

# Terms and Conditions for the Level 3 Certificate in Employability Practice 2021

## Contents

<i>Section</i>	<i>Title</i>
1	Eligibility
2	Applicant responsibilities
3	Participant responsibilities
7	ICT requirements
8	Participant costs
9	Deferrals policy
10	Withdrawal policy
11	Cancellation fees
12	Payment methods
13	Information security
14	Copyright
15	Personal data
16	Data Protection
17	Completion
18	Accreditation
	Contact details

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## Glossary

Phrase /abbreviation	Definition /description
Programme	Level 3 Certificate in Employability Practice
Units	A component of the full programme.
IEP	Institute for Employability Professionals
Learning centre	Serco Education web platform used to deliver the Employability Practitioner e-learning courses and application forms. <a href="http://www.leadershiplearningcentre.com">www.leadershiplearningcentre.com</a>
Serco	Training Provider

## Terms and Conditions

The following is a contract between the applicant (you) and Serco's Employability Team (us). The aim of this Terms and Conditions document is to provide you with information you need to know before applying for the Level 3 Certificate in Employability Practice provided by us.

It also explains how we will deal with your application and what charges you will incur.

**\*\* We recommend that you download or print a copy of this document \*\***

**NOTE: In making an application you are agreeing to be bound by the contents of this document and policies.**

You may apply for all programmes via the webpage link: <https://www.serco-ese.com/serco-education/programmes?category=482>

If you have any queries regarding the contents of this document, please e-mail [employability@serco.com](mailto:employability@serco.com) in the first instance.

### 1. Eligibility for the Level 3 Certificate in Employability Practice

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This programme is open to individuals who have at least 3 months experience as an employability practitioner and want to develop their skills and knowledge further. Team leaders and specialists in supporting those with complex needs will also benefit from this programme. These roles include:

Advanced practitioners and key workers	Career or employment Coordinators
Careers advisors	Case managers
Case workers	Coaches or consultants
Community support advisors	Employability tutors
Employment advisors	Employment coach
Employment consultant Housing officers	IAG advisors
Job coaches	Lead IAG advisors
Lead or senior employment advisors	Personal advisors
Senior or lead job coaches	Careers advisors
Senior student support workers	Student support workers
Training advisors	

### 2. Applicant Responsibilities

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

If you wish to study the Level 3 Certificate in Employability Practice you will need the support of your immediate line manager. As part of the application process for each programme we will ask you to confirm that you have the support of your employer, and it is possible that we may ask you for verification of such support.

Your success on any programme will depend upon the support and mentorship you will receive from your employer and immediate line manager as well as your programme tutor.

More detailed information to assist employers can be found in the document *Information for Employers* available on our website.

If you wish to retract your application before accepting a place then you must email [employability@serco.com](mailto:employability@serco.com) immediately to do so. If you wish to apply again at a later date, you will need to complete a new application form.

### 3. Participant Responsibilities

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You or your employer will be invoiced in advance for the full cost of the programme.

You must ensure this invoice is paid upon receipt (and **within 14 days** at latest). Failure to pay an invoice will result in you being withdrawn from the programme, (Also see section on Invoices below).

**Should you withdraw early from the programme for any reason, the full cost of the programme must still be paid. Please refer to the Withdrawal section below for full details of charges.**

You are required to update your tutor and the Serco Employability Team [employability@serco.com](mailto:employability@serco.com) of any issues you experience with completion of work.

You must ensure that you have regular access to the primary email address you confirmed during the application process as this will be used to contact you throughout the programme.

#### 3.1 Confidentiality

Please respect the confidentiality of your work group. Matters discussed in work group online communities and the work group forum should remain private to the group and not be shared with wider audiences without prior consent.

You will be asked to conduct work-based study within your place of employment. This element of the programme has been designed to develop your skills and benefit your employer. Therefore your colleagues and managers in your place of employment that are supporting you must be aware of the implications of your involvement in the programme.

#### 3.2 Time management

You must be able to commit the time to study. The Level 3 Certificate in Employability Practice is an online learning programme with regular online tutor sessions to enable you to study at your own pace while working towards specific deadlines within each unit of the programme.

You will need to be able to manage your time in order to study at home and complete study within the workplace. Suggested study times are found in the programme FAQ guidance documents.

Whilst completing the programme you must adhere to assessment activity response deadlines provided at the beginning of each unit. If you are unable to meet any timescales for delivery of work you must communicate beforehand with us and agree a course of action:

E: [employability@serco.com](mailto:employability@serco.com)

**Note:** These are self-study programmes. Our learning groups are led by tutors who will help participants and groups to 'find answers' to their questions and 'guide' their learning rather than simply 'telling them the answers'.

