

Concept Academies enrolment information booklet

**Please ensure that you carefully read all of the
information in this booklet**

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Subscription courses terms and conditions

For subscription courses, the following terms and conditions apply.

1. Your course does not start until we receive your registration and first monthly subscription payment.
2. Your course end date is 4 weeks from the day that you paid your registration fee and first month monthly subscription payment. Your course will end on this date unless we receive your next monthly subscription payment. If your course end date passes, and we don't receive the next month's subscription fee, your course will have ended and you will need to re-enrol and pay the relevant registration fees.
3. Your monthly payment will be debited by credit or debit card through PayPal on the same day each month (the date that you registered).
4. We will send you a paid invoice when we receive your registration payment and again when you've completed your course.
5. Paid invoices for your monthly subscription payments will be sent from PayPal.
6. You cannot suspend, cancel, or postpone your payments while you are still enrolled on the course. If you miss a monthly subscription payment, we will withdraw you from the course immediately.
7. We take no responsibility for the pace of your learning. You are responsible for your own learning.
8. We take no responsibility for any IT issues, or minimum core literacy and numeracy issues that you might have throughout your course. You are responsible for seeking support to assist and develop you in these areas to meet the expectations of the course.
9. Work that is submitted by the learner through the Virtual Learning Environment (VLE) will be marked and assessed within 10 working days from submission (disregarding any force majeure incident). You are still expected to submit further assignments while you are waiting for work to be marked.
10. We are not responsible for any over payments. You are responsible for cancelling your PayPal subscription if you get withdrawn or when you have completed your course.
11. Your completed portfolio will be internally verified within one calendar month of submission.
12. When the internal verifier is satisfied that you have achieved a pass grade, you will have passed the course. We will notify you by email that you have completed your course.
13. Work submitted for internal verification is not a guaranteed pass. A pass grade will only be awarded by the internal verifier if your work meets the assessment criteria.
14. We guarantee that the monthly subscription fee you pay at registration will be upheld for the duration of your course. We will not increase the monthly subscription at any time during your course.
15. We only accept subscriptions via PayPal using a credit or debit card. We don't accept any other forms of payment.
16. We don't accept any responsibility for the time that it takes you to complete the course. Your pace of learning is completely down to you.
17. Appeals procedure—the appeals procedure can be found in the course handbook. Should you wish to appeal against an assessment decision then you must maintain your subscription payment. If you cancel your subscription while an appeal is underway we will assume that you no longer wish to appeal and you will be withdrawn from the course.

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Joining instructions

For classroom based programmes

1. Arrive at 9.00am on the first day of your course (unless specified otherwise).
2. On your first day, please ensure that you bring some form of photo identification, and also confirmation of your address (such as a utility bill).
3. If you are going to be late, please let us know as soon as possible on 0161 920 6385.
4. Please allocate enough time during (and sometimes after your training) for homework and assignments. Our courses are intensive and require plenty of homework to be carried out.
5. An Initial Assessment is mandatory for all of our courses (maths and English). Don't worry, it is not a pass or fail test; it will not affect your programme outcome. We have to assess your level of Numeracy and Literacy skills, and advise you on how to improve them (if required). If you want to have a practice before you arrive, visit: www.move-on.org.uk
6. Over the duration of the course you will need to have your own access to a computer with a broadband internet connection. It is advisable to bring your own USB stick or file storage device. We provide everything else. Please check whether your course includes lunch, otherwise you will have to bring your own lunch or buy something at the course venue.

For online, distance, and assessor learning courses

1. Please allow up to 7 business days for your details to be registered onto our MOODLE VLE, ULN, and awarding body.
2. You will receive an email confirming your registration and access codes for MOODLE VLE once we have completed your registration.
3. When you meet your trainer / assessor, please ensure that you have some form of photo identification, and also confirmation of your address (such as a utility bill).
4. You will need to allocate enough time during your course to carry out regular learning and completion of assignments; please bear this in mind.
5. An Initial Assessment is mandatory for all of our courses (maths and English). Don't worry, it is not a pass or fail test; it will not affect your programme outcome. We have to assess your level of Numeracy and Literacy skills, and advise you on how to improve them (if required). If you want to have a practice before you meet your assessor / trainer, visit: www.move-on.org.uk
1. If you have any questions before registration on MOODLE VLE, please contact 0161 920 6385. If you have questions once you are registered, please contact your Tutor using the details listed on your MOODLE VLE course page.

