

North Tyneside Council Adult Learning Service Learner Agreement 2020/21

Refund Policy

If a course is cancelled and a suitable alternative is not available, a full refund of fees will be made.

If a session is cancelled an alternative session will be arranged where possible.

If a learner is unable to attend their course, a refund is only available until one week before the course starts. The learner must contact the Adult Learning Service at the latest, one week before the course starts and their refund will be processed minus an administrative charge of £15.

If the learner informs the Adult Learning Service within one week, or on the day the course starts or later, no refund is available.

Exceptional circumstances will be considered. Written requests should be submitted to:

Business Manager
North Tyneside Council
Employment and Skills Service
Norham High School
Alnwick Avenue
North Shields
NE29 7BU

Non-Attendance Policy

Where a learner fails to attend the first and/or second session of a course and does not notify the Adult Learning Service of their absence, they will automatically be withdrawn and their place offered to a learner on a waiting list. No refunds are payable to fee-paying learners in this circumstance.

Ways to enrol

By phone

You can enrol over the phone and we will complete the enrolment with you.

Tel: (0191) 643 2288

On-line

Complete an on-line form at www.skillsnorthtyneside.org.uk we will ring you back to complete your enrolment.

In person

At one of our enrolment centres, please bring this completed form and payment with you.

By post

If you can't enrol by phone or in person, send this completed form and the fee (no cash by post please) to:

North Tyneside Council
Employment and Skills Service
Norham High School
Alnwick Avenue
North Shields
NE29 7BU

Please complete this form fully in **BLOCK CAPITAL LETTERS**.

Information will be treated as **confidential** and will only be used to:

- help us ensure that all your learning needs are met.
- check your entitlement to concessionary/discounted fee rates.
- fulfill our reporting obligations to our funders.

Further information on how we use your data can be found at:

www.gov.uk/government/publications/esfa-privacy-notice

www.my.northtyneside.gov.uk/category/1001/data-protection

Learner details		RETURN THIS COPY TO THE ADULT LEARNING SERVICE		
Family Name	Given Name	Title	Sex <input type="checkbox"/> M <input type="checkbox"/> F	Country of Birth
Address				
Postcode	Date of Birth dd/mm/yyyy	National Insurance No. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Home/Work Phone No.	Mobile No.	Email		

Ethnicity		
White <input type="checkbox"/> English/Welsh/Scottish/Northern Irish/British <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy/Irish Traveller <input type="checkbox"/> Any other White background Black/African/Caribbean/Black British <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black/African/Caribbean background	Asian/Asian British <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian background Other ethnic group <input type="checkbox"/> Arab <input type="checkbox"/> Any other ethnic group	Mixed/multiple ethnic group <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other Mixed/multiple ethnic background <input type="checkbox"/> Prefer not to say

Residency and eligibility	
Have you been resident in the UK/EU/EEA for at least 3 years prior to the course start?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If no, you will need to supply proof of your residency status so we can assess your eligibility for public funding. Please contact Business Support on (0191) 643 2288 for details.	If no, date of entry to the UK dd/mm/yyyy

Do you consider yourself to have a disability or learning difficulty?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please indicate all that apply marking your primary disability/difficulty with a 1
<input type="checkbox"/> Vision impairment <input type="checkbox"/> Hearing impairment <input type="checkbox"/> Social and emotional difficulties <input type="checkbox"/> Profound complex disabilities <input type="checkbox"/> Asperger's syndrome <input type="checkbox"/> Disability affecting mobility	<input type="checkbox"/> Other disability <input type="checkbox"/> Mental health difficulty <input type="checkbox"/> Temporary disability after illness (e.g. post-viral) or accident <input type="checkbox"/> Other physical disability <input type="checkbox"/> Wheelchair user
<input type="checkbox"/> Other medical condition (e.g. epilepsy, asthma, diabetes) <input type="checkbox"/> Moderate learning difficulty <input type="checkbox"/> Severe learning difficulty <input type="checkbox"/> Dyslexia <input type="checkbox"/> Dyscalculia	<input type="checkbox"/> Other specific learning difficulty (e.g. Dyspraxia) <input type="checkbox"/> Other learning difficulty <input type="checkbox"/> Autism spectrum disorder <input type="checkbox"/> Speech Language and Communication Needs <input type="checkbox"/> Prefer not to say
Will a carer be attending with you?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Would you hear a fire alarm?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Would you need help if there is an emergency evacuation of the building?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you wish to discuss your learning needs further please ring (0191) 643 2288.	

