider, Field Studies Council therefore falls within the definition of 'data processor' on behalf of you as 'data controller' to personal information that you as the customer/group organiser/group agent supply to Field Studies Council to enable fulfilment of the booking. To satisfy your obligation as 'data controller' it is recommended that you download, complete, and keep on record a copy of the form that sets out Field Studies Council's data protection responsibilities as data processor. This Data Compliance Agreement form can be accessed from the link above.

## 21. Law and Jurisdiction

These Booking Conditions are governed by English law and we both agree that the courts of England and Wales have exclusive jurisdiction over any dispute, claim or other matter which may arise between us (unless you live in Scotland or Northern Ireland, in which case you can bring proceedings in your local court under Scottish or Northern Irish law, as applicable).

## Appendix 1: Forest School AiM Accredited Courses.

By booking on the training, all level students agree that:

- They will have the correct entry requirements for the level of training they wish to study before being accepted on to the training course.
- Barring unexpected circumstances, they will attend all the course elements and fully complete the training according to the timetable. They agree to commit the time to completing the coursework elements of the training, in their own time if necessary.
- They understand that if they do not complete the course they will not be entitled to reimbursement of any costs.
- They confirm they shall provide their own safety boots/sturdy walking boots for use during the training.
- Bishops Wood Centre has the right to cancel the training course if insufficient numbers book on. Cancellation will be no later than four weeks prior to the start of the training.
- They understand that the assessments take place during the dates given for the training course. If the student is unable to run their Forest School Programme to fit into this time schedule then a separate assessment will be required at a cost of £75 plus £0.45 per mile.
- They know of no medical reasons why they should not participate in any of the activities listed below:
  - Use of Tools, Shelter building and Team building activities
  - Woodland conservation tasks and Green woodwork
  - Fire lighting and Camp fire cooking

### **Specifically for level 3 courses**

- They undertake to ensure that the necessary insurance cover, enhanced DBS disclosure and First Aid Certification are in place before running the 6 week Introduction to Forest School Programme.
- They understand delivery assessments outside of a 50-mile radius of the training venue will incur an additional charge of £75 plus £0.45 per mile.
- First aid Training is not included in the Forest School training and will be charged for separately.

### **Level 3 entry criteria**

- Be over 21 years of age
- Be a qualified Teacher, Play worker or Youth worker (to level 3 or equivalent) OR an appropriate level 2 with a portfolio of at least 2 years experience of working with children/young people in a leadership capacity

- Have a current enhanced DBS disclosure (or Disclosure Scotland Certificate)
- Have or be in the process of acquiring a current valid First Aid for Outdoors certificate (2-day or equivalent in First Aid- relevant to the age group you are working with, so may need to include paediatrics).
- Students will need to have a group of children/young people they can work with and have a suitable outdoor venue (preferably woodland) to run their 6 sessions of Forest School as part of their training.

Level 3 Students are expected to attend all 9 days of training and complete the following in their own time (approx. 110 hours self-directed learning):

- Develop experience in practical skills (tool-use, fire management, ropes and knot work);
- Plan a Forest School Programme (minimum 6 weekly sessions) with chosen client group, including organising additional Forest School staff/volunteers;
- Compile the appropriate health and safety documentation necessary for running a Forest School programme (FS Handbook with health and safety procedures and detailed risk assessments);
- Deliver (in a leadership capacity) the Programme with a small group of children/young people in an outdoor setting;
- Students are expected to do some of their own research and reading.
- Complete coursework (written evidence of learning) relating to this award. Coursework needs to be completed to the standard deemed appropriate for this level of training as decided by the Bishops Wood Tutor Assessor and the Internal Quality Assurer.

### **Level 3 assessments**

There are two assessments:

a) Practical Skills assessment - takes place during the practical skills training element of the training. Students are assessed on their competence with knots and their safe use of tools and firecraft.

b) Delivery Assessment - each student is assessed on their leadership of a Forest School Programme. This is a 2 hour assessment, carried out by a tutor/assessor and representative of Bishops Wood Centre, at one of the student's weekly Forest School sessions.

The assessor has the right to suspend the assessment under the following conditions:

- In the event that the necessary paperwork cannot be provided at the time of the assessment then the assessment can be suspended.
- If during the assessment there is evidence of unsafe practice (in the assessor's opinion) then the assessment can be suspended immediately.

A re-assessment date will need to be arranged separately and this will involve an additional cost to the candidate.

## **Specifically for level 2 courses**

### **Level 2 entry criteria**

- Be over 18 years of age
- Have some experience and/ or qualifications in working with children/young people
- Hold a current enhanced DBS disclosure (or Disclosure Scotland Certificate)
- Be able to assist in 3 sessions of a Forest School programme run by a level 3 qualified Forest School Practitioner.

