

INFORMATION FOR CUSTOMERS

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact Advice and Admissions on 0800 612 6008. Please note our website has accessibility functions, allowing you to adjust the size of the text and colour of the background.

1. PERSONAL DETAILS Please complete all of the unshaded sections in black ink and **BLOCK CAPITALS**

OFFICE USE Student ID no:

Title: Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Mx ☐ Other

Sex: Male ☐ Female ☐

Gender identity: Male ☐ Female ☐ Prefer not to say ☐ Other ☐

Preferred pronoun: he/him ☐ she/her ☐ they/them ☐ he/they ☐ she/they ☐

Legal surname

Legal first name(s)

Preferred surname

Preferred first name

Date of birth / / Age on 31st August 2022

Home address

Postcode

Previous postcode if at above address for less than 3 years

Telephone

Mobile

Email

(Please note: we may on occasions contact you by text)

Correspondence address if different

Postcode

Telephone

Emergency contacts – Primary (to be completed by all students) (if you are under 18 years of age, please give parent/guardian details)

Name

Relationship

Telephone

Mobile

Email

Is emergency contact an English Speaker? Yes ☐ No ☐

Emergency contact – Secondary

Name

Relationship

Telephone

Mobile

Email

Is emergency contact an English Speaker? Yes ☐ No ☐

Are you in local authority care or a care leaver?

Yes ☐ No ☐ Prefer not to say ☐

Are you a young carer? Yes ☐ No ☐ Prefer not to say ☐

Criminal convictions This question MUST be completed

Do you have any criminal convictions? Yes ☐ No ☐

You must tick yes if you have any unspent criminal convictions (as defined by the Rehabilitation of Offenders Act 1974). Offences attracting sentences of 30 months imprisonment or more are never spent and therefore must always be declared. If you are enrolling to a programme involving teaching, health or social work which requires working with children or vulnerable adults, you have a separate additional obligation to tell us about any criminal convictions, including spent convictions, verbal cautions and bind-over orders. If you have been convicted of a criminal offence after you have enrolled, you MUST tell us immediately.

2. YOUR CHOICE OF PROGRAMME

Programme/Course code	Instance	Group	Programme/Course title	Start date	Expected end date
			Add5 - A voluntary £5 contribution which goes into teaching, learning and enhancing students' educational experience. To opt in, please tick here <input type="checkbox"/>		Checked by: <input type="text"/>

Have any qualifications above been completed in part (e.g. award already completed when student is enrolling to a certificate or diploma in the same subject)?

Course code: Funding adjustment:

ESOL/FS/Digital skills
initial assessment results

3. INFORMATION TO ASSESS YOUR STUDENT STATUS Please complete the following section carefully and with full details

What is your nationality? Please state here

(a) Have you lived in the UK for the last 3 years? Yes ☐ No ☐ If no, have you lived in the EU for the past 3 years? Yes ☐ No ☐

(b) In which country do you normally live?

What date did you enter the UK? / / Which country did you live in before coming into the UK?

Ethnicity

White

31 ☐ English / Welsh / Scottish / Northern Irish / British

32 ☐ Irish

33 ☐ Gypsy or Irish traveller

34 ☐ Any other white background

Mixed / Multiple ethnic group

35 ☐ White and black Caribbean

36 ☐ White and black African

37 ☐ White and Asian

38 ☐ Any other mixed / Multiple ethnic background

Asian / Asian British

39 ☐ Indian

40 ☐ Pakistani

41 ☐ Bangladeshi

42 ☐ Chinese

43 ☐ Any other Asian background

Black / African / Caribbean / Black British

44 ☐ African

45 ☐ Caribbean

46 ☐ Any other black / African / Caribbean background

Other

47 ☐ Arab

98 ☐ Any other ethnic group

Disabilities/learning difficulties

The information you supply here will be used to identify any support needs and will be kept confidential.

If you would prefer to discuss your support needs in private, please tick here ☐ and a member of our support team will contact you. Alternatively, please mark the box(es) which describes your disability/learning difficulty.

