

# ALH Policies (public version)

Publish each policy below as its own page, linked from the funnel footer. Text is final; please do not edit it without ALH's approval. Last updated June 2026.

## 1. Terms and Conditions

**Effective from:** 9 December 2024

This website is owned and operated by Chetana Greenwood t/as The Alternative Learning Hub. These Terms set out the terms and conditions under which you may use our website and services. This website offers online learning support, online group lessons and in-person classes. By accessing or using the website or our service, you confirm that you have read, understood, and agree to be bound by these Terms.

**Key Commercial Terms:** When booking a session, you agree that: (i) you are responsible for reading the full item listing before committing to buy it; and (ii) you enter into a legally binding contract to purchase an item when you commit to buy it and complete the checkout payment process. The prices we charge for our services are listed on the website. We reserve the right to change our prices at any time and to correct pricing errors that may inadvertently occur. Additional information about pricing and sales tax is available on the payments page. The fee for the services and any other charges you may incur in connection with your use of the service, such as taxes and possible transaction fees, will be charged monthly to your payment method.

**Retention of Right to Change Offering:** We reserve the right to change, pause, or stop providing any features of our educational services at any time. Specifically, upon completion of a scheduled course cohort, we retain the absolute right to discontinue the programme and choose not to open a new batch of classes. Such adjustments, or decisions not to launch future intakes, may be made without prior notice and without liability.

**Ownership of Intellectual Property:** The Service and all materials therein or transferred thereby, including, without limitation, software, images, text, graphics, logos, patents, trademarks, service marks, copyrights, photographs, audio, videos, music and all intellectual property rights related thereto, are the exclusive property of Chetana Greenwood. Except as explicitly provided herein, nothing in these Terms shall be deemed

to create a licence in or under any such Intellectual Property Rights, and you agree not to sell, license, rent, modify, distribute, copy, reproduce, transmit, publicly display, publicly perform, publish, adapt, edit or create derivative works thereof.

**Right to Suspend or Cancel User Account:** We may permanently or temporarily terminate or suspend your access to the service without notice and liability for any reason, including if, in our sole determination, you violate any provision of these Terms or any applicable law or regulations. You may discontinue use and request to cancel your account and/or any services at any time. Notwithstanding the foregoing, automatically renewed subscriptions to paid services will be discontinued only upon the expiry of the period for which you have already paid.

**Indemnification:** You agree to indemnify and hold Chetana Greenwood harmless from any demands, loss, liability, claims or expenses (including legal fees) made against them by any third party due to, arising out of, or in connection with your use of the website or any of the services offered on the website.

**Limitation of Liability:** To the maximum extent permitted by applicable law, in no event shall Chetana Greenwood be liable for any indirect, punitive, incidental, special, consequential or exemplary damages, including without limitation damages for loss of profits, goodwill, use, data or other intangible losses, arising out of or relating to the use of, or inability to use, the service. To the maximum extent permitted by applicable law, Chetana Greenwood assumes no liability or responsibility for any (i) errors, mistakes, or inaccuracies of content; (ii) personal injury or property damage, of any nature whatsoever, resulting from your access to or use of our service; and (iii) any unauthorised access to or use of our secure servers and/or any personal information stored therein.

**Right to Change and Modify Terms:** We reserve the right to modify these Terms from time to time at our sole discretion, so please review this page periodically. When we change the Terms in a material manner, we will notify you. Your continued use of the website or our service after any such change constitutes your acceptance of the new Terms. If you do not agree to these Terms or any future version of them, do not use or access (or continue to access) the website or the service.

**Promotional Communications:** We will only send you marketing emails or messages if you have given your consent, for example by ticking the box on one of our forms. You can unsubscribe at any time using the link in any email, or by contacting [support@thealh.co.uk](mailto:support@thealh.co.uk). We will still send essential messages about your account, bookings and payments.

**Dispute Resolution and Choice of Law:** These Terms, the rights and remedies provided hereunder, and any claims and disputes related to them and/or to the services shall be governed by, construed under and enforced solely in accordance with the laws of the United Kingdom, without regard to its conflict of laws principles. Any such claims and disputes shall be brought in, and you consent to them being decided exclusively by, a court of competent jurisdiction located in Southampton. The United Nations Convention on Contracts for the International Sale of Goods is expressly excluded.

## 2. Booking, Payment and Course Delivery

This policy covers individual sessions, invoicing and online course lifecycles.

