

Learning with Cambium Sustainable - Information and Terms and Conditions

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About this document

This sets out what you can expect from us, and what we need from you, while you are training towards a Cambium qualification.

There are three parties involved:

- **You**, the learner
- **Your training provider**, the organisation running your course. This may be Cambium Sustainable, or one of our Associate Trainers
- **Cambium Sustainable**, the approved centre that registers you with Agored Cymru and claims your certificate

Where this document says "your training provider", it means whoever is running your course. Where it says "we" or "Cambium", it means Cambium Sustainable acting as the centre.

If anything here is unclear, ask your trainer. They can also point you to the relevant Cambium policy.

What your training provider will do

Keep you safe

Your training provider will take every reasonable precaution to protect the health and safety of everyone present during training. This depends on learners and staff behaving with due caution and respect for their own safety and other people's. As set out on your course information sheet, you remain responsible for your own safety while on a training course, and you undertake training at your own risk. This is also confirmed on the medical form you complete on your first day.

Meet your learning needs

Your training provider will make every effort to help you learn in the way that works best for you. Tell them about any additional needs when you book, or as early as you can, so adjustments can be agreed before the course starts. See our Accessible Assessment Policy and our Equality, Diversity and Inclusion Policy for more.

Give you what you need, when you need it

- Pre-course information in good time before your start date
- Course materials, and any additional information given out during the course
- Good communication throughout your course

- Access to learning resources through the Cambium Moodle and the Online Portfolio
- A clear explanation of how to submit your portfolio

Attending your course

Each course has a minimum contact time set by its level, number of credits and guided learning hours. We expect you to attend every contact day.

In rare circumstances, and with your trainer's agreement beforehand, you may miss one half-day, as long as tutorial time is set aside to cover what you missed.

Attendance at practical skills days is essential. If you miss one, you must attend it on another course, and there may be a charge.

Putting your portfolio together

Your trainer will tell you how to complete your portfolio. This may be through a portfolio template or using our Online Portfolio system. Whichever you use, your portfolio must include a contents page showing where each assessment criterion is evidenced. The Online Portfolio does this for you.

Every portfolio needs:

- Your personal details, including the declaration that the work is your own
- Full details of any collaborative work: when you worked together, and what part you played. If you are unsure whether something counts, ask your trainer
- Correct referencing, so it is always clear when you are quoting or drawing on someone else's words or work. See the Advice for Portfolio Submission document and our AI Policy
- Your Practical Skills Assessment, signed and dated by your trainer, **if your course includes one**
- Your Work-Based Assessment, signed and dated by your trainer, **if your course includes one**

Please do not include:

- Course notes, handouts or reference material
- Font smaller than size 12. If you handwrite, make sure it can be read easily

Keeping people's information out of your portfolio

Do not identify individuals in your work. This means no names, and no photographs from which someone could be recognised.

Annotate every photograph with its date and a reference to the assessment criterion it evidences.

If a photograph unavoidably shows someone who could be identified, you must have permission to use it, and you must include a witness statement at the front of your portfolio

confirming you have obtained that permission, for example from your head teacher or line manager. Do not include the individual permissions themselves.

Any legislation or guidance you refer to should be current.

If you choose not to use a Cambium template, you must follow all the guidance above, and also:

- Write the unit details and assessment criterion at the top of each piece of work, or next to each photograph
- Number every page

Your own work, and using AI

Plagiarism

A great deal of material is available online, and it is easy to use or copy someone else's work without proper acknowledgement. This is not acceptable under any circumstances.

You are responsible for using sources properly. That means:

- Referencing as your trainer has shown you
- Signing the declaration at the front of your workbook confirming the work is your own
- Declaring collaboration. If you work at the same setting as another learner and you produce something together, for example generic policies and procedures, a management plan or a site risk assessment, you must say so. Your trainer will advise you on which parts of a Level 3 portfolio can reasonably be produced with a colleague

AI

AI tools can be useful, but they must not be misused.

