



Brent Adult and Community Education Service (BACES)

Policy for students

Policy for students and learners

Brent Council is committed to providing lifelong education opportunities for our residents to encourage as many people as possible to continue to learn.

The Brent Adult and Community Education Service (BACES) range of high quality day and evening courses offer the chance to develop new skills or existing interests, at a time, place and pace that suit you.

The following is our policy with regards to students and learners in Brent.

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Our promise to you

Pre course

Before you start your course you will be entitled to:

- a choice from a broad range of accredited and non-accredited courses at centres around Brent. These will be published on the BACES website and in a free annual brochure, available from a range of Brent Council offices
- a course information sheet giving details of the aims, content, assessment methods, progression routes and costs of the course, within five working days of making the request
- find out how to get more detailed information about your learning choices
- a welcome pack containing information on term dates, teaching and learning expectations, facilities at BACES, what to do if you're not satisfied, costs and health and safety
- advice on the support you can get whilst studying with us, for example creche facilities, access funds, additional learning support.

During your course

When you start your course you will be entitled to:

- a punctual start to classes
- notification at the earliest opportunity of any re-scheduling, postponement or cancellation of classes
- an introduction from the tutor to BACES, the centre and to the course
- a discussion about your learning and support needs, including more detailed assessment where relevant within the first two weeks of the course
- high quality teaching from well-trained and suitable qualified tutors
- a review of progress within the first six weeks of the course, and constructive support and feedback on achievements
- course work marked and feedback given within two weeks of handing in your work
- a discussion about the next steps after completing the course
- a learning environment, which is safe, respects cultural diversity and is free from discrimination.

How good is BACES?

BACES adult classes and creches are inspected by Ofsted.

Following its inspection in April 2010, BACES was judged to be making "reasonable progress" overall and staff were praised by the education watchdog for working hard to "achieve a common sense of responsibility and purpose towards improvement."

View [the full report](#).

What we expect from you

Improvements

You can help us to improve by:

- giving the tutor constructive feedback on your course
- completing any learner surveys we conduct
- attending any discussion groups we run
- using the suggestion forms in all main centres. We will give feedback to your suggestions within 15 working days.

Course closure

If we have to close a course we aim to:

- offer a suitable alternative within 10 working days
- refund any course fees you have paid, minus the cost of any sessions completed, within 15 working days of closure of the course.

Learner expectations

As the learner we expect you to:

- pay your fees promptly
- be on time for courses
- switch off mobile phones whilst you are in classes
- show a commitment to attend and study regularly
- let us know if you are going to be absent
- treat equipment and buildings with care
- treat other learners and staff with respect and consideration.

Your feedback

At BACES we really want to know what you think of us. Do you like the programme? Have you had enough information to make an informed choice of course? Have you got any good ideas about how we could improve the service? Are you satisfied with the service you have received?

There are several ways you can let us know what you think. You can:

- drop a note in one of the Suggestion boxes which are to be found at each of our main centres.
 - These are emptied frequently and suggestions are reported to management team meetings where we discuss them and follow them up. We then report back to you, in person if you add your name and address, and anyway by putting notices up near the suggestion boxes saying what we have done
- email your suggestions to us at guidance.baces@brent.gov.uk
- take part in our annual Student Satisfaction Survey
- talk to your tutor. If that doesn't sort things out, talk to the Programme Manager for your course
- make a formal complaint at www.brent.gov.uk/complaints

Terms and conditions

Booking conditions

- Concessions - Students who are entitled to a concessionary fee must bring proof of right of concession which must be shown at enrolment. Students under 16 at the start of the academic year are not accepted on any course
- Credit card payments - There will be a transaction fee charge of 1.25% for credit card payments. No fee for debit card payments
- Refunds - Fees will be refunded only in the following circumstances:
 1. Where the class is closed by the Centre, prior to course commencing, tuition fees will be refunded in full.
 2. Where the course closes because of low numbers, refund of tuition fees, calculated on a pro-rata basis, will be paid.NB Exam fees are only refundable on courses closed by BACES.
Where payment is made by credit card/debit card refunds will be made on the original card used to pay for the course.
Cash/Cheque payments will be refunded by electronic transfer (BACS).
No cash refunds are made.

Absence from class

Students are expected to attend regularly and inform the centre of any absence.

Changes in class arrangement

Brent Adult and Community Education Service reserves the right not to run classes which do not meet the minimum enrolment level or criteria laid down regarding financial viability

It also reserves the right to cancel classes where attendance is considered inadequate or for any other good cause

At the discretion of the Head of Service, syllabuses may be changed or fresh classes put in the place of those advertised

The Service also reserves the right to adjust the programme in the light of the prevailing budget position of the Council.

Students' work

- Work made from material provided by BACES is the property of BACES
- Students may purchase items made on payment of the cost of materials

- All work must remain on the premises where the class takes place if needed for display/assessment
- In some cases students may be asked to pay for materials at the beginning of term or during the course
- Examination/accreditation fees are not included in the course fee
- Any property left on BACES premises is at learners own risk

Fair processing notice

The Managing Information Across Partners (MIAP) service is operated by the Learning Skills Council (LSC) for learners aged 14 years and over and learners registering for relevant post-14 qualifications.

MIAP offers a Learner Registration Service to allocate Unique Learner Numbers (ULNS) which enable the individual to access a Learner Record Service. The Learner Record Service will offer the Learner the facility to access their participation and achievement data via a website and to share this with other organisations and individuals where permission is granted.

The MIAP service will allow those organisations listed on section 537A of the Education Act (www.miap.gov.uk) to use the Unique Learner Number as a key to sharing participation and achievement data in a consistent and approved manner, promoting good information management practice.

All organisations that will have access to the information you provide are registered under the Data Protection Act 1998. At no time will your personal information be passed to organisations for marketing or sales purposes.

Individuals can opt-out of sharing participation and achievement data with those organisations listed in section 537A of the education act. Details of opting-out of data sharing can be found by contacting MIAP:

Website: www.miap.gov.uk

Tel: 0845 602 2589