

Cornwall College Group

Subcontract Learner Guide 2025/2026

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Welcome to Cornwall College Group

Cornwall College Group's (CCG) goal is to help you to enjoy your studies and progress successfully on to further learning, training or the career of your choice. We believe in developing learners who can achieve more than just qualifications, to enable them to succeed in their future lives both in work and beyond. Our college Values provide a framework for us all to work within. Everyone has a role to play in working within our values, so please make sure that you understand how they affect you.

Our Partner staff and resources are dedicated to helping you achieve your learning and career goals. In return we ask you to work in partnership with them, demonstrating positive learning behaviours to make the most of the opportunities available to you. We expect that you will be an active participant in your learning, hand in work according to set deadlines, and provide feedback so that our Partners can constantly improve learning and teaching.

We hope you have a great time with our Partner and benefit from every aspect of your learning.

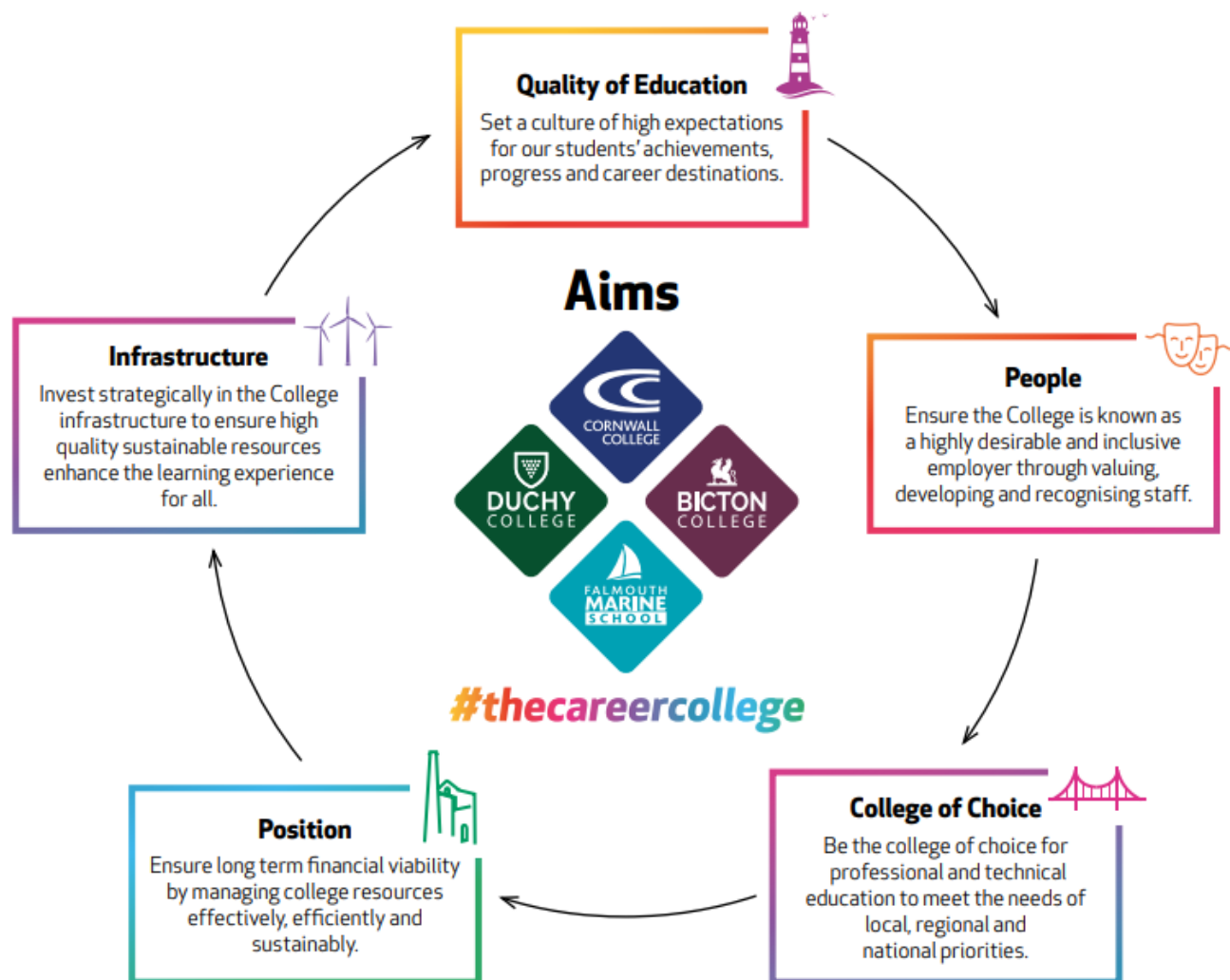


Section 1

Mission, Values and Aims

Mission

Exceptional education and training for every learner to improve their career prospects



Our Values



Section 2

College Charter

Although you are not studying directly with Cornwall College you will have access to the same entitlements as those students based at a college campus site and will therefore be required to follow our policies and procedures.

This includes:

- Provision of a student identification card – please speak to your tutor who can arrange this.
- Use of facilities at any of Cornwall College Group sites for the duration of your course.
- A college login.
- Access to the Student Union.
- Access to Personal Professional Development that will help you to prepare for modern British life.

The activities will develop your knowledge and understanding to ensure that you are safe and supported. Topics will relate to your safety including safeguarding, prevent, e-Safety and being free from harassment; your role in modern Britain including British values and equality & diversity, and your health and wellbeing including physical and mental health, resilience and positive relationships.

More details on the college's governance can be found at: [College Governance - Cornwall College](#)



Stage 3

Statement of Intent

Each year, a proportion of education and training is not delivered directly by the college, but instead through subcontracted delivery. Subcontracted delivery refers to delivery that contributes in any way to a learners' programme of study by an organisation not directly under CCG control, through a programme of learning which can take place on site or through online learning.