About your qualifications (these are your current qualifications)	
Please tell us your overall highest qualification:	
<input type="checkbox"/> Entry level <input type="checkbox"/> Other qualifications below level 1 <input type="checkbox"/> Level 1 <input type="checkbox"/> Full level 2 (equivalent to 5 or more GCSE at A*-C or 9-4) <input type="checkbox"/> Full level 3 (equivalent to 2 A Levels or 4 AS Levels) <input type="checkbox"/> Level 4	<input type="checkbox"/> Level 5 <input type="checkbox"/> Level 6 (equivalent to a Degree) <input type="checkbox"/> Level 7 and above (equivalent to a Masters Degree or above) <input type="checkbox"/> Other qualifications, level not known <input type="checkbox"/> No qualifications

Employment status	
<input type="checkbox"/> Employed <input type="checkbox"/> Self employed	<input type="checkbox"/> Unemployed, looking for work <input type="checkbox"/> Unemployed, not looking for work (includes retired)
How many hours do you work each week:	How long have you been unemployed or retired?
<input type="checkbox"/> 0 to 10 <input type="checkbox"/> 11 to 20 <input type="checkbox"/> 21 to 30 <input type="checkbox"/> 31 or more	<input type="checkbox"/> Less than 6 months <input type="checkbox"/> 6 to 11 months <input type="checkbox"/> 12 to 23 months <input type="checkbox"/> 24 to 35 months <input type="checkbox"/> 36 or more months

Household situation	
Please tick which of the following apply (one or more may apply)	
<input type="checkbox"/> No member of the household in which I live (including myself) is employed <input type="checkbox"/> The household that I live in includes only one adult (aged 18 or over) <input type="checkbox"/> There are one or more dependant children (0-17yrs or 18-24 yrs if full time student or inactive) in the household <input type="checkbox"/> None of these statements apply <input type="checkbox"/> I wish to withhold this information	

Your choice of course(s) and payment details					
Course Code	Course Title	Start Date	Expected End Date	Day	Fee Payable
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

How you heard about the course	
<input type="checkbox"/> Returning Learner <input type="checkbox"/> Word of mouth <input type="checkbox"/> Prospectus <input type="checkbox"/> JCP <input type="checkbox"/> Social media <input type="checkbox"/> Website <input type="checkbox"/> Publicity	

If you are eligible for a full concession or discounted fee please tick below	
Your course may be free if you are UNEMPLOYED studying up to and including Level 2 and: <input type="checkbox"/> In receipt of Job Seekers Allowance <input type="checkbox"/> In receipt of Employment and Support Allowance Or are: <input type="checkbox"/> In receipt of Universal Credit and earn less than £338 (£541 if a joint claim) <input type="checkbox"/> In receipt of an *eligible state benefit, earn less than £338 (£541 if a joint claim) and the training is directly relevant to your employment prospects and the local labour market needs <input type="checkbox"/> Your annual gross salary is less than £17,893 or your hourly rate is less than £9.30 (evidence will be required) <input type="checkbox"/> 16 - 24 unemployed without a Full Level 3 studying on a Traineeship <input type="checkbox"/> 16 - 18 not enrolled at another institution for courses longer than 2 weeks <input type="checkbox"/> 19 - 23 studying up to and including a first Full Level 2 <input type="checkbox"/> 19 - 23 studying up to and including a first Full Level 3 <input type="checkbox"/> 19+ studying a Digital Skills qualification and do not have a Level 2 Digital Skills qualification <input type="checkbox"/> Studying English or maths and do not have a Level 2 English or maths qualification <input type="checkbox"/> Studying GCSE English or maths and do not have an existing Grade C/4 or above <input type="checkbox"/> Completing a Family Learning course	Your course fee will be the "Discounted Fee" if you are: <input type="checkbox"/> 19 - 23 studying up to and including Level 2 and have already achieved at level 2 or above <input type="checkbox"/> In receipt of *eligible state benefits studying either for pleasure up to level 2 or a non-accredited course *Eligible State Benefits (Please tick applicable) <input type="checkbox"/> Universal Credit <input type="checkbox"/> Income Support <input type="checkbox"/> Housing Support <input type="checkbox"/> Council Tax Support <input type="checkbox"/> Attendance Allowance <input type="checkbox"/> Carers Allowance <input type="checkbox"/> Pension Credit Guarantee <input type="checkbox"/> Working Tax Credit

Taking an Advanced Learner Loan to fund your learning (visit www.skillsnorthtyneside.org.uk for further information)	
<input type="checkbox"/> 19+ studying Level 3 or above and intend to take an Advanced Learner Loan to finance your course fees (once enrolled we will send you a letter with all the information required to make your application to the Student Loans Company).	

