

# RLSS National Pool Lifeguard Qualification

05 February 2025

## Learners

- 1.1 Learners are expected to attend all dates advertised as part of the course schedule. Failure to attend all advertised dates may impact the ability of the learner to pass the course.
- 1.2 Prerequisites are the responsibility of the learner. You will be asked on the first day of your course to provide evidence that you meet the prerequisites. If prerequisites are not met, you will be asked to leave the course.
- 1.3 Where a learner is asked to leave a course due to prerequisites not being met, no refund will be given. An alternative course within a 12-month period may be offered at KAL's absolute discretion.
- 1.4 Learners are subject to KAL's conditions of usage, admission policy and any other relevant KAL policies whilst using KAL premises.
- 1.5 KAL reserve the right to remove a learner from the course, should they be in breach of KAL's centre rules of usage, these terms and conditions or behave in a manner which is disruptive to the course. No refund will be given where a learner is removed from a course in these circumstances.
- 1.6 Where a learner fails the assessment or does not meet the requirements for all or part of the course, KAL may offer the opportunity for reassessment at its absolute discretion.

## Prerequisites

- 2.1 You must meet the following prerequisites to attend this course:
  - You must be 16 years of age on or before the day of the course examination.

- You must be a confident swimmer and be able to pass a prerequisite swim test. The prerequisite swim test will include:
  - The ability to swim 8 lengths with a mixture of strokes (front, back and side stroke).
  - Tread water for 30 seconds.
  - Climb out from the highest point of the pool.
  - Submerge to the deepest part of the pool and retrieve a manakin.
  - Swim 50m in no more than 60 seconds.

## Booking and payment

- 3.1 Bookings will be confirmed via the email address used to register for the course.
- 3.2 Full payment for the course is required at the time of booking.
- 3.3 Additional fees may be incurred if you require a reassessment for all or part of the course assessment.
- 3.4 You will receive all instructions for courses via email before your course is due to start. If you have not received course instruction 5 days before you are due to start, please contact via the details in the [Contact us](#) section.

## Cancellation

- 4.1 Course bookings are non-refundable once booking has been confirmed. This includes, but is not limited to the following circumstances:
  - If, when attending the course, you are unable to complete the prerequisite requirements, no refunds will be given.
  - The learner fails to pass the course for any reason.
  - If you book a course and fail to attend.
- 4.2 If you wish to cancel a course you have booked and paid for due to medical reasons, you must provide suitable medical evidence. KAL may, at its absolute discretion, provide a refund or suitable transfer in these circumstances.
- 4.3 If a course is cancelled by KAL, bookers will be transferred to a suitable alternative course.

- 4.4 Course timings are subject to change. Final timings will be confirmed nearer the course start date.

## Complaints and appeals

- 2.2 If you have a complaint or an appeal regarding a course or the outcome of a course, you must contact us with full details of your complaint or appeal as soon as possible. See the [Contact us](#) section for details about where to send your complaint or appeal.
- 2.3 Complaints and appeals will be handed in accordance with our complaint's procedure and/or awarding body specific requirements as appropriate.

## Contact us

If you wish to contact us about your course booking, please email:

[course.bookings@kal.org.uk](mailto:course.bookings@kal.org.uk)