Learner Agreement

September 2026

This document sits alongside our terms and conditions and forms an essential part of the agreement between Suffolk Wildlife Trust and you in completing an accredited training course with us. SWT reserves the right to terminate your (the learner's) enrolment in the event that the learner violates the agreement set out in this document.

When registering, it is the applicant's responsibility to ensure SWT has the correct contact details, including emergency contacts, and any relevant medical information. It is your responsibility to check the details on the booking confirmation once you receive it and to update us if anything is incorrect or missing. Including the contact of a manager/setting who paid for the course. Once your booking has been accepted you are liable for payment.
We reserve the right, in our sole and absolute discretion and without the need to give a reason, to refuse an application. In such circumstances, no contract will arise and a booking confirmation and invoice will not be issued.

Payment
Payment is due at the time of booking. Will issue an invoice for the full amount. Your booking is confirmed when the invoice is issued. Payment is due within 28 days of receiving the invoice. If your course starts within 28 days of receiving the invoice, payment must be received before the first day of the course. Please see below for information on cancellation fees.

Learner attendance

We kindly ask learners to inform your tutors of any absences during any elements of the course. Single day absence from a Level 2 or 3 course will likely result in learners needing to attend corresponding days on another course or a 1:1 with a tutor, the latter of which will be charged at £200.
Multiple days absence will result in deferral onto a different cohort and will lead to additional charges to cover reregistration on another cohort and a catch up in days missed or termination of the learner's enrolment. Additional charges are as follows: £100 for Level 1, £300 for Level 2 and £500 for Level 3 qualifications.

Learner deadlines

Learners are reminded that they are expected to set realistic goals and timelines for themselves to complete coursework and avoid additional administration fees.
Learners are expected to submit coursework by the deadlines set by the tutor, which are shown clearly on the Moodle platform for each assignment and given out at the start of the course. Deadlines for courses include:

- Submitting completed assignments by their due dates
- Maintaining open lines of communication with your tutor

Learner extensions

We appreciate that there may be extenuating circumstances* beyond your control and we may offer deadline extensions if you contact us as soon as you can, by emailing your tutor directly to discuss this **prior** to the hand in date of that unit. SWT will grant a maximum of 1 month extension to the deadline.
Other extensions may be possible but this may result in you being charged an additional fee to cover administration and your tutors marking time, this will be charged at £50 for Level 1, £150 for Level 2 and £200 for Level 3 qualifications.

If Level 3 course work has not been completed within 2 years of the start date of the course, then the training you have undertaken will no longer be current or valid. If you wish to continue with the course you will need to complete a refresher course and pay an administration fee which combined will come to £200.

Requests for an extension must be made in writing or by emailing wildertraining@suffolkwildlifetrust.org Extensions will be granted at the discretion of the Wilder Training team and their decision is final.

Unapproved extensions to the submission of coursework without valid reason will result in you being charged an additional fee of £100 per month.

*SWT classes extenuating circumstances as unforeseen, unavoidable events beyond an individual's control—such as serious illness, bereavement, or trauma—that significantly hinders their ability to study, complete assignments, or perform as expected.

Effective communication with tutor

Learners are expected to maintain effective communication with your tutor on your progress and especially if you are having any difficulties. If your circumstances change and you are considering not completing your course, please notify your tutor as soon as possible, who can offer you support and advice. Mentoring days will be set for each Level 3 course and these are a good time to discuss concerns and the requirements of the coursework.

Assessment

Assessment is based on the completion of a portfolio covering AIM course criteria. Coursework is graded 'pass' or 'nearly there'. If nearly there you will be given feedback that will help you improve your work ready for a subsequent submission.
Trainees will only be put forward for certification when:

- they have participated in all the taught elements of the training; and
- they have completed a coursework portfolio for the level of training undertaken by the trainee to the required standard.

Tutor's commitment

SWT's and AIM's polices (as per our terms and conditions) detail how our tutors will endeavour to provide the best learning experience, for you to qualify. We will take a professional approach to our teaching, being well prepared, reliable and using a variety of methods. We will do our utmost to support you in completing the course, ensuring good communication and respecting learners and our environment.