A Subcontractor (or Partner) is therefore a third party that is engaged in a contractual and legally binding agreement with CCG to deliver education and training provision that the Department for Education (DfE) and Cornwall Council funds.

The Statement of Intent describes both parties' responsibilities in this arrangement.

The role of the college

Ensuring quality of provision is paramount as the college retains overall responsibility to the ESFA and Ofsted for programme quality. Therefore, robust due diligence must take place when appointing delivery subcontractors with CCG ensuring that these checks continue to be undertaken on an ongoing basis with each delivery partner. These checks include:

- Finance
- Regulatory Compliance (GDPR)
- Health and Safety
- Safeguarding
- Teaching, Learning and Assessment performance
- Quality

The college reviews Partner performance on a monthly basis and monitors the training that you receive.

As part of our arrangement with each Partner, the college will contact 10% of all enrolled learners to carry out existence checks and ensure that funding has been drawn down correctly. You may be contacted by the college's Subcontract officer via telephone, who will confirm with you some personal details that you have already provided and ask if you were aware that you are a Cornwall college learner.

For all Adult Learning Programmes, this will be the only contact from the college you may encounter. However, if you are enrolled on a 16-19 Study Programme or Apprenticeship, the role of the college will vary dependent on the requirements of the Partnership as highlighted below:

16-19 Study Programme	Partner Delivery	College Delivery
Sport	100% Main Programme	English & Math
Apprenticeships	Partner Delivery	College Delivery
Aviation Maintenance	Competency Qualification	Main Apprenticeship Programme English & Math

The role of the Subcontract Partner

Our Subcontract Partners provide training to develop life-long skills and knowledge through a variation of methods. Partners work with you to complete the necessary enrolment paperwork, including initial assessments and proof of identity checks; this information is checked by the college.

Learning might be virtual, online or face-to-face, depending on the provision you have enrolled with, and programmes being delivered.

Virtual Learning Programmes will be undertaken in the following formats:

E-learning platform – you will be provided with log-in information to access learning resources and complete and submit your work online;

Workbook learning – you will be provided with all your learning resources and workbooks for submission in paper-format.

