

Terms and Conditions

Full course information can be found on the website

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 0300 126 1000 for advice as to how best to pursue your complaint or comment or email

adulted-customerfeedback@firstforwellbeing.co.uk

Alternatively if you wish to formally complain this should be in writing to: Customer Feedback, Northamptonshire County Council, FREEPOST NH0078 Customer Service Centre, One Angel Square, Angel Street, Northampton NN1 1ED.

2. Variation of course details

The published details of each course are the basis on which First for Wellbeing 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required number of enrolments (which varies from course to course and area to area) is not achieved, the course will be withdrawn and the course fee refunded.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 learners as soon as possible. If any such change is made either before or during a course which causes difficulty, the learner is advised to contact us as soon as possible.

3. How We Use Your Personal Information

Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). Your information will be securely destroyed after it is no longer required for these purposes.

Your information may be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it and the sharing is in compliance with data protection legislation.

The English European Social Fund (ESF) Managing Authority (or agents acting on its behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training.

Further information about use of and access to your personal data, details of organisations with whom we regularly share data, information about how long we retain your data, and how to change your consent to being contacted, please visit:

<https://www.gov.uk/government/publications/esfa-privacy-notice>

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. We will: inform the local radio, place notices on our website if in office hours, attempt to inform all learners by phone or email where possible. 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 First for Wellbeing'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 First for Wellbeing's Adult Learning Service. 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.