

Cambridgeshire County Council: Cambridgeshire Skills TERMS AND CONDITIONS 2024 - 2025

Your course is either fully or co-funded by the Cambridgeshire and Peterborough Combined Authority (CPCA) or the Education and Skills Funding Agency (ESFA) depending on your circumstances, and determined by their funding rules. This funding is managed by Cambridgeshire Skills, Cambridgeshire County Councils adult learning service.

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. You will not be enrolled unless you have fully completed our official application form and paid the appropriate fee where applicable, either to ourselves or our Delivery Partners. You must supply your date of birth, address including postcode, prior attainment, employment status and National Insurance number in some cases, in order for us to confirm your eligibility for our courses. You must show a form of ID on enrolment, in order to fulfil our contract requirements with the CPCA/ESFA. If you do not wish to complete our paperwork as directed you can pay the full fee to gain access to the course.

A core principle of subcontracting is that all learners enrolled on courses delivered by our approved Delivery Partners and funded by us are learners of Cambridgeshire Skills.

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 (if applicable) and the following policies and processes with you:

- ☐ Health and Safety
- ☐ Safeguarding and Prevent
- ☐ Equality and Diversity
- ☐ Comments, Compliments and Complaints
- ☐ CPCA / ESFA / CCC Privacy Notices

Health and Safety

We are committed to providing a good environment for learning and all our venues and courses have been risk assessed to ensure that all learners are safe.

Safeguarding and Prevent

Cambridgeshire Skills is committed to safeguarding and promoting the welfare of all learners. We endeavor to provide a safe and welcoming environment where all learners are respected and valued. Arrangements have been made to make sure that you are safe at our Centres. If you feel you are not safe for any reason, for example through verbal or physical abuse or you have been discriminated against, please tell your tutor or the Centre Manager, who will investigate to ensure your safety. We also have a duty to prevent our communities from the threat of terrorism by stopping people from supporting it or becoming terrorists themselves.

Equality and Diversity

We are fully committed to equality of opportunity and welcome enrolments from all eligible adults. We positively encourage all learners with any concerns about specific needs which might affect their learning to discuss their requirements with us in confidence. We believe that everyone is entitled to learn in an environment that is free from discriminatory behavior so that we build a community based on mutual trust and respect. We will do our best to ensure that resources and equipment are accessible to all and make reasonable adjustments to ensure that all learners can access activities.

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 these values by challenging opinions or behaviours in class 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 courses will be 'fully funded' so there is no fee to pay. Some courses will be 'co-funded' so you will be expected to pay part of the full cost for delivery. Some courses are 'unfunded' so you will pay the full fee. All delivery is subject to the CPCA or ESFA Funding Rules with regards to eligibility. In many cases, if you are eligible we may be able to support you with costs. Check the course brochure, website or ask our Admissions Team, Centre Manager or your Tutor for more information about the support available.

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 free or co-funded 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, claiming benefits, and cannot continue with your qualification because you have secured employment, we will need you to complete a declaration and provide your employment details.

Individual Learning Plan

Every learner is required to complete an Individual Learning Plan (ILP) which evidences the learning you have undertaken and why. 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". This enables us to evidence to our funders and other stakeholders, the benefit the learning undertaken has had on you and the local community.

Destination and Progression

We are required to inform the CPCA/ESFA about what you do following your course, ie., your Destination and Progression status. This information is captured by you in the ILP and by the tutor on the course register on the last day of learning. You may also receive a call 2-6 months following your completion of the course to see if your Destination has changed.

Careers Information, Advice and Guidance

We are committed to ensure our learners understand the range of opportunities available to them in today's economy and acquire the skills and qualifications they need to succeed in the workplaces of the future. For information, advice and guidance on your career options we have a dedicated Careers and Progression Officer who can provide free, impartial advice to help support your aspirations and progression and look at course options. **Email: cambsals@cambridgeshire.gov.uk or call: 01353 613103 to book an appointment.**

The National Careers Service also 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. <https://nationalcareers.service.gov.uk/>

Complaints and Feedback

We value your opinion on our courses, and we ask that you complete the evaluation in your ILP at the end of the course. We will use this information to make improvements to our courses. We also welcome feedback and commit to learning from any feedback, positive or negative. We take all feedback received (complaints, compliments, suggestions and representations) seriously. <https://www.cambridgeshire.gov.uk/council/contact-us/council-complaints-procedures>

Changes to Courses

The service 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 service. In the event of industrial action or circumstances which are unforeseen or beyond the control of the service, interfering with its ability to provide educational or other services or facilities, the service will make reasonable endeavor to minimise resulting disruption, but cannot guarantee the provision of the services or facilities.

Refunds

See our Local Fee Remission Policy which is located here: <https://www.cambridgeshire.gov.uk/residents/adults/cambridgeshire-skills-adult-learning/your-learning-journey>

Data Protection

We collect and use information about you so that we can provide you with learning services under Legislation. Full details about how we use this data and the rights you have around this can be found here for the CPCA:

CPCA-AEB-Privacy-Notice (cambridgeshirepeterborough-ca.gov.uk)

ESFA: guidance.submit-learner-data.service.gov.uk/24-25/ilr/ilrprivacynotice

Cambridgeshire County Council: [Privacy statement - Cambridgeshire County Council](#)

If you have any data protection queries, please contact the councils Data Protection Officer data.protection@cambridgeshire.gov.uk.

Learning Records Service – Privacy Notice: <https://www.gov.uk/government/publications/lrs-privacy-notice>

Explains to learners how their qualification data is used if they allow others to see their personal learning record.

Contact Us – Monday – Friday: 9am – 4pm

Cambridgeshire Skills: Cambridgeshire County Council

Telephone: 01353 613013

Email: CambsALS@cambridgeshire.gov.uk

Website: <https://www.cambridgeshire.gov.uk/residents/adults/cambridgeshire-skills-adult-learning>