You will be required to conduct your own research into subjects relevant to employability practitioners and will need to be able to motivate yourself and direct your own learning. The programmes have been designed to challenge your thinking. You will at times be required to explore these challenges on your own, although you will have the support of your school mentor(s), tutor and other participants.

#### 3.3 Feedback

Participants of the Level 3 Certificate in Employability Practice are requested to complete evaluation questionnaires at different stages of the programme to help inform programme development. End of programme questionnaires are also requested.

If you are approached by another party to comment on your participation in the programme, or any work you have conducted whilst on it, we ask that you advise us of this.

The programme materials remain the intellectual property of the IEP and we require you not to use

them or share them for anything other than your programme of study.

#### 4. Options for assistance with financing studies

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There are currently no formal options for financial assistance with these employability training programmes. Note that apprenticeship funds (levy funds) cannot be used for the programmes covered within these T&Cs. The Employability Practitioner Apprenticeship is offered separately – see <https://www.serco-ese.com/serco-education/programmes/ep-apprenticeship-level-4> for information on this.

#### 5. ICT Requirements

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All programmes) are essentially online, e-learning programmes supported by online tutor led sessions and self-directed research and study. You should be familiar with using a computer and the internet. You will also need broadband internet access at home or at work (preferably both).

You will be given access to the relevant e-learning area on the Serco Education learning platform [www.leadershiplearningcentre.com](http://www.leadershiplearningcentre.com) which is where you will access your learning materials, resources and activities.

Note that the learning centre is **optimised for desktop or laptop computers**. We cannot guarantee compatibility with tablets or smartphones. Please refer to our online Technical Specifications page (see separate FAQ tab on learning centre website) for further details. All studying and assignment submissions are designed to be carried out through a desktop or laptop device.

Pop up blockers in your web browser should be either disabled or configured to allow the opening of pop ups from the learning centre website [www.leadershiplearningcentre.com](http://www.leadershiplearningcentre.com).

You must ensure that your email address is entered accurately onto the application form as all communication relevant to your application will be made this way. It is your responsibility to provide a valid and functional email address for yourself. If your email address changes, you must update it as soon as possible by logging on to 'My profile' on the learning centre site. You must ensure you have regular access to the primary email address you confirmed during the application process (including school holidays).

It should be noted that some email mailboxes apply automatic filters to bulk or group e-mails. We will sometimes notify participants of course information via group emails so please add [employability@serco.com](mailto:employability@serco.com) to your 'safe senders' list (or equivalent) to allow our emails to reach you.

#### 6. Participant Costs

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The cost of the programme is shown on the website (<https://www.serco-ese.com/serco-education/programmes/ep-certificate-level-3>). All programmes are offered subject to final applicant numbers.

IEP accreditation is included within the price for the Level 3 Certificate.

##### 6.1 Invoices

You will be invoiced by Serco for the full cost of the programme once you have formally accepted your place on the Level 3 Certificate in Employability Practice. Invoices are emailed up to 4 weeks before the start of a programme.

Applicants should ensure that invoices are paid quickly (14 days payment terms) to avoid delays in starting the programme.

Participants will only be granted access to the learning centre and to start a programme if Serco has received payment.

Serco does not reimburse expenses in relation to this programme.

## 7. Break in Learning

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If, once started on a programme **you find that you need to take a break in learning, please contact us at [employability@serco.com](mailto:employability@serco.com)** in the first instance to discuss your options.

We will endeavour to arrange a break in learning, but you must resume your studies **within 12 months from deferring**. You may only take a break in learning once and you will be required to complete a Break in Learning Form to formalise the process.

### 7.1 Grounds for a Break in Learning

All requests for a break in learning will be considered on an individual basis but the decision is likely to be favourable where one or more of the following circumstances apply:

- You are on maternity or long-term paternity leave
- You are seriously ill
- Family bereavement
- Significant family illness
- Change of job/school

Please note that the demands and pressure of work for events are not normally sufficient grounds for a break in learning.

### 7.2 Effects of a Break in Learning

Should you need to take a break in learning the following conditions will apply:

- Materials are subject to change and the onus is placed upon participants to refresh their knowledge in updated unit areas.
- You will be unenrolled from your current e-learning and forum areas until you resume your studies
- If you take a break in learning from the programme but then later decide to withdraw (before or after returning from the break in learning), our normal withdrawal charges will apply (see Table 1 below) and will be calculated based upon the cost of the programme for the original intake you had accepted a place on.

### 7.3 Re-joining the Level 3 Certificate in Employability Practice

Participants who have been granted a break in learning have a maximum of 12 months to re-join the programme. In the event that a participant does not return within this time period, participants will be automatically withdrawn and will need to reapply for the programme in the future. Participants (or the employer) who are withdrawn are still liable to pay the full cost of the programme and will be treated as if they have withdrawn.