How we use your personal information: This privacy notice is issued by the North of Tyne Combined Authority (NTCA) and the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE). It is to inform learners how their personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations. For the purposes of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA. 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 used for education, training, employment and well-being related purposes, including for research. The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting on their behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training. Your information may also be shared with other third parties for the above purposes, but only where the law allows it and the sharing is in compliance with data protection legislation. You can agree to be contacted by other third parties by ticking any of the following boxes:
<input type="checkbox"/> About courses or learning opportunities <input type="checkbox"/> For surveys and research <input type="checkbox"/> By post <input type="checkbox"/> By phone <input type="checkbox"/> By e-mail
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 https://my.northtyneside.gov.uk/category/1001/data-protection
You can agree to be contacted by The Adult Learning Service for marketing or surveys by ticking any of the following boxes:
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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 https://my.northtyneside.gov.uk/category/1001/data-protection
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<input type="checkbox"/> By email <input type="checkbox"/> By post <input type="checkbox"/> By phone <input type="checkbox"/> By text

Learner Declaration	
I have read and agree with the terms and conditions in the Privacy Notice and this Learning Agreement.	
I declare the information I have provided is correct and my benefit status is true.	
I undertake to inform The Service of any changes in my details or circumstances.	
I understand and accept it may be necessary to change the venue or to close or combine classes if enrolment or attendance is low.	
I understand that if I have given false information I may be withdrawn from my course and The Service may take action to reclaim unpaid fees.	
Signature	Date

FOR OFFICE USE ONLY			
Total fees received	Receipt Number	Signature	<input type="checkbox"/> JCP referral <input type="checkbox"/> Learner mandated to skills training
Type of evidence seen	Seen by (enrolling officers signature)	Enrolment Method	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Learner details		YOUR COPY OR TUTOR'S COPY		
Family Name	Given Name	Title	Sex <input type="checkbox"/> M <input type="checkbox"/> F	Country of Birth
Address				
Postcode	Date of Birth dd/mm/yyyy	National Insurance No. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Home/Work Phone No.	Mobile No.	Email		

Ethnicity		
White <input type="checkbox"/> English/Welsh/Scottish/Northern Irish/British <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy/Irish Traveller <input type="checkbox"/> Any other White background Black/African/Caribbean/Black British <input type="checkbox"/> African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black/African/Caribbean background	Asian/Asian British <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Any other Asian background Other ethnic group <input type="checkbox"/> Arab <input type="checkbox"/> Any other ethnic group	Mixed/multiple ethnic group <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other Mixed/multiple ethnic background <input type="checkbox"/> Prefer not to say

Residency and eligibility	
Have you been resident in the UK/EU/EEA for at least 3 years prior to the course start?	<input type="checkbox"/> Yes <input type="checkbox"/> No If no, date of entry to the UK
If no, you will need to supply proof of your residency status so we can assess your eligibility for public funding. Please contact Business Support on (0191) 643 2288 for details.	dd/mm/yyyy

Do you consider yourself to have a disability or learning difficulty?	
<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please indicate all that apply marking your primary disability/difficulty with a 1	
<input type="checkbox"/> Vision impairment <input type="checkbox"/> Hearing impairment <input type="checkbox"/> Social and emotional difficulties <input type="checkbox"/> Profound complex disabilities <input type="checkbox"/> Asperger's syndrome <input type="checkbox"/> Disability affecting mobility	<input type="checkbox"/> Other disability <input type="checkbox"/> Mental health difficulty <input type="checkbox"/> Temporary disability after illness (e.g. post-viral) or accident <input type="checkbox"/> Other physical disability <input type="checkbox"/> Wheelchair user
<input type="checkbox"/> Other medical condition (e.g. epilepsy, asthma, diabetes) <input type="checkbox"/> Moderate learning difficulty <input type="checkbox"/> Severe learning difficulty <input type="checkbox"/> Dyslexia <input type="checkbox"/> Dyscalculia	<input type="checkbox"/> Other specific learning difficulty (e.g. Dyspraxia) <input type="checkbox"/> Other learning difficulty <input type="checkbox"/> Autism spectrum disorder <input type="checkbox"/> Speech Language and Communication Needs <input type="checkbox"/> Prefer not to say
Will a carer be attending with you? <input type="checkbox"/> Yes <input type="checkbox"/> No Would you hear a fire alarm? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Would you need help if there is an emergency evacuation of the building? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If you wish to discuss your learning needs further please ring (0191) 643 2288.	

