Adult Learn and Train Induction

United Learning Trust Cambridge Cluster

This document should be read in conjunction with the

Adult Learn and Train Information Guide 2025/26

Terms and Conditions:

You will not be admitted to a class unless you have fully completed and signed our enrolment form and/ or have paid the appropriate fee where applicable.

Induction

These Terms and Conditions form part of your Induction to the course.

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

Enrolment and Fee Policy

- For full course information: http://adultlearning.education
- We are able to accept bookings over the phone, please have your credit/debit card to hand.
- If you would like to pay by bank transfer, contact the team and they will send you details on request.
- We welcome enquiries by email but bookings via email MUST NOT contain card payment details.
- Enrolments are welcome throughout the year.
- Once you have enrolled onto your course, confirmation will follow. If any details are unclear contact the office for clarification: 01223 712340 or office@adultlearning.education
- Courses with fewer than the minimum number of learners may have the option of continuing with a payment of supplementary fees or length of the course reducing.

Fees

- The Full Fees and Refund Policy is located on our website: www.adultlearning.education
- Fees are payable in full at the time of booking a course. We accept payment by all major debit and credit cards (we do not accept American Express).
- If you are enrolling on a course/s which is over 8 weeks long you may be eligible to pay in two instalments; 50% (or more) on enrolment, followed by the remaining amount 4-5 weeks later. Please note: you will be entering into a Deferred Payment Agreement (DPA); should you choose to withdraw from a course you will still be liable to pay any outstanding instalments. It is important that you make the payment(s) by the date stated on the DPA to secure your place on the course otherwise this option may be withdrawn.
- If the course is cancelled, we will contact you to offer an alternative option or a refund.
- Refunds will only be paid in full when a class is closed at the discretion of the College. We will refund all fees paid by a learner - minus a 10% administration charge if the learner requests a refund at least two weeks before the course start date.
- We will not refund fees if:
  - A learner cancels within two weeks of the start date or after a course has begun.
  - A learner has missed some classes.
  - Individual lesson cancellations: Lesson closure is sometimes necessary due to tutor illness or unforeseen circumstances. The lesson dates are advertised at the time of booking but may be subject to change. Missed sessions will be added either to the end of the course, during a half-term break, or an extra session during the week.
- Concessionary fees are only available if you are: in receipt of Universal Credit, JSA or ESA or the “Guaranteed Credit” element of the Pension Credit. Proof must be shown at enrolment, otherwise the full fee will be charged.

- Course materials or resources are wherever possible included in the cost of the course; however, some courses will require learners to purchase additional resources. Please check your course description carefully for full details.

Health and Safety - Learners' Responsibilities

- Safeguard the health and safety of yourselves and others.
- Carry out the health and safety instructions given by your tutor to help you to learn safely.
- Do not misuse, damage or interfere with equipment provided for health and safety.
- Familiarise yourself with evacuation routes, the location of alarms and assembly points.
- Know where to go for first aid. In emergencies ring 999.
- Know where to report accidents and other health and safety concerns.
- Where appropriate, ensure your health check is completed accurately to enable the tutor to provide appropriate support.
- Comply with Health and Safety recommendations for protective footwear and clothing when attending specific classes.
- ONLINE: Do not share personal information online with other learners. Keep your data secure.

Contacting us: Suggestions, Feedback and Complaints

We value your opinion on our courses, and we ask that you complete an evaluation form at the end of the course. We will use this information to make improvements to our courses.

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

- Email the college: office@adultlearning.education
- Telephone us on 01223 712340
- Write to us at Adult Learn and Train, Coleridge Community College, Radegund Road Cambridge CB1 3RJ

Additional Learning Support

We welcome learners with disabilities, learning difficulties, medical conditions and other needs. If you would like to discuss how we can support you to reach your learning aim, please speak to your Tutor or ask for a confidential discussion with the Adult Learning Manager.

OPT-IN to receive information about courses – if you wish to receive up-to-date information about our courses and discounts, please go to our information page on the website and click the 'Keep Up to Date' tab to OPT IN to enable us to keep you updated. Alternatively, CLICK HERE to access the form.

We collect and use information about you so we can provide you with learning services that meets the needs of the community. See full Privacy notice on the following pages.

Adult Learners Privacy Notice
United Learning Trust Cambridge Cluster

This notice is intended to provide information about how the Adult Learn & Train will use or "process" personal data about individuals including current, past and prospective adult learners.

Responsibility for Data Protection

The Data Controller for personal information held by Adult Learn and Train is United Learning Trust (ULT). ULT is registered with the Information Commissioner's Office (ICO). The registration number is Z7415170.

The Company Secretary, Alison Hussain, is the Data Protection Officer (DPO) and is responsible for ensuring that ULT complies with the Data Protection Law. She can be contacted on company.secretary@unitedlearning.org.uk or 01832 864538.

The Executive Business Manager, is responsible for ensuring that Adult Learn & Train complies with ULT's policies and procedures in relation to Data Protection. They can be contacted on 01223 712340.