Training centre locations

BIRMINGHAM CITY CENTRE

Address: Novotel, 70 Broad street, Birmingham, B1 2HT

Location: on Broad Street in the heart of Birmingham City centre. Near to the NIA, and New Street station.

Transport: the hotel is approximately 5 minutes by taxi from Birmingham New Street Station. By bus, any bus route to Broad Street (CENTO HOTLINE 0121 200 2700). By plane, Birmingham International Airport is located at J6 of the M42, approximately 30 minutes drive from the centre of Birmingham.

Accommodation: There is also plenty of other hotel accommodation within walking distance.

CARDIFF CITY CENTRE

Address: Novotel, Schooner Way, Atlantic Wharf, Cardiff, CF10 4RT

Location: the Novotel is situated in the centre of Cardiff.

Transport: Cardiff Central station is 1.5 km away, while Cardiff Airport is 40 km from the hotel.

Accommodation: There is also plenty of other hotel accommodation within walking distance.

We have negotiated discounted room rates for Concept Academies learners who wish to stay at the Novotel where the course is taking place. Please specify that you are a Concept Academies learner when you book.

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Course start and finish times

All courses start at 9.00am and finish at 5.00pm (unless stated otherwise).

Please telephone as soon as possible if you think you are going to be late. **0161 920 6385**

Course end date

Please be aware that your course may be subject to a specified end date. Please refer to your course handbook for further details. Course handbooks are emailed to you once you have registered.

Office hours

Our office hours are 10.00am until 3.00pm Monday to Friday.

Logging in

The web address for the VLE is: www.revisionguru.org

If you have forgotten your VLE username or password, please select the 'help me login' button.

ACADEMIES
CONCEPT

Concept Academies VLE ▶ Login to the site

You are not logged in. (Login)

English (en)

Returning to this web site?

Login here using your username and password
(Cookies must be enabled in your browser) ?

Username

Password

Forgotten your username or password?
[Yes, help me log in](#)

You are not logged in. (Login)

[Home](#)

IT competence and equipment requirements

At Concept Academies we do not provide IT support (apart from help with our Moodle VLE) and you are expected to be IT literate. All of our systems and databases are backed up and we check that they are working to optimum levels each day. If you experience slow download speeds, or problems with web pages loading, please check this with your internet service provider.

You need to be IT literate with access to a computer that has Microsoft office 2007 (or equivalent) installed. You will also need access to Broadband internet, printer, and a scanner throughout the duration of the course.

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Fair Processing Notification (FPN)

How we use your data

This statement is intended to provide you with information as to how the Learning Records Service will collect and use your personal information and data, and how you can exercise choice in respect of the use of your personal data.

The Learning Records Service is operated by the Skills Funding Agency. The Learning Records Service collects data relating to learners registering for relevant post-14 qualifications, for example GCSEs, AS and A2 Qualifications, Diplomas, Welsh Baccalaureate and associated units, Apprenticeships, Entry to Employment Certificates and Qualifications Credit Frameworks for Wales and associated units.

The Learning Records Service offers a facility which stores learner participation and achievements collected directly from the relevant awarding organisations. By providing your personal information, relevant organisations will have access your Personal Learning Record to enable the use of your personal information in order to assess your achievements, awards and credits and to offer advice and guidance. You as the learner will have complete visibility of all data relating to you and will be able to determine which organisations have visibility of this data and which data they can view.

The Learning Records Service offers the following core services:

- a Learner Register which allocates a Unique Learner Number (ULN) to each learner.
- a Personal Learning Record. The Learning Records Service will offer you the facility to access your participation and achievement data from relevant data sources via a website. Additional functionality to support the .QCFW will include:
 - A Routes to Achievement function which will enable you and permitted organisations to view potential future pathways for a learner's education.
 - A Single Qualification Query to you to understand which units they need in order to accumulate the relevant credit for a particular qualification.
 - The facility to support Credit Transfer which will enable credit to be transferred between 2 qualifications from 2 different Awarding Organisations.

Collection of data

The Learning Records Service collects data from:

- information which is already being collected by other agencies from schools and other learning providers.
- information you provide when you register with a learning provider.
- qualification, unit and Rules of Combination data from Of qual.
- participation and achievement data held by the Welsh Assembly Government
- Learner achievement data supplied by awarding organisations directly into the Personal Learning Record to support the Qualifications and Credit Framework for Wales.