For most virtual learning programmes, the pace of learning is led by you with no tutor delivery, but you will be assigned with a tutor and assessor with whom you can communicate if you have any issues during your learning. You will be given deadlines for which your completed units must be submitted. Your assigned assessor will review the work, providing feedback on what has been submitted, and then advise as to whether you have completed the unit, or if a resubmission is required. Work submitted and completed may be subject to moderation before successful completion can be awarded. You will be supported fully by the Partner during your learning to aid with successful achievement.

Partners also take responsibility for the health and safety and Safeguarding of all learners enrolled, as well as ensuring your development needs are met. However, as a Cornwall College learner, you can receive further support as discussed elsewhere within this Guide.

Section 4

Student Values and Behaviours

Code of Conduct

We want you to be safe, supported and successful during your time studying with our Partners. We all have a role to promote an environment in which the rights and responsibilities of each individual can be met.

- Our Partners will provide you with exceptional education and training to improve your career prospects. They will ensure that you have a safe and supported environment to achieve this.
- As an enrolled student of the college, you must play your role in showing a positive attitude and follow the college values and behaviours.

We ask you to use our **College Values** to guide and inspire your actions

College Values



Links to British Values

- Working together in accordance with the rule of law where students can also have their say and showing democracy in action
- A mutually respectful and tolerant environment where learners and staff feel valued and respected.
- A brilliant learning experience linked to individual liberty and choice of study where you can succeed.

Our Partners will support all learners to amend any unsuitable behaviour or misconduct. However, in some cases of misconduct and repeated unacceptable behaviour this may lead to disciplinary processes or exclusion. Partners will have their own Student Behaviour and Misconduct Policy however the college's policy provides details of expected behaviour, actions in the event of unacceptable attitudes and behaviour, and actions relating to misconduct.

In all cases we expect students to demonstrate the 3 R's of **Respect, Responsibility** and being **Ready to Learn**. These apply on Partner sites or services and in the local community of the Partner.

Respect

- For yourself and towards others including the opinions, feelings and abilities of others
- Recognise and celebrate the diversity of others
- For the Partner and it's property and facilities
- Have a positive attitude and overcoming challenges

Responsibility

- Be a good role model for the Partner, in the workplace and in your community, including online and social media.
- Take ownership of your own actions and report any unacceptable actions of others
- Be responsible for your own and Partner equipment and resources
- Show a commitment to your learning and goals
- Evidence positive behaviour including conforming to reasonable levels of socially acceptable and professional behaviour which includes the avoidance of all behaviour that would breach the law or college rules and values (including Health and Safety regulations and academic integrity).

Ready to Learn

- Attend all lessons and exams on time and make a positive contribution in all Partner activity
- Complete all required Partner work and activities and meeting deadlines and targets
- Be prepared for all Partner activities with the equipment, resources and attitude required
- Respond positively to feedback and undertake support in place.

Agreement: As an enrolled student of the college, you must read and abide by this code of conduct and related policies and procedures.



It's **your** learning experience
make the most of it

Section 5

Anti-Bullying and Harassment

Cornwall College Group (CCG) is committed to providing a safe environment where learners can engage their studies and have a positive learning experience. This is supported by our Partners who deliver training on our behalf. Everyone has the right to feel safe and valued at the college. CCG will not tolerate form of bullying or harassment and will act in accordance with the college policies. Any learner disclosing harassment or bullying will be taken seriously, listened to and provided with help and support throughout the process. Examples of what learners are encouraged to report can be found below:

Bullying

Generally, bullying is something that happens more than once, with it taking place at all ages; most of us know when it is happening. Bullying can take place verbally, in writing, by text message, by email or through social networking.

Whilst bullying in itself is not a specific criminal offence in the UK, some types of harassment and threatening or intimidating behaviour, such as Stalking & Harassment or Hate Crime, alongside ways of communicating (including 'banter', 'having a laugh') and Sexual Violence, could be considered, or may need to be treated, as a criminal offence.



Harassment

Stalking and harassment is when someone repeatedly behaves in a way that makes you feel scared, distressed or threatened.

Hate Incidents

The Metropolitan Police (2024)¹ advice 'A Hate Incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender'.

Hate Crimes

A Hate Crime is defined by the Crown Prosecution Service (2016)² as being 'Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender'.