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Please tell us your overall highest qualification:	
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Employment status	
<input type="checkbox"/> Employed <input type="checkbox"/> Self employed	<input type="checkbox"/> Unemployed, looking for work <input type="checkbox"/> Unemployed, not looking for work (includes retired)
How many hours do you work each week: <input type="checkbox"/> 0 to 10 <input type="checkbox"/> 11 to 20 <input type="checkbox"/> 21 to 30 <input type="checkbox"/> 31 or more	How long have you been unemployed or retired? <input type="checkbox"/> Less than 6 months <input type="checkbox"/> 6 to 11 months <input type="checkbox"/> 12 to 23 months <input type="checkbox"/> 24 to 35 months <input type="checkbox"/> 36 or more months

Household situation	
Please tick which of the following apply (one or more may apply)	
<input type="checkbox"/> No member of the household in which I live (including myself) is employed <input type="checkbox"/> The household that I live in includes only one adult (aged 18 or over) <input type="checkbox"/> There are one or more dependant children (0-17yrs or 18-24 yrs if full time student or inactive) in the household <input type="checkbox"/> None of these statements apply <input type="checkbox"/> I wish to withhold this information	

Your choice of course(s) and payment details					
Course Code	Course Title	Start Date	Expected End Date	Day	Fee Payable
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

How you heard about the course	
<input type="checkbox"/> Returning Learner <input type="checkbox"/> Word of mouth <input type="checkbox"/> Prospectus <input type="checkbox"/> JCP <input type="checkbox"/> Social media <input type="checkbox"/> Website <input type="checkbox"/> Publicity	

If you are eligible for a full concession or discounted fee please tick below	
Your course may be free if you are UNEMPLOYED studying up to and including Level 2 and: Or are: <input type="checkbox"/> In receipt of Job Seekers Allowance <input type="checkbox"/> In receipt of Employment and Support Allowance <input type="checkbox"/> In receipt of Universal Credit and earn less than £338 (£541 if a joint claim) <input type="checkbox"/> In receipt of an *eligible state benefit, earn less than £338 (£541 if a joint claim) and the training is directly relevant to your employment prospects and the local labour market needs <input type="checkbox"/> Your annual gross salary is less than £17,893 or your hourly rate is less than £9.30 (evidence will be required) <input type="checkbox"/> 16 - 24 unemployed without a Full Level 3 studying on a Traineeship <input type="checkbox"/> 16 - 18 not enrolled at another institution for courses longer than 2 weeks <input type="checkbox"/> 19 - 23 studying up to and including a first Full Level 2 <input type="checkbox"/> 19 - 23 studying up to and including a first Full Level 3 <input type="checkbox"/> 19+ studying a Digital Skills qualification and do not have a Level 2 Digital Skills qualification <input type="checkbox"/> Studying English or maths and do not have a Level 2 English or maths qualification <input type="checkbox"/> Studying GCSE English or maths and do not have an existing Grade C/4 or above <input type="checkbox"/> Completing a Family Learning course	Your course fee will be the "Discounted Fee" if you are: <input type="checkbox"/> 19 - 23 studying up to and including Level 2 and have already achieved at level 2 or above <input type="checkbox"/> In receipt of *eligible state benefits studying either for pleasure up to level 2 or a non-accredited course *Eligible State Benefits (Please tick applicable) <input type="checkbox"/> Universal Credit <input type="checkbox"/> Income Support <input type="checkbox"/> Housing Support <input type="checkbox"/> Council Tax Support <input type="checkbox"/> Attendance Allowance <input type="checkbox"/> Carers Allowance <input type="checkbox"/> Pension Credit Guarantee <input type="checkbox"/> Working Tax Credit

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<input type="checkbox"/> About courses or learning opportunities <input type="checkbox"/> For surveys and research <input type="checkbox"/> By post <input type="checkbox"/> By phone <input type="checkbox"/> By e-mail
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 https://my.northtyneside.gov.uk/category/1001/data-protection
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Learner Declaration	
I have read and agree with the terms and conditions in the Privacy Notice and this Learning Agreement.	
I declare the information I have provided is correct and my benefit status is true.	
I undertake to inform The Service of any changes in my details or circumstances.	
I understand and accept it may be necessary to change the venue or to close or combine classes if enrolment or attendance is low.	
I understand that if I have given false information I may be withdrawn from my course and The Service may take action to reclaim unpaid fees.	
Signature	Date

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Total fees received	Receipt Number	Signature	<input type="checkbox"/> JCP referral <input type="checkbox"/> Learner mandated to skills training
Type of evidence seen	Seen by (enrolling officers signature)	Enrolment Method	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>