Once you have formally accepted an opportunity to return to the programme you are unable to take a second break in learning. Should you fail to submit the associated work by the set deadline, you will be withdrawn from the programme immediately.

### 7.4 Fees and charges (Break in Learning)

Participants will not incur a fee for taking a break in learning from the programme.

## 7.5 Requesting a Break in Learning

Should a break in learning be requested, the following procedure will apply:

- You will be required to complete the formal break in learning paperwork which can be obtained by contacting [employability@serco.com](mailto:employability@serco.com)
- All requests must be completed and returned within **7 days**
- Failure to return the form within this timeframe will result in your withdrawal from the programme with immediate effect and you will remain liable for the full cost of the programme.
- Your paperwork for a break in learning will be processed internally and you will be notified as to whether your request has been approved within 7 days.
- Any outstanding invoices are still payable. By taking a break in learning this allows you to re-join the programme at the stage you left and so complete the qualification.
- Serco's Employability Team will then contact you with opportunities to rejoin the programme at the appropriate point.
- Once your break in learning has been confirmed, your status as a participant remains as a member of your **original** work group until you have formally accepted a place to join another work group. If you return and then decide to Withdraw, withdrawal charges are based on your original work group.
- Withdrawal charges are based on the starting programme schedule, not any subsequent schedule changes caused by a break in learning.

## 8. Withdrawal Policy

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### 8.1 Withdrawing before acceptance of a place (application withdrawal)

Should you wish to withdraw before your application has been accepted and registered, your application will be deleted. If you wish to apply again at a later date, a new application will need to be completed. Your new application will be considered within the next allocation process and will not be given elevated status within that process. No charges apply.

### 8.2 Withdrawing after acceptance (withdrawal from the programme)

Approximately 6 weeks before the start of your programme you will receive a formal Offer Letter, sent by the Serco Employability Team via email. You must sign and return this formal offer letter to accept and confirm your place on the programme. The signed Acceptance Form also confirms your formal acceptance of these Level 3 Certificate in Employability Practice Terms & Conditions.

If you have accepted your place and then decide you wish to withdraw from the programme, you are considered to be an active participant on the programme, and so withdrawal fees will be applied. Refer to Withdrawal Fees table below.

At this stage (i.e. once you have formally accepted a place on the programme) you may have been given access to the programme materials; groups, tutors and learning pathways will have been set up; in addition, account details will have been recorded and invoices prepared and sent out.

If your circumstances change or you are experiencing serious difficulties once study activities have started, then you should discuss this with Serco's Employability Team immediately, who may be able to find an alternative course of action to withdrawing.

- A **withdrawal** means that you wish to leave the programme entirely and do not wish to re-join at a later date. Charges apply (see table below).
- A **break in learning** means that you wish to leave the programme temporarily and intend to resume at a later date as specified by Serco's Employability Team to complete the programme. Any outstanding invoices are still payable but a break in learning allows you to re-join the programme

at the stage you left.

If you still feel it is in your best interest to withdraw or take a break in learning, then you must complete and sign a withdrawal/ break in learning form and return it to us within 7 days. Withdrawal/ break in learning forms are issued by the Employability Team.

### 8.3 Effects of withdrawing

- If you withdraw, membership of the Serco learning centre website will be cancelled
- If a withdrawn participant wishes to re-join the programme at any time, they will need to re-apply and will be charged the full programme price.
- Withdrawal and/ or cancellation charges will apply

If you fail to follow the break in learning/withdrawal policy the Employability Team has the right to contact your employer for further information.

If a participant wishes to withdraw **the Employability Team will apply a withdrawal charge based on the table below**. The Withdrawal timescales (Table 1) apply to the original (initial) work group a participant has formally accepted a place on. Withdrawal charges for participants returning after a break in learning are calculated from their original work group dates and not from the date of the work group that they rejoined.

**Table 1: Withdrawal charges** (after initial formal acceptance of a place)

Programme	15-28 days notice before start (Induction start date)	14 days or less notice before start (Induction start date)	Withdrawal within 6 weeks of programme start (Induction start date)	Withdrawal after 6 weeks of programme/ IU start (Induction start date)
Level 3 Certificate in Employability Practice	£150	£250	£400	£985

*Prices shown exclude (but are subject to) VAT*

### 8.4 Enforced withdrawals

Participants can be forced to withdraw from the programme if they fail to pay outstanding invoices (14 day payment terms).

Serco's Employability team can enforce the suspension or withdrawal of a participant if the individual is:

- Intoxicated at online sessions, displays disruptive, aggressive or other inappropriate behaviour towards other participants on the programme or the wider programme delivery team.
- Uses disruptive, aggressive or other inappropriate language or comments towards other participants or tutors within learning centre online forums (or within any other forms of electronic communications).
- The Employability Team can also withdraw a participant if, after discussions with the participant, the participant fails to submit required work by the agreed deadlines.
- If the participant has requested a withdrawal or break in learning and we do not receive the completed withdrawal/break in learning form within 7 days, the Employability Team will assume that the participant does not wish to be involved in the programme any longer. Therefore, in this instance, the participant will automatically be withdrawn from the programme, even if the original request was to take a break in learning.

