



## Cambridgeshire County Council - Adult Learning and Skills TERMS AND CONDITIONS 2017/18

Your course is subsidised by the Education and Skills Funding Agency (ESFA) and part financed by the 2014-20 European Social Fund (ESF) programme. A short video covering the background of ESF, what it does, how it helps and who benefits is available on the European Union website: <http://ec.europa.eu/esf/home.jsp>

### Learner Data

It is important that critical fields on our enrolment forms and other paperwork are completed as fully as possible and 'not knowns' are avoided. The critical fields are:

- Employment status
- Prior attainment
- Household situation
- Learner contact details for surveys, especially phone numbers
- Destination

You will not be admitted to class unless you have fully completed and signed our enrolment form and paid the appropriate fee where applicable. You must supply your date of birth and employment status in order for us to confirm your eligibility for our programmes. You must show a form of ID on enrolment, which your tutor or Centre Manager will verify in order to fulfil our contract requirements with the ESFA. If you do not wish to complete the paperwork as directed you should pay the full unsubsidised funding rate to gain access to the course.

### Induction

These Terms and Conditions form part of your Induction to the course. Your tutor should also cover an Induction to the premises where you are learning and the following policies and processes with you:

- Health & Safety
- Safeguarding
- Prevent
- Equality & Diversity
- Comments, Compliments and Complaints

### British Values

We aim to ensure all our staff and learners treat people of all faiths, races and cultures with respect and tolerance. We embed British Values into all of our courses and will actively promote the values by challenging opinions or behaviours in classes that are contrary to fundamental British values

According to Ofsted, 'fundamental British values' are:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith.

### Concessions/Fee remission

Some qualification courses are fully funded by the ESFA so there is no fee to pay. Some courses are only co-funded so you will be expected to pay a fee. All delivery is subject to the ESFA Funding Rules with regards to eligibility. Check the course brochure or Centre website for more information. You can also ask your tutor or Centre Manager

### Examinations

If you withdraw from a qualification course or do not complete course work or other requirements for any examinations or external assessments for which you were granted a free entry, you may be required to reimburse the full cost of the course. In the event of ill health a doctor's certificate will be required. If you pay for your examination and withdraw or do not attend for 6 weeks prior to the examination, you will not be allowed into the examination unless a doctor certifies the absence. If you were unemployed at enrolment and cannot continue with your qualification because you have secured employment we will need you to complete a declaration providing your employment details.

### Individual Learning Plan

Every learner is required to complete an Individual Learning Plan (ILP) which evidences the learning you have undertaken. We aim to provide high quality and easily accessible information and advice to help you understand the opportunities and support available to you about education, training or connected matters (including employment).

## Wider Impact

We measure Wider Impact (WI) for learners on all courses. The term 'Wider Impact' means "The benefit to the learner beyond the specific subject of the course" and covers any aspect of wellbeing the learner develops during their learning.

We collect data on the Wider Impact of learning in the following four categories

- Health
- Relationships
- Progression
- Independence/Confidence/Connections

This enables us to show our funders and other stakeholders the benefit the learning undertaken has had on you and the local community.

## Destination and Progression

We may contact learners enrolled on our courses to:

- Check enrolment information
- For feedback about the programme they have attended
- Check further learning and work destinations

We are required to inform the ESFA about what you do following your course. This information is captured on the ILP along with the Wider Impact data. We have also commissioned a company called J2Research to contact learners following completion of their courses to help us report this information to the ESFA. You can opt out of contact for other purposes by ticking any of the boxes on the main enrolment form, but you are unable to opt out of this requirement if you sign the enrolment form.

## National Careers Service (NCS)

Careers advice is available to all learners. The National Careers Service provides free information and advice on all aspects of learning, skills development and employment. Help is provided in a way that suits you, online, face to face or by telephone. Go to [www.cambsals.co.uk](http://www.cambsals.co.uk) and click on 'I need some advice' for more information or call our booking line on 0845 603 1059

## Complaints and Feedback

We value your opinion on our courses and we ask that you complete the end of course evaluation in your ILP at the end of the course. Your Centre will use this information to make improvements to their courses.

Learner feedback is also gathered through the ESFA's FE Choices survey once a year. We will let you know through your tutor or Centre Manager when this is available. In 1617 our overall satisfaction score was 91%.

If you have a comment, complaint, suggestion or compliment you can talk to any member of staff or

- Complete the **online form** at [www.cambridgeshire.gov.uk/contact-us](http://www.cambridgeshire.gov.uk/contact-us)
- Telephone** us on **0345 045 5200** (charged at local rate)
- Use the **minicom** on **01480 376743**
- Write to us** at Feedback at Customer Services, Cambridgeshire County Council, PO Box 144, St Ives, Cambridgeshire, PE27 9AU.
- Contact your **County Councillor**. Find them on our website [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk) or by telephoning **0345 045 5200**

## Changes to Courses

The Centre reserves the right to cancel, combine or re-schedule courses and to make changes to the contact, teaching and assessment provided on any course and to any facilities offered by the Centre. In the event of industrial action or circumstances which are unforeseen or beyond the control of the Centre, interfering with its ability to provide educational or other services or facilities, the Centre will make reasonable endeavour to minimise resulting disruption, but cannot guarantee the provision of the services or facilities.

## Data Protection

We will at all times comply with the Data Protection Act 1998 and the Data Protection Principles.

Further information about this can be viewed at: <https://www.gov.uk/government/publications/esfa-privacy-notice>

## Contact Us

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