Level 2 Students are expected to attend 4 days of training and complete the following in their own time (approx.30 hours self-directed learning):

- Develop experience in practical skills (tool-use, fire management, ropes and knotwork);
- Assist with the planning and delivery of 3 Forest School sessions run by a qualified Forest School Practitioner
- Students are expected to do some of their own research and reading
- Complete coursework (written evidence of learning) relating to this award. Coursework needs to be completed to the standard deemed appropriate for this level of training as decided by the Bishops Wood Centre Tutor Assessor and the Internal Quality Assurer.

Practical Skills assessment - takes place during the training. Students are assessed on their competence with knots and their safe use of tools and firecraft.

## **For all levels**

### **Attendance**

If a student is unable to attend any one of the scheduled elements or parts of the training course, they will be expected to contact Bishops Wood Centre immediately to discuss alternative arrangements. This can involve an additional charge being made to the student.

### **Coursework Support**

Support and guidance is given by the Tutor Assessors and Bishops Wood Centre during the training, as well as upon request. The support is usually given to students is via telephone and email. The level of support and the length of time given to support a student will be within what Bishops Wood Centre Tutor Assessors consider to be reasonable for the level of training undertaken by the student. Bishops Wood Centre reserves the right to limit the amount of support in light of this.

### **Marking of Coursework**

Students are given hand-in dates for their coursework and students are expected to meet these deadlines. Students will need to contact Bishops Wood Centre at the earliest opportunity to discuss an extension. Bishops Wood Centre can grant extensions in extenuating circumstances and this is at the discretion of Bishops Wood Centre. (Any portfolios handed in after 18 months of starting the training will incur an extra cost to the student of £70.)

The coursework is marked by Bishops Wood Centre Tutor Assessors. They will assess the suitability of the student's evidence against each of the assessment criteria in line with the requirements from AIM Qualifications and Assessment Group.

Detailed written feedback is given to students on their overall standard of work. This feedback will also highlight if any further work is needed in order to bring the coursework up to the required standard at this level. Students are given three opportunities, given with clear deadlines, to submit work to bring their coursework to the required standard and to fully answer all the questions set for the level of training undertaken by the student.

If a student has submitted incomplete or sub-standard coursework and does not provide any additions to Bishops Wood Centre for marking by the deadlines given, Bishops Wood Centre will keep the student's portfolio for up to 1 year from the original hand-in date.

They can request the return of their incomplete portfolio for a small charge. If the student does not make contact with Bishops Wood Centre during this timeframe, Bishops Wood Centre will securely dispose of the incomplete portfolio.

Only once the Bishops Wood Centre Tutor Assessor has deemed the coursework to be 100% complete, ensuring it meets all of the assessment criteria at the required standard, will the coursework portfolio be submitted to the Internal Quality Assurer (IQA) for the 2nd marking phase. The IQA will moderate the coursework portfolios, ensuring the correct level has been attained. In the event that the IQA considers the portfolio to be below standard or showing insufficient evidence, he will request further work from the student via the Tutor Assessors. The student will then need to submit further work until the IQA is satisfied the coursework portfolio is complete. Only when the IQA has signed the coursework portfolio can certificates be applied for.

### **Completion and Certification**

Students will only be put forward for certification when:

- they have participated in all the taught elements of the training; and
- they have completed a coursework portfolio for the level of training undertaken by the student to the required standard;
- The final decision on submission of a candidate for qualification and certification rests with Bishops Wood Centre (subject to the Appeals Procedure below).

### **Appeals Procedure**

In accordance with the guidelines set out by AIM Qualifications and Assessment Group, the following Appeals Procedure may be invoked by any student registered for a learning programme with Bishops Wood Centre.

In the first instance, the student should appeal in writing to Bishops Wood Centre within 14 days of an assessment or upon notification of a decision regarding the Coursework Portfolio. This appeal should state the reasons for the appeal and include the item(s) of evidence in dispute. After fresh consideration of the evidence in dispute and after consultation with another qualified assessor and/or Internal Quality Assurer, the first Assessor shall then reply in writing to the candidate stating the reasons why the initial judgement is to stand or the reasons for any new judgement.

If the student remains unhappy with this second judgement the candidate can appeal in writing, setting out the nature of the appeal and including any evidence in dispute to the Internal Quality Assurer. This should be done within 14 days of the written second judgement by the assessor.

The Internal Moderator will then make a judgement in writing to the candidate within 14 days of receiving any appeal. If the candidate remains unhappy with the judgement of the Internal Quality Assurer the candidate may appeal to the External Quality Assurer under the same conditions as stated for an appeal to the Internal Quality Assurer. At this stage the appeal passes out of the jurisdiction of Bishops Wood Centre and becomes a matter for the External Quality Assurer and the Awarding Body (AIM Qualifications and Assessment Group). At any stage of the appeal the Assessor and/or Internal Quality Assurer may pass the appeal direct to the External Quality Assurer for judgement.