- If participants have agreed to return following a break in learning and either do not attend agreed online sessions or submit work by the required deadlines.

Should a participant be forced to withdraw for the above reasons they are liable for the full cost of the programme plus administration costs. ("Full cost" refers to advertised cost of programme or full pre-payment received by Serco).

**NOTE: In making an application you are agreeing to be bound by the content of these Terms and Conditions.**

## 9. Cancellation Policy

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If you withdraw after starting a programme you may be liable for additional cancellation costs (over and above any course fees already paid) of £100.

## 10. Payment Methods

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Once an application has been confirmed, you (or your employer.) will be invoiced for the full amount, payable in advance of the start of the programme). Payments can be made by BACS transfer or by cheque, details are included on your invoice. We also accept credit/ debit card payments once you have received a Serco invoice (full details about how to pay are provided on our invoices).

We will require your accounts payable details during the application process (or you must advise Serco of details **within 3 working days** of your application). Applicants should ensure that invoices are paid promptly to avoid delays in starting the programme.

Note: participants will only be allowed to start a programme once payment has been received.

## 11. Information Security

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As a user of the Serco learning centre web platform [www.leadershiplearningcentre.com](http://www.leadershiplearningcentre.com), 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.

You will be enrolled onto the Level 3 Certificate in Employability Practice before the programme start date and will be unenrolled from the course (and forum area) usually soon after the finish of a programme. You will remain registered on the learning centre site after you finish a course.

If you take a break in learning or withdraw you will be unenrolled from the e-learning and forum areas.

Once you have completed a programme you will automatically be unenrolled from the relevant e-learning and forum areas on the Learning Centre web platform (typically within two months after all participants have completed).

If you suspect or are aware of any breach of your account, contact the learning centre web team immediately (01452 341 829 office hours) or email [learningcentre.info@serco.com](mailto:learningcentre.info@serco.com)

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

## 12. Copyright

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Website content and programme materials are the intellectual property of the IEP or Serco. Duplication or sharing of any content or materials with any third parties not directly involved in the programmes or L3 Cert Employability Practice Terms & Conditions 2021

services provided by Serco is prohibited. See our online [Copyright Notice](#) for further details.

### **13. Personal Data**

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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 communicating any further relevant programmes to you afterwards.

In addition, your preferred email address and phone number may be shared with your tutor for academic purposes only so that they can contact you regarding programme activities.

### **14. Data Protection**

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We have legal obligations, under the Data Protection Act (GDPR) (2018), to collect and process fairly any personal information that you provide to us. Serco is fully compliant with these requirements.

We will also share your data with the IEP who will accredit your Level 3 Certificate in Employability Practice. They will be required to share your data with NCFE, the awarding body.

If your employer is funding (or part funding) your programme and specifically requests selected information from us, e.g. related to billing or general course progress, we may share relevant details with them at our discretion. Apart from the above, we do not otherwise share your data.

We do not pass on any personal data or contact details to any third parties for marketing purposes.

Serco will store your personal details securely at all times and use it for monitoring recruitment information and site usage, for administering and delivering programmes, for billing purposes and for occasional, relevant communications concerning associated courses we may offer. You can opt out of this last process by emailing us once registered on a programme (include the text 'Unsubscribe' in your email header).

Academic records will be stored by Serco for as long as records are deemed necessary for tax or academic purposes (such as requests for lost certificates or verification of historic qualifications), but no longer than 10 years from the end of your programme.

### **15. Accreditation**

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Once you successfully complete the Level 3 Certificate in Employability Practice you will receive a certificate from the Institute for Employability Practitioners (IEP). Accreditation is included within the cost of the programme. Certificates are normally processed and issued 4 – 6 weeks after you have completed the programme.

All details and policies contained herein may from time to time be subject to change without notice as part of our normal programme and policy review process and therefore they should be regularly checked. Your continued use of the site or a programme activity after a change has been made is your acceptance of the change.

Latest programme details and prices are available on the main website:

<https://www.serco-ese.com/serco-education/programmes/ep-certificate-level-3>

Prices exclude (but are subject to) VAT

We recommend that you download or print a copy of this document together with the relevant programme FAQ guidance and a current price list. All are available online.

#### **Enquiries to:**

Serco Employability Team [employability@serco.com](mailto:employability@serco.com) - T: 01452 341 829 (office hours),

Version history			
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V1	13.3.21	New Programme	AT

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