Why we collect and use your Personal Data:

Adult Learn and Train and United Learning Trust collect, create and hold personal information relating to our Adult Learners. We also collect and hold personal information about our learner's next of kin (named contact provided). We use this personal data to:

- enrol learners on their chosen course
- support learning
- monitor and report on learner progress
- share data for assessment and audit purposes
- process payments
- For security purposes, and for regulatory and legal purposes (for example health and safety) and to comply with its legal obligations
- To keep you updated about the activities of Adult Learn and Train including by sending updates and newsletters by email and post.

The categories of personal data held about you

The types of personal data processed include:

1. Names, date of birth, addresses, telephone numbers, email addresses and other contact details.
2. Academic records and national curriculum assessment results, including examination scripts and marks.
3. Personal characteristics such as your ethnic group, religious beliefs, any special educational needs you may have and any relevant medical information.
4. Images captured by our CCTV systems (in accordance with our CCTV on taking, storing and using images).
5. Previous schools attended (where relevant)
6. Where applicable pastoral and safeguarding records.
7. Accident records.
8. Medical (such as allergies, medication)

The legal basis for the processing of learner and next of kin data (funded provision only)

Under the UK GDPR the lawful bases we rely on for processing learner and next of kin information are: The processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Where we process data to comply with a regulatory duty our lawful basis is 'necessary to comply with our legal obligations.

Condition for processing special category personal data

Information relating to racial or ethnic origin, religious beliefs and disability will be processed for the purposes of ensuring equality of opportunity and treatment and, when necessary for complying with our legislative obligations.

Medical information will be processed where it is in the vital interests of the learner.

Health data relating to accidents may be processed for insurance purposes.

Data Retention Periods

We will only retain your personal information for as long as is absolutely necessary to fulfil the purposes for which it was collected. ULT keep personal information about you for the current year plus a further 6 years.
Full details about data retentions periods through our funding providers can be found here: The Cambridgeshire and Peterborough Combined Authority (CPCA): https://cambridgeshirepeterborough-ca.gov.uk/wp-content/uploads/documents/skills/adult-education-budget/CPCA-AEB-Privacy-Notice.pdf. The Education and Skills Funding Agency (ESFA): https://www.gov.uk/government/publications/esfa-privacy-notice

Data Security

ULT has in place technical and organisational measures that ensure a level of security appropriate to the sensitive nature of the personal data that we process. For further information regarding how we keep personal data secure please refer to our security of personal data policy.

Data Processors

We use third party data processors to provide us with a variety of services. This use of data processors will only take place if it is in compliance with the UK GDPR and the Data Protection Act 2018 (and any subsequent legislation related to data protection in applicable jurisdictions).

Decisions on whether we contract with these third-party processors are subject to a robust approval process and are based on a detailed assessment of the purpose for which the data processing is required, the level and sensitivity of data involved and the arrangements in place to store and handle the data. To be granted access to learner level data, data processors must comply with strict terms and conditions covering the confidentiality and handling of data, security arrangements and retention and use of the data.

management information systems, accounts software, cloud storage services, applications and software for use in the classroom and to facilitate the secure transfer of data between the Adult Learn & Train and central office.

We currently use the following data processors:

Access Dimensions
Arbor
Google
Microsoft

Sharing Data with Third Parties (other data controllers)

We do not share information about you with any third party without consent unless the law and our policies allow us to do so.

Where it is legally required, or necessary (and it complies with data protection law) we may share personal information about you with:

- Class Tutors and Assessors
- Our local authority – to meet our legal obligations to share certain information with it, such as safeguarding concerns
- Suppliers and service providers – to enable them to provide the service we have contracted them for
- Financial organisations (for example to remit monies to you)
- Professional advisers and consultants
- Police forces, courts, tribunals
- Professional bodies; for example, awarding bodies
- Our auditors, insurers, and legal advisors

Rights of the Data Subject

Data protection legislation gives individuals certain rights which are detailed below. If you wish to exercise these rights, please contact office@adultlearning.education

Right of access to personal data "subject access request"

You have the right to access the personal data that we hold about you. Requests may be made in writing or orally (if requested orally we will make a record of that request to ensure it is met within the required timescale). We take the security of personal data seriously so we may ask you for proof of identity to verify that you are entitled to the information requested.

Right to withdraw consent

Where we have obtained your consent to specific processing activities you may withdraw this consent at any time.

Right to rectification

You have the right to have the personal data that we hold about you rectified if it is inaccurate or incomplete. We will respond to such requests within one month.

Right to erasure

You have the right to have personal data erased in certain specific circumstances. If you make such a request, we will consider whether the right to erasure applies and give you a full and reasoned response.

Right to restrict processing

In certain circumstances you have the right to request that we restrict the processing of your personal data. If you make such a request, we will consider whether the right to restrict processing applies and give you a full and reasoned response.

Further Information

If you disagree with a decision that we have taken regarding the processing of your personal data please contact ULT's Company Secretary, Alison Hussain, on 01832 864538 or company.secretary@unitedlearning.org.uk.

You also have the right to lodge a complaint with the information Commissioner's Office on 0303 123 1113 or https://ico.org.uk/for-the-public/ .