☐ No disabilities/learning difficulties

☐ Prefer not to say

☐ Vision impairment

☐ Hearing impairment

☐ Disability affecting mobility

☐ Other physical disability

☐ Other medical condition, eg epilepsy, asthma

☐ Social and emotional difficulties

☐ Mental health difficulty

☐ Temporary disability after illness or accident

☐ Profound complex disabilities

15 ☐ Asperger syndrome

97 ☐ Other disability (please state)

17 ☐ Speech, language and communication needs

10 ☐ Moderate learning difficulty

11 ☐ Severe learning difficulty

12 ☐ Dyslexia

13 ☐ Dyscalculia

94 ☐ Other specific learning difficulty

14 ☐ Autistic spectrum disorder

96 ☐ Other learning disabilities

Please indicate which number you consider to be your main disability _____

Do you have an Education, Health and Care Plan? Yes ☐ No ☐

5. EMPLOYMENT DETAILS To be completed by all students

Please tick the box which best describes your employment status: ☐ Employed (move to Section A) ☐ Self-employed (move to Section A)

☐ Unemployed/Not employed (move to Section B) ☐ Made redundant (move to section B) ☐ In full-time education (move to Section B)

Section A

Are you employed? ☐ 0-10 hours per week ☐ 11-20 hours per week ☐ 21-30 hours per week ☐ 31+ hours per week

Employer details (to be completed where fees are to be paid by employer):

Company name

Company address

Postcode

Contact name

Telephone number

Company e-mail

Section B Please tick all that apply ☐ Are you: Looking for work/Available to start work ☐ Not looking for work/Not available to start work

How long have you been unemployed? ☐ 0-5 months ☐ 6-11 months ☐ 12-23 months ☐ 24-35 months ☐ 36 months or over

Are you in receipt of any of the following benefits?

☐ Universal Credit ☐ Job Seekers Allowance ☐ Employment Support Allowance

6. HOUSEHOLD SITUATION Please tick which of the following statements apply (one or more may apply)

☐ No member of the household in which I live (including myself) is employed

☐ The household in which I live includes only one adult (aged 18 or over)

☐ There are one or more dependent children (aged 0-17 years or 18-24 years if full-time student) in the household

☐ None of these statements apply

☐ I confirm that I wish to withhold this information

7. TUITION FEE REMISSION You may be eligible for tuition fee remission on a funded course; to qualify, please complete the relevant declaration below

For learners aged 19 to 23 years on day course started and not on an Apprenticeship.

- ☐ I confirm that this vocational Level 1 or Entry Level course will help me to progress to a Level 2 programme and that I do not already hold a full Level 2 qualification.
- ☐ I confirm that this is my first full Level 2 programme or Level 2 programme that will help me progress to a full Level 2.
- ☐ I confirm that this is my first full Level 3 programme.
- ☐ I confirm that I am studying a Level 4 programme and that I do not already hold a full Level 3 qualification.

The PLR/certificates must be checked to verify the above.

Checked by:

For non-UK qualifications, a NARIC check must be completed.

For learners aged 19 and over on funded courses at level 2 and below or courses available through the Level 3 Skills for Jobs offer.

- ☐ I confirm that I am in receipt of the following state benefit and I am unemployed or working and earning less than £345 per month or £552 per month for joint household claims. I am using this course to help me gain skills to secure employment of more than 16 hours per week.
- National Insurance number
- ☐ I confirm that I am employed or self-employed and earn less than £18,525 (annual gross salary) and I have provided evidence to support this (e.g. payslips or contract of employment).
- Evidence seen by:
- ☐ I confirm that I have not achieved a level 3 or higher or taken another course through the Level 3 Skills for Jobs or Lifetime Skills Guarantee offer since April 2021
- ☐ I confirm that I am enrolling to a Level 3 Skills for Jobs course and that I do not already hold a full level 3 qualification. The PLR/certificates must be checked to verify the above. For non-UK qualifications, a NARIC check must be completed.
- Checked by:

For learners aged 19 and over

- ☐ I confirm that I am studying a maths or English qualification (not ESOL) and that I do not already hold a grade C/4 or above in the same subject.
- The PLR/certificates must be checked to verify the above.
- Checked by:

8. FEES You can pay by debit or credit card, by cheque (made payable to Activate Learning), or in cash if paying in person. If you want to pay in instalments, speak to an advisor about our instalment scheme.

For fully funded learners only:

- ☐ I am a fully funded learner but wish to keep the materials from my course and agree to pay the material fees associated with this course.

Please indicate who will be paying your fees:

- ☐ Student ☐ Employer (please provide authorisation on company headed paper) ☐ Advanced Learner Loan
- ☐ Training agent Training agency name

9. PRIOR ATTAINMENT (to be completed by all students)

GCSE grade C(4) or above achieved by end of year 11: in **maths** Yes ☐ No ☐ in **English Language** Yes ☐ No ☐

Highest GCSE English language/literature grade:	Validated by:
Highest GCSE Maths grade:	Validated by:
Highest other English qualification and grade:	Validated by:
Highest other maths qualification and grade:	Validated by:

Please tick the description of qualifications that best applies to you. For any non-UK qualifications, tick the equivalent Level.

