



## SCHOOL ADMINISTRATION FOUNDATION CERTIFICATE (SAFC)

### TERMS & CONDITIONS

The aim of this document is to provide you with all the information you need before applying for a place on the **School Administration Foundation Certificate**. It also explains how we will deal with your application and what charges you may or may not incur.

**It is extremely important that you read and fully understand this document before applying for a place on the programme. In making an application, you agree to be bound by the content of these terms and conditions.**

#### Applicant Responsibilities

Please ensure that you understand all items within this section and adhere to the requirements throughout the programme.

- The School Administration Foundation Certificate is a paid for activity;
- If you wish to retract your application, you must email [sercoprovider.support@serco.com](mailto:sercoprovider.support@serco.com) to do so before you attend the initial WebEx session (or face-to-face session if applicable). If you wish to apply again at a later date, you will need to complete a new application form;
- Please ensure that your email address is entered accurately, as all communication relevant to the application will be made this way. It is your responsibility to provide a valid and functioning email address for yourself. Please be aware of the recent trend for hotmail / Yahoo style free accounts to expire automatically and delete all e-mails unless they are regularly used.

#### Responsibilities Once Registered as a Participant

- You are required to update your programme facilitator on any issues you experience with completion of work. Please ensure that any timescales / deadlines you are unable to meet are clearly and quickly communicated so that additional support and/or time can be provided if this is appropriate;
- Please respect the confidentiality of the study group you are involved in. Matters discussed throughout your studies should remain private to the group and not be shared with wider audiences without prior consent;
- As part of your study, you will be asked to conduct work-based study within the school. This element has been designed to develop your skills and benefit your school; please ensure that colleagues and leaders in the school that is supporting you are aware of the implications of your involvement in the programme;
- If you are approached by a third party to comment on your participation in the programme or any work you have conducted whilst on it, we would ask you to advise us of this;

- The programme materials remain the intellectual property of the Serco Partnership and should not be shared with other organisations.

## Early Withdrawal from the Programme

Full payment for the SAFC must be made prior to commencing your period of study. Should you withdraw from the programme after the initial WebEx has taken place, no refund will be given.

Should you withdraw 2 weeks or less before the start time you have been assigned, a £80 cancellation fee will be charged.

## Deferrals

It is inevitable that, from time to time, a participant may need to defer their studies until a later date. In the first instance, a participant should discuss any difficulties with their facilitator. If no alternative course of action to deferral can be found, the participant may rejoin the programme with a new intake, as long as they complete the programme within 12 months of the initial start date. Should a participant request to attend a second introductory webex session when rejoining the fully online programme, a £30 fee will be charged to cover administrative costs.

## Resubmissions

Should you not successfully complete a module assessment, you will be given a 14 day referral period to bring the work up to the required standard using the feedback provided from assessment. If the work does not meet the required standard following re-assessment, you will be offered the opportunity to re-submit a second time at a cost of £20.00. The referral period for a second re-submission is 4 weeks and payment of the fee is required in full before the module results are released.

## Costs

- All applications for the School Administration Foundation Certificate programme will require a school / participant payment of £335.00 +VAT, payable before the programme start;
- Payments can be made by BACS or by cheque;
- Details of where to send the invoice must be completed during the application process. Applicants should ensure that invoices are paid quickly to avoid delays in starting the programme.

## Security (the learning centre)

You are responsible for all the activities that occur under your login and password and for keeping your learning centre password confidential at all times. You will be required to set a security question at registration stage and this will be used to verify your details, together with appropriate checks, should you need to re-set your password.

If you suspect or are aware of any breach of your account, contact the learning centre web team immediately (0121 2815215).

You can update your email address or password by accessing your User Profile. Required fields are shown by a red asterisk (please do not attempt to change other pre-defined settings that may be displayed).

## Copyright

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## Personal Data

We are committed to ensuring that your personal information is protected and you understand how it is used. Serco Education is compliant with the latest data protection regulations (GDPR/ Data Protection Act 2018). We will store your personal details securely at all times and keep them on file for the duration of the programme and for purposes of occasionally communicating any further relevant programmes to you afterwards. In addition, your preferred email address and phone number will be securely shared with your facilitator and our delivery partners (Adfecto or Impact First Consulting depending on your region) so that they can contact you regarding this programme. Other than this, we do not share your data with any other third parties and we do not pass on any personal data or contact details to any third parties outside Serco for marketing purposes. Academic records will be maintained normally for a period up to 10 years by Serco, or a partner organisation, from the end of your programme completion.