Sexual Harassment

The Equality Act (2010)³ determines that sexual harassment is unlawful and occurs when 'a person engages in unwanted conduct of a sexual nature that has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading or offensive environment for them'. The Act includes a wide range of behaviours that include:

- Sexual comments or noises – for example, catcalling or wolf-whistling.
- Sexual gestures
- Leering, staring or suggestive looks. This can include looking someone up and down.
- Sexual 'jokes', Sexual innuendos or suggestive comments.
- Unwanted sexual advances or flirting.
- Sexual requests or asking for sexual favours.
- Sending emails or texts with sexual content – for example, unwanted 'sexts' or 'dick pics'.

¹ Metropolitan Police (2024), 'What is hate crime?', [What is hate crime? | Metropolitan Police](#)

² Crown Prosecution Service (2016) 'Hate Crime: What is it and how to support victims and witnesses, [Hate-Crime-what-it-is-and-how-to-support-victims-and-witnesses.pdf \(cps.gov.uk\)](#)

³ [Equality Act 2010 \(legislation.gov.uk\)](#)

- Sexual posts or contact on social media.
- Intrusive questions about a person's private or sex life.
- Someone discussing their own sex life.
- Commenting on someone's body, appearance or what they're wearing.
- Spreading sexual rumours.
- Displaying images of a sexual nature.
- Unwanted physical contact of a sexual nature – for example, brushing up against someone or hugging, kissing or massaging them.
- Stalking.
- Indecent exposure.
- Taking a photo or video under another person's clothing – what is known as 'upskirting' (Gov.uk, 2024)⁶.

⁶ Gov.uk (2024), 'Upskirting: Know your rights', [Upskirting: know your rights - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/upskirting-know-your-rights)



Equality, Diversity and Inclusion (EDI)

We are committed to ensuring people can learn and work without discrimination; where fairness is promoted and everyone is given the opportunity to achieve. We are creating a culture of tolerance and respect; where individual differences are not only valued but celebrated.

- Observe college and British Values
- Act in accordance with both the law and college policies
- Report to the college any actions which are discriminatory

[illegible]

Section 7

Safeguarding and Prevent

Our Partners set out to provide a safe and supportive learning and working environment for our learners, staff and visitors. Please help by following:

- The Student Code of Conduct and health and safety rules
- Behaving responsibly and being respectful to others
- Looking out for your own safety and welfare and that of others too
- Reporting any concerns promptly to a Partner member of staff

Are you worried about anything? TALK TO SOMEONE SOONER RATHER THAN LATER! This includes:

- If you do not feel safe in your learning environment or anywhere else
- If you are concerned about a friend or someone else
- If you need help with any personal safety or well-being issues
- If you are being abused, harmed or treated badly in any way