Level	Examples of academic/vocational level equivalent	Tick box
No formal qualifications		
Other qualifications where level is not known		
Entry Level	Entry Level Word Power/Number Power, Entry Level Certificate in Adult Literacy/Numeracy, Entry Level English for Speakers of Other Languages (ESOL), Entry Level Skills for Life, other Entry Level qualifications	
Level 1	Any GCSE/O-Levels grades D-G/3-1 or CSEs, 1 AS-Level, Level 1 Certificate in Adult Literacy/Numeracy, Level 1 English for Speakers of Other Languages (ESOL), Level 1 Skills for Life, BTEC First Certificate, Foundation Diploma, GNVQ Foundation, NVQ Level 1, other Level 1 qualifications	
Level 2	Vocational and technical qualifications at level 2 (not on the level 2 and level 3 legal entitlement list), Functional skills at level 2, ESOL (skills for life), Technical Awards in the Key Stage 4 Performance Tables, Performing Arts Graded Examination qualifications	
Full Level 2	Any combination of 5 or more GCSE/O-Levels grade A*-C/9-4 or CSE grade 1, 1 A-Level, 2 or 3 AS-Levels, Level 2 English for Speakers of Other Languages (ESOL), BTEC First Diploma, Higher Diploma, GNVQ Intermediate, NVQ Level 2, other Level 2 qualifications	
Level 3	Vocational and technical qualifications at level 3 (not on the level 2 and level 3 legal entitlement list), Core maths, Technical qualifications (part of T levels), Components of international baccalaureate, Performing Arts Graded Examination qualifications, Pre U qualifications	
Full Level 3	2 or more A-Levels, 4 or more AS-Levels, AVCE Double Award, Baccalaureate (L2), BTEC National Award, EDEXCEL Advanced Diploma, National Diploma, Access to Higher Education, GNVQ Advanced, NVQ Level 3, other Level 3 qualifications	
Level 4	Teaching Certificate, Higher Education Certificate, HNC, Nursing (SRN), NVQ Level 4, other Level 4 qualifications	
Level 5	Teaching Diploma including DTLLS, Foundation Degree, Higher Education Diploma, HND, Nursing Higher Diploma, GNVQ Level 5, NVQ Level 5, other Higher Level professional qualifications, other Level 5 or above qualifications	
Level 6	Professional diploma/ certificate/ award, City & Guilds Graduateship, Degree with honours	
Level 7	Advanced professional diploma/ certificate/ award, Masters degree, City & Guilds membership	

16-18 year olds only

Last school/college attended:

Are you studying at any other academic institution this academic year?

Yes ☐

No ☐

10. LEARNING AGREEMENT

How we use your personal information

Activate Learning group will collect your personal data under GDPR Article 6b (Contract), 6c (Legal Obligation), 6e (Public Task), 6f (Legitimate Interests) and 9j (Statistical Purposes). We need to process data so we can provide you with the highest standards of education and training we are able to give, to meet legal obligations and in order for us to carry out our public task. We will use your data to:

- Support learning, monitor and report on student progress and keep you informed about issues affecting and related to your studies
- Provide appropriate guidance and pastoral support and keep you safe
- Assess and improve the quality and relevance of our services, including conducting research to support improvement
- Comply with the law and our contractual obligations, including reporting on your destination after studying with us
- Keep you informed of relevant services and promotions, form an alumni community and record and showcase our work

We may contact you from time to time, on the basis of Legitimate Interests, to ask for your opinions or let you know about products and services relevant to your previous enrolments or purchases, and you have the right, at any time, to opt-out of our communications using the links in our emails.

We would like to tell you more about other courses, services and products we offer; to consent to being contacted about these opportunities, please tick the boxes below to indicate your consent and your preferred method of contact:

☐ By post ☐ By phone ☐ By email

We collect parent/carer/emergency contact details for all students under GDPR Article 6c (legal obligation) and we will inform them that we hold their information. For students who are aged under 18 on 31st August 2022 under Article 6b (contract) we will use this to update your contacts on your educational progress and behaviour. If you do not wish us to share your information in this way, please write to the Student Support Director to let them know.

