



Terms and Conditions

1. Complaints or comments

If you have a complaint or comment about the standard of service, quality of tuition or any other matter relating to a course, you should in the first instance either telephone 0844 9840 080 for advice as to how best to pursue your complaint or comment email customerfeedback@northamptonshire.gov.uk. Alternatively if you wish to formally complain this should be in writing to: Customer Feedback, Northamptonshire County Council, FREEPOST NH0078 Customer Service Centre, John Dryden House, 8-10 The Lakes, Bedford Road, Northampton NN4 7YD.

2. Variation of course details

The published details of each course are the basis on which the County Council intends to provide the course at the time of publication. However, if the required number of enrolments (which varies from course to course and area to area) is not achieved, the course will be withdrawn and the course fee refunded. Also, any details shown for a course might have to be changed due to unforeseen circumstances, in which event every effort will be made to inform students as soon as possible. If any such change is made either before or during a course which causes difficulty, the student is advised to contact us as soon as possible.

3. Data protection

Data Protection Act 1998 – The information you provide on the enrolment form will be passed to the Skills Funding Agency (SFA). The SFA is responsible for funding and planning education and training for young people and adults in England, and is registered under the Data Protection Act 1998. The information you provide will be shared with other organisations for the purpose of administration, careers and other guidance, and statistical and research purposes. Other organisations with which we will share information include, the Department for Education and Skills, Connexions, Higher Education Statistics Agency, Higher Education Funding Council for England, educational institutions and organisations performing research and statistical work on behalf of the SFA or its partners. The SFA is also a co-financing organisation and uses European Social Funds from the European Union to directly or indirectly part-finance learning activities, helping develop employment by promoting employability, business spirit and equal opportunities, and investing in human resources. Further information about partner organisations and what they do, may be found at <http://www.skillsfundingagency-bis.co.uk>, and by following the links to data protection.

At no time will your personal information be passed to organisations for marketing or sales purposes. From time to time students are approached to take part in surveys by mail and phone, which are aimed at enabling the SFA and its partners to monitor performance, improve quality and plan future provision.

Further information on partner organisations and data protection issues can be found on the SFA website www.skillsfundingagency-bis.co.uk.

4. Smoking

Please note that all schools and related premises are smoke free environments.

5. Safety first

You must follow regulations made for your safety and that of others. Ties and loose clothing should not be worn in workshops and areas where machinery is in operation. Long hair should be tied back. Students working in workshops and craft areas should discuss with their tutor the need for any necessary protective clothing.

6. Bad weather

In the event of very bad weather, e.g. heavy continuous snow or other dangerous road conditions, classes may be cancelled. Please phone: 01604 236051 Replacement classes will be arranged whenever possible. Please refer to your Learner Welcome Pack for more details regarding bad weather refunds.

7. Behaviour code

Behaviour on site and in classes is expected to be of a standard to allow effective learning to take place. Students on site and in classes are expected to ensure that their behaviour/activity does not cause offence, damage or injury to other students, staff or property. Students must follow any regulations or guidance given concerning use of equipment, smoking arrangements or car parking.

8. What to do if you have a medical condition

If you are worried about participating in a course because you have a medical condition you should consult your General Practitioner. Neither course tutors nor Northamptonshire County Council's Adult Learning Service can undertake to advise you as to whether or not any medical condition could be adversely affected as a result of attending a class. Upon request, the course tutor will provide your GP with any information about the course that they require.

9. Examination courses

Learners are advised that if they enrol on an examination course they will have the option to enter or register for the examination or equivalent at the appropriate time.

10. Admission to courses

Admission to any course is at the discretion of the County Council. Our courses are available to people aged 19 or over. For many courses no previous experience or qualification is required for entry. In some subjects an assessment of ability will be given and participants will be advised as to the suitability of the course, or as to what they should be learning. If you want advice on selecting a course please phone the enrolment line. Courses can be cancelled up to two weeks before the start of a course. Students are advised not to buy materials until the week before a course begins. Late starters will be charged a pro-rata fee only after the third week of the course.