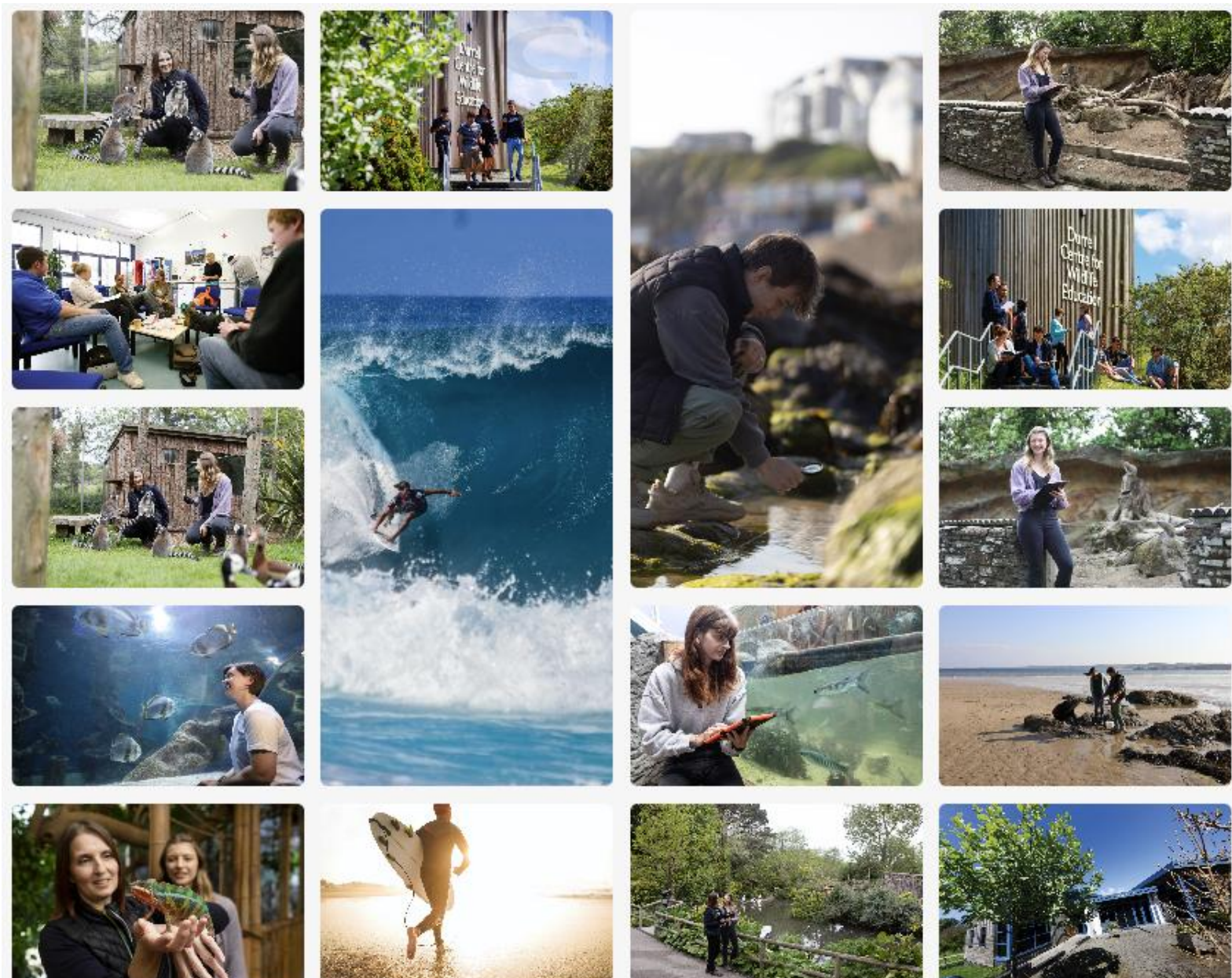
Everyone has the right to live their life free from abuse such as physical and sexual violence, neglect, sexual exploitation / abuse, financial abuse, bullying, hate crime, psychological abuse, domestic abuse, online exploitation / grooming or abuse, radicalisation, criminal exploitation or other forms of abuse, harm or exploitation. Collectively, we also have a duty to prevent all abuse and harm, including a duty to prevent radicalisation and extremism that may lead to a criminal or terrorist act.

- **WHAT IS PREVENT?** Prevent is part of the UK's counter-terrorism strategy which aims to stop people from becoming terrorists or supporting terrorism.

- **WHAT IS EXTREMISM?** Extremism is the promotion or advancement of an ideology based on violence, hatred or tolerance that aims to:

1. Negate or destroy the fundamental rights and freedom of others; or
2. Undermine, overturn or replace the UK's system of liberal parliamentary democracy and democratic rights; or
3. Intentionally create a permissive environment for others to achieve the results in (1) and (2).

Whilst Partner staff are Safeguarding trained, you can also speak to the colleges' Safeguarding team who will help you address any concerns. You can use our central Safeguarding Number: 01209 617888 or e-mail safe@cornwall.ac.uk.



Section 8

Your Information

Cornwall College is committed to protecting your personal data in line with the General Data Protection Regulation (EU) 2016/679 and Data Protection Act 2018 and we are formally registered with the Information Commissioner's Office.

What information do we collect about you?

We collect information about you when you enquire, apply and enrol on Partner courses. We also collect information throughout the duration of your time with them, including, where we are required to do so, contacting you a period of time after your training has completed for destination information about what you are doing.