You have a responsibility to ensure that personal data provided to the group is accurate and up to date. You are entitled exercise certain rights related to your personal data; if you wish to exercise any of your rights in this respect, please visit our website or contact dpo@activatelearning.ac.uk.

Further details are available at www.activatelearning.ac.uk/about-us/policies-and-procedures/privacy-and-data-protection and from reception.

ESFA Privacy Notice:

This privacy notice is issued by the Education and Skills Funding Agency (ESFA) on behalf of the Secretary of State for the Department of Education (DfE) to inform learners about the Individualised Learner Record (ILR) and how their personal information is used in the ILR. Your personal information is used by the DfE to exercise our functions under article 6(1)(e) of the UK GDPR and to meet our statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009.

The ILR collects data about learners and learning undertaken. Publicly funded colleges, training organisations, local authorities, and employers (FE providers) must collect and return the data to the ESFA each year under the terms of a funding agreement, contract or grant agreement. It helps ensure that public money distributed through the ESFA is being spent in line with government targets. It is also used for education, training, employment, and well being purposes, including research. We retain ILR learner data for 3 years for operational purposes and 66 years for research purposes. For more information about the ILR and the data collected, please see the ILR specification at <https://www.gov.uk/government/collections/individualised-learner-record-ilr>

ILR data is shared with third parties where it complies with DfE data sharing procedures and where the law allows it. The DfE and the English European Social Fund (ESF) Managing Authority (or agents acting on their behalf) may contact learners to carry out research and evaluation to inform the effectiveness of training.

For more information about how your personal data is used and your individual rights, please see the DfE Personal Information Charter (<https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter>) and the ESFA Privacy Notice (<https://www.gov.uk/government/publications/esfa-privacy-notice>)

If you would like to get in touch with us or request a copy of the personal information DfE holds about you, you can contact the DfE in the following ways:

- Using our online contact form <https://www.gov.uk/government/organisations/department-for-education/about/personal-information-charter>
- By telephoning the DfE Helpline on 0370 000 2288
- Or in writing to – Data Protection Officer, Ministerial and Public Communications Division, Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD

If you are unhappy with how we have used your personal data, you can complain to the Information Commissioner's Office (ICO) at:

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. You can also call their helpline on 0303 123 1113 or visit <https://www.ico.org.uk>

Learner Agreement

I have read, understand, and accept the terms and conditions of my enrolment.

I agree to keep to the Code of Conduct and understand that if I do not, I will face disciplinary action, in line with the Student Behaviour and Disciplinary Policy.

Fees

I accept the responsibility for the payment of any fees due and understand that if I am paying by instalments, I must meet the instalment plan. I am aware that fees are non-refundable unless otherwise stated. A full copy of the fees policy can be obtained from our website. I understand that if I have declared incorrect information, relating to my fee assessment, the group may take action against me to reclaim the tuition fees and any support costs provided. I understand that if my programme is sponsored, my employer and/or training agent can be given details of my attendance and progress.

Insurance and group's liability

I shall insure my personal belongings before starting on the programme. I accept that the group does not accept responsibility, and expressly excludes liability for;

- any loss or damage to my property, including damage to any motor vehicle or cycle while on group property, my employer's and or training agent's premises, unless caused by negligence of the group or its employees;
- death or any personal injury suffered by me, unless caused by negligence of the group or its employees;

Although the group will try to ensure that the college computer equipment and software I use has reasonable security measures, my use of such computer equipment and any software shall be at my own risk. The group shall not be liable for loss or damage I suffer as a result of the use of any computer equipment or software provider or made available by the group, including any contamination of software or loss of files

Declaration

I am satisfied that I fully understand the entry and programme requirements and have received assessment and guidance to assist in my choice of programme and will have the opportunity to receive advice about financial support available to me

Agreement

I have read and agree with the terms and conditions

Learner signature:

Date:

 / /

Staff name:

Signature:

Date:

 / /

This activity has been directly or indirectly part-financed by the European Social Fund – helping develop employment by promoting employability, business spirit and equal opportunities and investing in human resources.

**For staff use only**

Identification checked by: _____ Passport ☐ Visa/National ID card ☐ Birth certificate ☐ Driving licence ☐ NI card/letter ☐

Other: _____

Fee Assessment: ☐ Home ☐ Overseas

Right to Study checked by: _____

Waiver code: _____ Total fees due: _____ **Funding level:** ☐ Fully funded ☐ Co-funded ☐ Non-funded