Cambridgeshire County Council: Cambridgeshire Skills
TERMS AND CONDITIONS 2026 - 2027

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

Learner Data

It is important that all required fields on application and enrolment forms are completed accurately and fully. Learners cannot be enrolled until they have completed the online application or official enrolment form and paid any applicable fee, either directly to us or through one of our Delivery Partners.

To confirm eligibility, you must provide key information including your date of birth, address (including postcode), prior qualifications, employment status and, where required, your National Insurance number. You must also provide proof of identity and, where applicable, evidence of unemployment or low income to meet funding requirements set by the CPCA and DfE.

If you choose not to provide the required information, you may still be able to access the course by paying the full course fee, subject to availability.

All learners enrolled on courses delivered by our approved Delivery Partners and funded by Cambridgeshire Skills are regarded as 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
- Appropriate Careers Advice
- CPCA / DfE / 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 while learning with us. 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 committed to equality, diversity and inclusion, and welcome all eligible learners. We encourage anyone with additional support needs to discuss them with us in confidence. We strive to provide a respectful, inclusive learning environment, with accessible resources and reasonable adjustments to ensure all learners can participate fully.

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 and refunds
Depending on your circumstances, some courses will be ‘fully funded’ so there is no fee to pay. Some courses will be ‘co-funded’ so you are expected to pay a fee that contributes to the cost of delivery. Some courses are ‘unfunded’ which means you will pay the full fee to enroll on the course. The fees will be discussed with you when you apply to join a course depending on your individual

circumstances. All fees must be paid prior to the start date of the course you want to attend. All delivery is subject to the CPCA or DfE Funding Rules with regards to eligibility. In many cases, if you are eligible to be funded through age and residency, we may be able to support you with any costs. Check the course brochure, website or ask our Admissions Team, Centre Manager or your Tutor for more information about the support available. Our Local Fee Remissions and Refunds Policy is published on our website here: https://www.cambridgeshire.gov.uk/residents/adults/cambridgeshire-skills-adult-learning/your-learning-journey

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 examinations costs. In the event of ill health, a doctor's certificate will be required. If you 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 non-accredited 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/DfE 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. This call may be made by a third party who we commission to undertake this survey.

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 dedicated Adult Careers Advisors 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.

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)
DfE: guidance.submit-learner-data.service.gov.uk/25-26/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-notices

Explains how your qualification data is used if you allow others to see your personal learning record.

Contact Us – Monday – Friday: 9am – 4pm
Cambridgeshire County Council – Cambridgeshire Skills
Telephone: 01353 613013
Email: CambsALS@cambridgeshire.gov.uk
Website: https://www.cambridgeshire.gov.uk/residents/adults/cambridgeshire-skills-adult-learning
Course search and bookings: https://ebsontrackprospect-ccc.tribal-ebs.com/Page/findcourse