How we use your personal information

Information collected about you during your learning, including any enquiries and applications will be used for educational administration, guidance, statistical research and health and safety purposes. Processing this data will enable the performance of the Partner to be monitored and for the Partner and college to operate effectively and plan future provision.

The personal information you provide is used in the exercise of providing education services and is therefore passed to the Office for Students and the Department for Education (DfE); this will include meeting legal responsibilities under the Apprenticeships, Skills, Children and Learning Act 2009. Your information will also be shared with other Government related agencies to create and maintain your unique learner number (ULN) and Personal Learning Record (PLR) relating to your education as well as awarding organisations to support the administration of formal qualifications.

More details can be found at: [Your Information & Privacy Policy - Cornwall College](#)



Section 9

Funding and Support

It is the college's aim to signpost learners to as much useful information about financial support that is available to you to support you with your studies.

You can find out all the latest information and apply for financial support here:
cornwall.ac.uk/financial-support/

We have a range of financial support available for learners aged 16-18 (and anyone 19-25 who has an Educational Health Care Plan EHCP). Evidence of household income must be provided at the application stage.

16-18 Bursary (for full time learners* with a household income less than £70,000):

This bursary will support learners to access travel to college with a bus pass.

If your household income is £35,000 or less your bus pass could be funded.

If your household income is £35,001 - £70,000 then you can apply for a 10% discount off your Travel Pass. *Excludes apprentices.

16-18 Residential Bursary Fund: If your household income is less than £50,000 and you live further than 15 miles away or a return journey of more than two hours you may be entitled to this bursary to help towards your costs of accommodation.

Free college Meals: If you are aged 16-18 and received free school meals, or if your circumstances have recently changed and you are now in receipt of benefits, you may qualify for free college meals.

Care to Learn (for learners up to 20 years of age): Care to Learn is a national scheme for childcare funding if you are a parent under 20 years of age. This childcare bursary will not affect your own family's financial benefits or allowances. If you are under 20 years of age this support is not means-tested, and you do not have to be in receipt of benefits or have a low income in order to have your childcare paid for. Please check the college website for more information: www.cornwall.ac.uk

19+ and Advanced Learner Loans: Course fees vary depending on your course and available concessions. Please talk to one of our Customer Advisors for more details:
enquiries@cornwall.ac.uk or 0330 123 2523.

19+ Bursary (an individual income of £32,000 or less): This Bursary can support you with travel and childcare costs, as well as help towards the purchasing of essential equipment and resources, including the loan of a laptop. Access to hardship funds is also available

19+ Residential Support: If you are studying a full-time level 2 or 3 course, your daily return travelling time would be more than two hours and your household income is below £32,000, you may be eligible for assistance with lodgings costs.

Childcare (for learners aged 20+ years): We are keen to help you with the cost of your childcare whilst studying. The childcare subsidy you receive will depend upon the details submitted by you on your childcare support application form. If you are eligible for support this will normally be paid direct to your registered childcare provider.

For further information or advice please speak with the Bursaries and Student Transport Team or email them on studentfinance@cornwall.ac.uk



Section 10

Supporting Your Future

Cornwall College Group is dedicated to supporting Partners to offer essential opportunities to enable you to be successful. This includes Personal Development which includes developing a range of personal qualities, improving your understanding of key areas such as personal safety, equality and diversity, and shaping your individual career and progression plans.

In addition to this, you have access to the college's online classroom which has a range of support resources including online personal development: moodle4.cornwall.ac.uk

For more details on student support visit: [Supporting You - Cornwall College](#)

Careers Advice and Guidance

It's not always easy to find informed and impartial advice about career and study options. Is your future career best suited to studying academic or professional and technical qualifications? How do you progress into work? Cornwall College align with Partners to provide a comprehensive careers service with tailored interactions enabling students to engage proactively in decisions about their future career journey.

The college can offer additional support to help students to make important decisions about future career and study options. We take the time to get to know you, your ambitions, qualifications and skills so you can progress on to your chosen career path. Our advice is also completely impartial.