Use of data

The Unique Learner Number will enable education and training sector organisations, and Awarding Organisations regulated by Of qual in England and DCELLS in Wales, to share information about participation and achievement in a consistent and approved manner, promoting good information management practice, and helping to improve accuracy and efficiency. This will benefit you through enhancing the application processes to Awarding Organisations, learning providers, learning advisors and other third parties.

The Personal Learning Record will be shared with organisations linked to your education and training, including those organisations specified in Regulations made under section 537 A of the Education Act.

Awarding organisations will have very limited access to your achievement data in order to support you in their decision making regarding qualifications and to support the learner in claiming and transferring prior credit. You can choose to opt out of sharing your achievement data by calling the service desk or by logging on to the Skills Funding Agency as described in the section below.

You can also challenge the accuracy of the achievement data within the PLR by calling the service desk or following the data challenge process described in the section titled "Correcting Inaccurate Data".

The Learning Records Service also enables you to share, as much or as little, of your participation and achievement data held in the PLR with other third parties. All organisations that will have access to the information you provide are registered under the Data Protection Act 1998 and will use your personal information in accordance with the requirements of the Act. These organisations are required to sign relevant agreements and control documentation which requires them to manage your data responsibly and only to access information. At no time will your personal information be passed to any organisations for marketing or sales purposes.

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Permissions for sharing

Because the ULN is required for the administration of services within the education and training sector (such as the issuing of certain qualifications), you cannot opt out of being issued with a ULN by the Learning Records Service.

You can opt-out of sharing your participation and achievement data through the Learning Records Service. Details of how you may opt out of sharing your participation and achievement data within the Learning Records Service can be found at www.learningrecordsservice.org.uk or by telephoning the Learning Records Service Customer helpdesk on 0845 602 2589.

You can also share information with other organisations and individuals by creating a configured view of your participation and achievement data. The configured view allows you to create the view of your participation and achievement data and furthermore to share information with any third party that you wish.

One potential consequence of deciding not to allow data sharing of your participation and achievement data contained in the Personal Learning Record will be that you may need to provide copies of certificates or other information to verify qualifications. You will also inhibit organisations that can support your continued education working with you, to perform on your behalf including the learner centric functions of the Qualifications and Credit Framework: Routes to Achievement, Rules of Combination queries and Credit Transfer functions.

Correcting inaccurate data

A major benefit of the Learning Records Service is that you can check that information held about you is accurate and request that any errors are corrected. If you believe that any information on your Personal Learning Record is incorrect then you should follow the data challenge procedure.

It will be the responsibility of the awarding organisation to maintain the currency and accuracy of any achievement data they submit into the Personal Learning Record.

Sensitive personal data

The Learning Records Service makes every effort not to collect any information which consists of sensitive personal data (e.g. data which relates to ethnic origin, physical or mental health, religious beliefs, trade union membership or any criminal offences or proceedings).

If you find that any sensitive personal data has inadvertently been included, you should contact the Agency through the service desk. The Learning Records Service currently employs a process of sensitive personal data identification and removal.

Sensitive learners

The Learning Records Service recognises that some learners have specific concerns about privacy which mean that additional safeguards are required. The Learning Records Service implements a Sensitive Learners Policy to ensure these safeguards are implemented.

Security

The Learning Records Service recognises the need to keep your information secure and has implemented a Security Policy that provides the appropriate technical and organisational measures aimed at preventing loss of, or unauthorised use of, your information in accordance with Government standards.

How long will we keep your data?

The Learning Records Service is intended to provide a life-long record of learning which will be available to you at any time you choose to participate in education or training. Therefore the Learning Records Service may continue to hold your ULN, Personal Learning Record and Qualification Credit Framework for Wales and associated data during your lifetime, which will be reviewed periodically.

Updates to this policy

The Learning Records Service recognises that privacy and data protection concerns can evolve over time and will keep this policy under review. Any amendments will be posted here and will be notified to learners when they access their Personal Learning Record.