You may use AI for things like research, grammar and spelling checks, or transcribing spoken words. You must declare any use, and it must never replace your own answers. AI cannot be referenced in the same way as an article or a website.

Misusing AI counts as malpractice and we take it seriously. Our AI Guidelines for Learners explain what is and is not allowed.

Professional conversations

Your assessor may use a professional conversation to assess one or more assessment criteria. This is a planned discussion that lets you show your knowledge in your own words, and you will be told in advance which criteria it covers.

You will be told at the start of your course if this applies to your cohort. Being asked to take part is a normal part of assessment and does not mean there is any concern about your work.

Timescales, and what to do if you need longer

The normal time to complete is:

- **Six months** for Levels 1 and 2
- **Nine months** for Level 3

Your registration stays open for **two years** from your course start date.

If you cannot meet your submission date, talk to your trainer. An extension may be granted, and whether it is may depend on your circumstances. Extension arrangements and any charge are set by your training provider, and they will confirm these to you.

If you are not going to finish within the two years, an application based on extenuating circumstances must be submitted **30 days before** your deadline. The form is on our online support system and has sections for both you and your trainer to complete. There is no charge.

Missing that deadline without having requested an extension will mean a re-registration fee.

An extension gives you a further six months. If you still cannot finish, you can apply again.

If there are no extenuating circumstances, an extension may still be granted, but a re-registration fee applies. The extra six months is the same.

If more than two years have passed since your practical skills assessment or your work-based assessment, one of these must happen before you can complete:

- You provide evidence of continuous practice showing you still meet our competency and safety standards, for example a letter from your employer or session plans
- Or you repeat one or both assessments

Repeat assessments are charged per assessment and are subject to availability, so we cannot guarantee the location of a practical assessment. Additional training and support can be arranged at extra cost.

Current fees, including registration, re-registration and repeat assessment, are on the Cambium price list. Ask your trainer or email us for a copy.

Full details are in our Extension Policy.

How your work is checked

Assessment. Your training provider tracks your progress through the course and assesses your evidence against the assessment criteria.

Internal Quality Assurance. Once your trainer has assessed you as passing, a sample of work from your cohort is checked by a Cambium IQA officer. Your trainer will tell you that you have passed subject to IQA, so please do not expect a certificate date until that is complete.

External Quality Assurance. Agored Cymru, our awarding organisation, carries out external quality assurance once or twice a year. This involves checking samples of evidence against agreed standards, and it can delay certificates being issued.

Agored may ask to see full portfolios from any learner assessed since their last visit, including learners who have already been passed and certificated. If you submitted a hard copy portfolio that has been returned to you, please keep it, as it may be requested.

If you do not submit any work, you will not gain the qualification, and you must not present yourself as holding it.

Your certificate

When you complete your qualification, Agored Cymru will email you an invitation to register for their Learner Portal, where your digital certificate is held. You'll need your Agored Learner ID, which is in that email, along with your name and date of birth exactly as your training provider recorded them.

Your certificate is a secure digital document. You can't send it as a PDF, but you can give an employer permission to view and verify it through the Portal. Only you can do this. Neither Cambium nor Agored can share it on your behalf.

You can buy a printed copy through the Portal if you want one. If you can't use the Portal at all, contact us and we can order one for you, for which there is a charge.

See our learner guide to digital certificates for the full process.

Learning through the medium of Welsh

Cambium is a centre of Agored Cymru, a Welsh awarding organisation. Some materials are available in Welsh, and you can submit your work in Welsh. We will arrange translation where needed. Tell your trainer when you book if you would like to work in Welsh, so arrangements can be made before your course starts.

If something goes wrong

We aim to be fair, transparent and approachable. Please talk to us.

If you disagree with an assessment decision or the feedback you have been given, speak to your assessor first. Most things are resolved this way. If you are still unhappy, our Appeals Procedure has three stages:

1. A written appeal to your assessor, setting out clearly what you disagree with
2. If that does not resolve it, a written appeal to Cambium Sustainable as your training centre. We will investigate and tell you the outcome
3. In limited circumstances, and only after both earlier stages, an appeal to Agored Cymru

If your concern is about teaching or how a course was run rather than an assessment decision, that goes through our Complaints Procedure instead.