More information can be found at: <https://www.cornwall.ac.uk/student-support/careers-information-advice-guidance-support/>



EMPOWER

SHAPE YOUR OWN FUTURE

You will be able to record your development and capture examples of key skills and experience that will be useful for your next steps whether that is continuing in education and training or moving on to employment.

E

Employability and Skills for the Future

#TheCareerCollege

Developing skills, attitudes and experience for the workplace.

M

Motivation

Finding personal incentives and inspiration to achieve goals and develop interests

P

Progression and Aspiration

Identifying future education and career options and setting goals to get there.

O

Ownership and Responsibility including Sustainability

Being an active part in society and taking responsibility for individual actions.

W

Wellbeing and Safety including mental health and resilience

Knowledge, support and strategies to be safe and physically and mentally healthy.

E

Equality, Diversity and Inclusion

Working together to understand and celebrate our differences and ensure everyone can participate and play their role in all our communities (education, workplace, local areas and beyond!)

R

Relationships: personal, community, professional

Identifying and recognising how we work together in different ways whilst keeping safe and professional in a range of situations.

Section 11

Feedback and Complaints

Feedback

The college and our Partners recognise that learners appreciate being asked for their opinions on their learning experience and are more than willing to provide thoughtful and candid responses to questions asked.

Gaining your feedback about your learning experience on your programme, as well as the Partner provision, is a key element of the overall continuous quality and improvement efforts of the Partner provision. It also gives you the opportunity to provide information about your career goals and aspirations, whether you feel differently from when you started on programme to the way you feel at the end of the programme, whether you feel the programme has prepared you for your future career, what skills you have learnt that are transferrable to your future career, and what skills you would have liked to develop further. Through this process, the Partner and the college is able to gain useful, timely and detailed information, enabling the pinpointing of areas that require action and change.

We are keen to hear feedback from your learning experience, and whilst our Partner will be asking you for feedback, if there is anything you would like to let us know about, please email subcontract@cornwall.ac.uk.



Complaints

Whilst the college and our Partners aim to ensure that the programmes and the care of learners are high quality, sometimes things may go wrong, and learners might want to complain.

The Department for Education has an obligation under the Apprenticeships, Skills, Children and Learning Act 2009 to ensure that providers of education and training are receptive to genuine expressions of dissatisfaction and that complaints are dealt with promptly, fairly and proportionately. Learners need to feel comfortable in the knowledge that complaints made in good faith cannot lead to action being taken against them by the Provision they are making the complaint against.

If you are dissatisfied with any aspect of the programme, you need to speak to the appropriate member of staff at the Partner Provision under which you are undertaking learning. Partners are required to notify the college if a learner makes a complaint within 3 working days of the complaint being made. If the complaint cannot be remedied by the Partner, learners are able to view the college's complaints procedure and contact the Subcontract Officer at subcontract@cornwall.ac.uk.

Partners are required to work with the college in ensuring the complaint is dealt with efficiently and effectively. If you are not satisfied with the outcome of the complaint once it has exhausted the Cornwall College complaints procedure, you can complain to the Department for Education or Cornwall Council who will investigate to ensure that the college's Complaints Procedure is working effectively and that any decision made are reasonable: [Complain about a further education college or apprenticeship - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/complain-about-a-further-education-college-or-apprenticeship)

Section 12

Environment and Sustainability

The college works with our Partners to ensure we keep Cornwall and Devon beautiful and have as positive an impact on the environment as possible. Individual small contributions at home and at your provision make a huge difference. We understand that there is a climate and ecological emergency and with your help want to operate in ways that are environmentally sustainable and socially responsible. The college has a net zero ambition, we continue to invest in our resources, and we work hard to reduce our carbon emissions. Think Sustainability is also one of the colleges values. We have student representatives on each campus to help us to meet these goals.

Learners can help by:

- Resist: Choose sustainable and ethically sourced products
- Recycling: Use the bins around provision sites for their intended purpose
- Reuse: Use a refillable water bottle rather than single use plastics
- Saving energy: Turn off lights and computer monitors when not in use
- Thinking about travel: Walk, cycle, get the bus or car-share
- Remembering it's your future: Your planet – do something to help save it