Feedback and marking

Your tutors will endeavour to provide the best learning experience for you to qualify. We will take a professional approach to our teaching, being well prepared, reliable and using a variety of methods. We will do our utmost to support you in completing the course, ensuring good communication and respecting individual needs.

We encourage all participants to give us feedback about their experiences. Feedback can be given verbally, in person, by telephone, or in writing by email.

Plagiarism and AI

Plagiarism is defined as "Presenting someone else's work, in whole or in part, as your own" **[1]**. Work means any intellectual output, and typically includes text, data, images, sound or performance. Under the regulations for examinations, intentional or reckless plagiarism is not acceptable and can prevent you from gaining a qualification. Learners should ensure they use appropriate referencing, including website addresses used during research. AI-generated content submitted as your own is classed as plagiarism.

Working collaboratively: There are some assignments that we would be expect to be the same if more than one learner from one setting attends a course e.g. FS handbook, Policies and Procedures and site management/action plans. Please ensure you state all names of those contributing to the work at the top of the document before submission.

Coursework submitted for assessment must be the learner's own work and must provide authentic evidence of their knowledge, skills and understanding. Learners must not submit AI-generated content as their own or use AI in a way that prevents the assessor from confirming that the evidence is their own. Inappropriate use of AI may be treated as learner malpractice. **[2]**

AI may be used only where this is permitted by the tutor or assessment requirements. Any permitted use must be clearly acknowledged and referenced, including the name of the tool, the date used, the prompt entered, the response produced and an explanation of how it contributed to the learner's work. Learners remain responsible for checking the accuracy and suitability of any AI-generated information. **[2] [3]**

Learners must not enter personal, confidential or commercially sensitive information into an AI tool. Translation or assistive tools may be used to support understanding, but the final evidence must remain the learner's own. If a learner is unsure whether a use of AI is permitted, they must ask their tutor before submitting their work. Suspected misuse will be considered under SWT's malpractice procedure and may be reported to AIM Qualifications and Assessment Group. **[3] [4]**

Sources

[1] University of Oxford, *Plagiarism*, Academic Support: www.ox.ac.uk/students/academic/guidance/skills/plagiarism (accessed 5 October 2026).

[2] AIM Qualifications and Assessment Group, *Assessment Handbook*, April 2025: www.aim-group.org.uk/wp-content/uploads/2025/04/AIM-Assessment-Handbook.pdf

[3] AIM Qualifications and Assessment Group, *Centre Guide: Artificial Intelligence Policy Guidance*, October 2025: www.aim-group.org.uk/wp-content/uploads/2025/10/Centre-Guide-AI-Policy-guidance.pdf

[4] AIM Qualifications and Assessment Group, *Malpractice and Maladministration Policy*, August 2026: www.aim-group.org.uk/wp-content/uploads/2026/08/Malpractice-and-Maladministration-Policy.pdf

Special considerations

We aim to put equality, diversity and inclusion at the heart of what we do and believe in creating an environment where difference is valued and everyone can be themselves. Please discuss any additional needs with us before making an application so we can support you appropriately. This may include medical conditions, neurodiversity and other learning differences and mobility restrictions. Please note that our training takes place in outdoor locations which are not always suitable for people with restricted mobility, however, we will always try our best to find a location suitable for all trainees.

If you have any special dietary requirements or allergies, you must inform us before the commencement of your course. Please bring any medication with you and make the course leader aware.

Clothing and equipment

All participants should be adequately prepared for the outdoors. Our training will run unless the weather is so bad it would be dangerous to do so.
If, in the opinion of your tutor(s), your clothing is deemed unsafe, you may not be able to participate in the training on that day. All tools and equipment will be provided by SWT and we kindly request that learners do not bring their own tools on the course.