To start either, or to ask for a copy of the procedure, email info@cambiumsustainable.co.uk.

Your information

We hold your personal information in order to register you with Agored Cymru, run your course and claim your certificate. Our Privacy Policy explains what we hold, why, and how long we keep it. Ask your trainer or email us for a copy.

Booking, payment and cancellation

Your deposit or registration fee is paid when you book and is non-returnable, except in exceptional circumstances. This applies to all Cambium registration fees.

Check you are eligible before you book. We assume you have done so, and we may decline an application if the eligibility criteria turn out not to be met.

If you cancel, by signing and returning the booking form, electronically or by hand, you agree to the following charges:

- **More than 14 working days** before the course starts: the registration fee for the course
- **Less than 14 working days** before the course starts: the full course cost

Cancellations must be sent by email and must arrive no later than 6pm on a working day, Monday to Friday.

Where we can, we will offer you another chance to complete your chosen course, with the same or a different training provider. Your registration with Cambium stays open for 12 months, and if you book onto another course within that time your booking fee transfers.

If we cancel or postpone, which may happen in extenuating circumstances, you will be offered alternative dates or courses.

Late payment. Interest may be charged on any fees not paid within 30 days of the invoice date.

Questions

For anything to do with this document, or any other query, ask your trainer, who can point you to the relevant Cambium Sustainable policy.

Appendix: Level 3 Forest School Work-Based Assessment

After your initial training, you will run a Forest School programme of at least six sessions and submit it as evidence. Your trainer will visit your site to observe one of those sessions.

What the visit is for

This is your chance to get advice and feedback from an experienced Forest School leader, focused on your participants and your site. You will show that you have put in place the health and safety measures appropriate for your group and that session, all of which your training has covered.

Your participants remain your focus throughout, even though you are being assessed.

What you need in place

- **Keep your group small.** No more than 16 participants
- **The session must be 90 minutes long**
- **At least two adults must be present, including you**, not counting the assessor

On the day

Do not feel you have to do anything special. If you change your plan during the session, because something unexpected happens or because your participants are absorbed in something and you want to follow their interest, that is good practice.

Your assessor may join in with activities or answer participants' questions. Tell them if that would be disruptive, or if there is anything they should know about a particular individual's needs. Do not count the assessor towards your adult ratios.

Set aside about 30 minutes after the session to talk it through with your assessor and complete the paperwork.

You do not have to have a fire or use tools if that is not appropriate for your participants. If you do not, your assessor will ask you about these areas afterwards. Either way, bring all your fire control and burns treatment items, so you can show you know what managing a small fire safely requires.

What your assessor will look at

They will use the form provided as an example in the online resources, under the unit Deliver Forest School, AC 3.1. They will give you feedback on how you support and facilitate the session, how you manage health and safety, and your ecological impact.

They need to be sure you have reached the minimum standards, but they do not expect a perfect session. This is still very much part of your training.

If you have not reached the minimum standards agreed by the Outdoor Learning Training Network Wales, you will be given specific advice on what to improve or put in place, and a second visit will be arranged. You can ask for a different assessor.

What to have ready

Items in bold must reach your assessor at least seven days before the assessment date.

Your policies and procedures for your Forest School provision:

- **Risk-benefit assessment, site and activity, or combined. Have a copy with you on the day as well**
- **Your ecological impact assessment and simple management plan, work in progress is fine**
- Reflective planning for the observed session, based on your previous sessions
- Ongoing observations of individuals
- Evaluations of sessions already delivered
- First aid kit
- Phone or another way of making contact
- Accident book and near miss forms
- Fire control and burns treatment items, whether you are having a fire or not

Your assessor will be friendly and open. They can still remember being assessed leading a session themselves. Their visit is an important milestone: it gives you a focus for getting everything in place, and one-to-one feedback on you and your Forest School.