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The highest level of qualification that you currently hold

NVQ level	Academic Qualification Equivalent	Vocational Qualification Equivalent	Code No. for ILR L3
Entry level	Word Power / Number Power	<ul style="list-style-type: none"> • Certificate in Adult Literacy, Numeracy • English for Speakers of Other Languages (ESOL) Skills for Life 	07,09
Level 1	GCSE/O-Level (5 or more at grades D-G or fewer than 5 at grades A-C) CSE below grade 1 1 AS-Level	<ul style="list-style-type: none"> • Certificate in Adult Literacy, Numeracy • English for Speakers of Other Languages (ESOL) Skills for Life • BEC General Certificate BEC Diploma • BTEC First Certificate • City & Guilds Operative Awards CPVE Year 1 (Technician) GNVQ Foundation • LCCI Elementary/first level NVQ Level • PEI Elementary/First Level RSA Elementary/First Level RSA Vocational Certificate 	01
Full Level 2	GCSE/O-Level (5 or more at grades A-C) CSE Grade 1 (5 or more) 1 Advanced Level 2 or 3 AS-Levels	<ul style="list-style-type: none"> • BEC General Certificate with credit BEC Diploma with credit • BTEC First Diploma • City & Guilds Higher Operative/Craft • GNVQ Intermediate • LCCI Certificate (Second Level) NVQ Level 2 • PEI Stage 2 • Pitmans Intermediate Level 2 Diploma Certificate • RSA Diploma 	02
Full level 3	A Levels 2 or more Advanced Level 4 or more AS-Levels AVCE Double Award	<ul style="list-style-type: none"> • BEC National ONC/OND BHC National ONC/OND City & Guilds Advanced Craft GNVQ Advanced • LCCI Diploma (Third Level) NVQ Level 3 • Pitmans Level 3 Advanced Higher Certificate RSA Stage 3 Advanced Diploma • TEC Certificate/Diploma • Access to HE Courses • ESOL and Foreign Languages Advanced Awards 	03
Level 4	Teaching Qualifications (including PGCE) First Degree	<ul style="list-style-type: none"> • BEC National HNC/HND BTEC National HNC/HND Higher Education Certificate Higher Education Diploma LCCI Advanced Level • NVQ Level 4 • Nursing (SRN) • RSA Advanced Certificate RSA Higher Diploma 	04
Level 5	Higher Degree	<ul style="list-style-type: none"> • Continuing Education Diploma • NVQ Level 5 • Other Higher Level Professional Qualifications 	05

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Data protection and privacy statement

We will process information about you in accordance with the Data Protection Act 1998. Your information will be processed for purposes connected to your studies—for example, progress and attendance. If your employer has paid for your course, your information will be shared with your employer if they request it and it is acceptable to you. Information about you is shared with the Skills Funding Agency (SFA) and, when needed, the Young People's Learning Agency for England (YPLA) to meet their legal duties under the Apprenticeships, Skills, Children and Learning Act 2009. Your information is also shared with the SFA's Learning Records Service (LRS) to create and maintain a unique learner number (ULN) (please see LRS privacy notice on previous page). In accordance with the LRS's Code of Practice for Information Sharing these agencies may share your information with relevant government departments and other organisations for purposes relating to education or training including administration, the provision of guidance and statistical and research purposes. These organisations may wish to contact you from time to time in connection with these purposes. Further information about their use of and access to your personal data, and details of their partner organisations are available at: <http://skillsfundingagency.bis.gov.uk/privacy.htm>, <http://www.ypla.gov.uk/privacy.htm>, and [http://www.learningrecordservice.org.uk/documentlibrary/documents / Code+of+Practice+for+Sharing+of+Personal+Information.htm](http://www.learningrecordservice.org.uk/documentlibrary/documents/Code+of+Practice+for+Sharing+of+Personal+Information.htm).

From time to time we might wish to contact you about other courses and learning opportunities, surveys or research relating to your study. If you do not want to be contacted in this way, then please tick the appropriate box on your online registration form.

Complaints and appeals procedures

The complaints and appeals procedures are there to make sure that you have the opportunity to let us know if we are not meeting your expectations or we are falling short of the high standards we set and expect. They are also there to make sure all learners receive fair and equal treatment at all times.

If you need to complain you can do so by writing to us at:
3 Morey Street
Coventry
CV6 5BH

A copy of the appeals procedure can be made available upon request. Complaints will only be dealt with if raised before your course end date or within 7 days of your course end date.

Cancellation and refund policy

Classroom courses

We will only issue full refunds if we have to cancel a course. If you cancel your booking, or do not attend course that you have paid for, we will charge you the full course fee. If you wish to change your course date, let us know at least 14 days before the course is due to start or we will charge the full course price and you will not be able to transfer to another course date.

Online courses

If you cancel your course before you have started, we will refund the price paid less a £150 administration fee. If you do not wish to continue with your course after you have been registered, we will not provide a refund. You can change to a classroom course at any time (but this will incur an extra charge).

We look forward to working with you to achieve your learning objectives, and we hope that you enjoy your learning experience with us!

Please keep a copy of this booklet for your records