Behaviour

Our staff are committed to providing a professional service to our trainees. In return, we expect our trainees to behave appropriately at all times.
We will not tolerate the use of bad language, intimidating or threatening behaviour either towards our staff or other trainees. Should an incident arise where there is cause for concern over the behaviour or attitude of a trainee, we reserve the right to terminate your enrolment immediately, there will be no recourse for refund or rebooking under these circumstances.
Any behaviour which could constitute discrimination or harassment on the grounds of sex, sexual orientation, gender, gender reassignment, race, religion, disability or age of any trainee or member of staff will result in immediate termination of your enrolment, there will be no recourse for refund or rebooking under these circumstances.

Health & Safety

We (SWT) are committed to looking after the health, safety and wellbeing of everyone who participates in our training courses.
We endeavour to take suitable and sufficient steps to mitigate the potential of harm during our activities, but due to their nature, all activities present an element of measured risk.
Your course leader will have undertaken risk assessments for the site and the specific activities planned. They will also complete a daily risk assessment on the morning of each training day, course leaders will be First Aid trained and will issue safety instructions which we expect all participants to follow. Our training provides you with the skills to use tools safely, misuse of these tools or equipment may lead to injury for which SWT cannot be held responsible.
It is important to understand that our activities present an element of measured risk. It is a fundamental term of booking that you acknowledge and accept the risks and hazards that may be involved in the activities conducted by SWT.

You (the trainee) have a legal duty to take reasonable care to avoid injury to yourself or to others and not interfere with or misuse any clothing or equipment provided to protect your health & safety. Please report any accident, injury, near miss, unsafe working conditions or suspected faults in the buildings or equipment, immediately to your tutor. **You will also be responsible for providing your own sturdy and waterproof clothing and footwear for the duration of the training.**

Safeguarding

SWT, its employees and volunteers are committed to keeping children and vulnerable adults safe from harm and comply fully with its duty to act appropriately to any allegations, reports or suspicions of abuse. We believe that embedding and promoting a safeguarding culture is everyone's responsibility. Full details of SWT's Safeguarding Policy are available on our website: https://www.suffolkwildlifetrust.org/about-us/policies

If you have a safeguarding concern relating to any SWT activity or personnel please refer to the named contacts in the safeguarding policy. If you have concerns about an adult at risk please contact the relevant local authority adult social care team or the police non-emergency line on 101.

Cancellation

Please let us know in writing as soon as possible if you wish to cancel your place on the course.
Cancelling a confirmed place will incur charges as below:

Cancellation more than 28 days before the course	Full refund minus £100 admin fee
Cancellation less than 28 days before the course start date	No refunds given

Course places cannot be transferred to another participant once the first face to face training day of a course has commenced.

In the event that Suffolk Wildlife Trust has to cancel a course due to extreme weather or other circumstances beyond our control, we will inform you at the earliest opportunity and will offer a full refund for the cost of the course.

Complaints and appeals

SWT is committed to giving a high-quality service. Despite this commitment sometimes things will go wrong. When this happens we want to know about it, and to put things right where we can.
Please view the appeals procedure for learners and student complaints procedure on the wilder training pages of our website: https://www.suffolkwildlifetrust.org/wildertraining they can also be found in the: Accredited training courses - Terms and Conditions | Suffolk Wildlife Trust

To appeal an assessment judgement, refer to the AIM Appeals Policy and Procedure Policy

Data Protection

SWT will hold and process your personal data including some sensitive personal data. You agree to this personal data being processed in accordance with our Data Protection policy. In particular SWT will process your data necessary for completion of your studies such as disclosing some of your data to third parties such as AIM (the awarding body). SWT will never sell your contact details to another organisation or share your data with other charities for marketing purposes.

Version history

VERSION	DATE	SUMMARY OF CHANGE	Person Responsible
1.0	January 2024	Original document	Beverly Rogers – Accredited Training Manager
2.0	29 January 2025	Reviewed.	Catharine Harrison – Centre Manager
3.0	September 2026	Reviewed. Added in additional details regarding AI use.	Emma Keeble, Centre Manager/ Wilder Training Manager