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| **Terms & Conditions 2018/2019** | **Adult Learning Lewisham** |
|  **Lewish square mono** **ESF Logo 300415** |

**Additional Expenses**

Some of our courses may incur other expenses in addition to your course fees e.g. materials – please refer to the course listing for further details. Please do not purchase anything before your first session unless requested to do so on your course listing. No liability can be accepted for expenses incurred for a course cancelled/altered at short notice.

**Adverse Weather Conditions**

In the event that a class has to be cancelled due to bad weather, details will be posted on our website http://[www.lewisham.gov.uk/adultlearning](http://www.lewisham.gov.uk/adultlearning)

In the event of a class being cancelled at short notice, we will endeavour to contact the learners on those courses.

**ALL Moodle - Virtual Learning Environment**

All learners have access to ALL Moodle – Adult Learning Lewisham’s virtual learning environment.

<http://all.lewisham.gov.uk/>

You can communicate with your tutor and fellow learners and access resources for your course as well as find information about progression to other learning opportunities in ALL and elsewhere. Your tutor will give you information at the first lesson.

**Code of Conduct**

ALL reserves the right to exclude any learners on the grounds of unacceptable behaviour. For further information, refer to the Learner Guidebook

**Course Changes**

ALL reserves the right to cancel or amalgamate courses with insufficient enrolments or to change a course, tutor, location or scheduled time. Where possible, suitable alternative courses will be offered on the understanding that you have the option of accepting or cancelling the agreement without penalty and ALL will try to give 7 days notice in these circumstances.

**Eligibility**

Our courses are open to everyone who is 19 or over. The fee for your course is dependent on your personal circumstances. See fees and refunds for more information.

**Examination Certificates**

The name that appears on any Certificate will be taken from the details you provide at enrolment. You must advise us of any change. If the name on a certificate has to be changed after issue, the awarding body will normally make a charge for this.

All examination certificates will be posted to the home address held by us unless you indicate on the Enrolment Form that you wish to collect the certificate.

A charge will be made by the Awarding Body for a replacement certificate.

**Examination Resits**

If a learner does not receive the examination grade/pass they worked towards ALL’s practice is to allow learners, on a second occasion only, to repeat the course. This is also subject to a minimum attendance on the previous course of 85%.

**Fees and Refunds**

For details please go to:

<http://www.lewisham.gov.uk/myservices/education/adult/Pages/Adult-education-fees.aspx>

You must provide evidence to support any claim for a reduced fee.

**Health & Safety**

All learners and staff are responsible for their own safety and for not compromising the safety of others. Signs regarding health and safety are clearly displayed at all sites. We ask every learner to make themselves aware of the guidance available to them and to comply with the health and safety advice given by their tutor and centre staff. You should inform a member of staff at one of the centres if you encounter anything on ALL sites that you consider to be a risk to Health & Safety. In certain classes you will have to wear protective clothing and footwear – please check your course listing or speak to your tutor for details. Learners will only be allowed into classrooms or workshops using hazardous materials when a tutor or technician is present at all times. Learners are responsible for ensuring they are medically fit for any courses that include physical skills or activities or the use of subject specific equipment and resources. All learners undertake such courses at their own risk. Children are not allowed in classrooms/workshops unless it is a Family Learning class where adults and children are working together. Food and drink, other than water, should not be consumed in classrooms. All accidents and incidents must be reported by the member of staff in attendance on an official form. They don’t need to be reported to the centre office unless a call needs to be put out for a first aider.

**Instalment Payments**

Instalments may be available on fees for Education & Training funded courses on request. Full details, including instalment dates, will be given when the initial enrolment is processed.

**Late Enrolments**

It is possible to join some of our courses after they have started but only during the first three weeks. You will be required to pay the advertised fee based on your circumstances. Please ask staff at our centres for more information.

**Learner Guidebook**

This handbook is available to all learners on the ALL moodle, and provides further details relating to ALL’s policies. <https://all.lewisham.gov.uk/course/view.php?id=9>

**Learners Aged under 19**

We do not accept learners aged under 19.

**Learner Support Funds and Additional Learning Support**

There is a box on the Enrolment Form to tick if you would like more information about additional learning support or you can ask our Centre staff. We may be able to provide extra financial help with courses leading to a qualification or give support by providing adapted equipment or software if you have a disability.

**National Insurance Number**

You will be required to supply your National Insurance Number when enrolling on a course with ALL.

**No Smoking Policy**

Smoking is not permitted at any of ALL’s sites. This includes all areas within the buildings, outside entrances and exits to the building, in car parks or inside any of the boundary wall and fences. The use of e-cigarettes is also not currently permitted on Lewisham Council premises.

**Parking**

Confirmation of your place on an ALL course does not guarantee a car parking space.

**Personal Property**

Learners are responsible for personal property and equipment whilst on ALL premises. ALL and the Local Authority will not accept responsibility for damage caused to, or loss of learners’ property.

**Proof of Identity**

You will normally be asked to produce one of the following when you enrol face to face: Passport, Full Driving License, Recognised Identification card, Bank Debit/Credit card. When you enrol by telephone or online, the Bank Debit/Credit card you pay with is acceptable for identification purposes as long as it is your own, if it is not please bring your identification to reception at any of our centres on your first day of class.

Please refer to:

<http://www.lewisham.gov.uk/myservices/education/adult/Pages/adult-education-enrolment.aspx>

**Safeguarding**

ALL is committed to good practice in vulnerable adult and child protection and contributes to the identification, referral and assessment of a child, young person or vulnerable adult in need who may have suffered, be suffering or who is at risk of suffering significant harm.

As part of our commitment to the safety of our learners, ALL operates an e-safety policy which we expect all learners and staff to follow. The policy is available online via ALL Moodle.

Should anyone have any concerns please raise these immediately with a member of ALL staff, either via your tutor, curriculum leader, or any of the centre staff.

**Transfers**

If after less than three classes you feel that you are not enrolled on the right course we may be able to arrange for you to be transferred to a more suitable course. You should initially discuss this with your Tutor or if you prefer the Curriculum Leader. Centre staff can give you contact details.

**Your Contribution**

The Skills Funding Agency make a significant contribution to subsidising courses. In return we must show the positive impact these courses have on learners' lives. Your contribution is to share with us (e.g. through Individual Learning Plans or other feedback) the positive impact your class has had for you.