**Payment:** All invoices must be paid in full before any educational services or sessions begin.

- **Preferred payment method:** BACS (bank transfer).
- **Card processing fee:** Payments made by credit or debit card incur an additional transaction processing fee.
- **Late fee:** Overdue invoices automatically incur a £12 late fee, and access to all learning platforms and scheduled sessions is suspended until the balance is cleared.

**One-to-One Support Sessions:** All individual sessions require full payment in advance. Once a booked one-to-one support track or customised course package has started, no refunds will be issued for any unused portion of the package or materials. If a tutor cannot conduct a session due to illness or unforeseen professional absence, the session will not be lost. It will be added to the end of the current course timeline or rescheduled to a mutually agreeable date.

**Online IGCSE Courses:** Our online IGCSE courses give home-educated and independent learners a robust academic framework while honouring individual learning paces. The following applies to all enrolled students:

- **Course validity:** All IGCSE courses must be completed within one year of the official start date.
- **Learning platform:** Students are given access to a dedicated learning platform holding all pre-recorded sessions, support materials, guided resources and homework.
- **Assessment and past papers:** Past paper questions are provided throughout the syllabus, with detailed feedback from tutors. ALH strongly recommends, and provides, full practice papers to be completed under mock conditions before the real exams.

- **On-demand support:** Students have access to one-to-one support throughout their enrolment. Students or parents can book an online meeting with their tutor for concept clarification or strategy reviews.
- **Refunds:** Because digital materials, recordings and classroom access are provided immediately, refunds are not available once an IGCSE course has started.
- **Exam entry:** Enrolment does not include exam registration fees, and ALH does not arrange an exam centre. Securing an approved exam centre as a private candidate, and paying all exam board fees, is the responsibility of the parent or guardian.

**Session Recording, Privacy and Consent:** To support revision and programme quality, ALH records learning support and group sessions. This complies with UK GDPR, our ICO registration and our Safeguarding Children Policy.

- **Purpose:** Sessions may be recorded so learners can review content later, support independent revision and maintain quality. Recordings are used only for educational purposes and are never shared publicly or outside the specific learning group.
- **Integrity:** Recordings include audio, video and on-screen shared content. Sessions are not edited before being made available to learners.
- **Security:** All files are stored securely in line with our data protection policy. Access is restricted to currently enrolled learners and authorised staff through secure, authenticated platforms. Recordings are kept for a limited academic period, then permanently deleted.

### 3. Privacy Policy

**What we collect:** We receive, collect and store any information you enter on our website or provide to us in any other way. This includes your name, email address, login details, communications, payment details, comments, feedback and reviews. We also collect the IP address used to connect your device to the internet, computer and connection information, and purchase history. We may use software tools to measure session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from a page.

**How we collect it:** When you fill in a form, book a call or make a purchase, we collect the personal information you give us, such as your name, address and email address. Your personal information is used only for the reasons set out in this policy.

**Why we collect it:** We collect personal and non-personal information to provide and operate our services; to give ongoing customer assistance and technical support; to contact visitors and users with service-related notices and, where you have given consent, promotional messages; to create aggregated statistical data, which we or our business partners may use to improve our services; and to comply with applicable laws and regulations.

**Data storage and safety:** Our website is hosted on Wix.com, and our booking forms, enquiry funnel and emails run on Systeme.io. Your data may be stored through these platforms' data storage and databases, on secure servers behind a firewall. All payment gateways we use adhere to the PCI-DSS standards managed by the PCI Security Standards Council, which help ensure the secure handling of card information.

**Communications:** We may contact you about your account, to troubleshoot problems, to resolve a dispute, to collect fees owed, to ask for your views through surveys, to send updates about ALH, or as otherwise necessary to enforce our agreements with you and applicable laws. We may contact you by email, telephone, text message or post.

**Cookies:** You can manage cookie settings in your browser (for example Chrome, Firefox, Safari or Edge). To opt out of being tracked by Google Analytics across all websites, visit <http://tools.google.com/dlpage/gaoptout>.

**Your rights:** Under UK GDPR and the Data Protection Act 2018, ALH is a data controller registered with the Information Commissioner's Office (ICO). You have the right to access, correct, restrict, or request the erasure of your personal data. To make a request, contact our Data Protection Officer at [support@thealh.co.uk](mailto:support@thealh.co.uk).

## 4. AI Use Policy

The Alternative Learning Hub (ALH) recognises that artificial intelligence (AI) is becoming a common part of education, work and daily life. We believe AI can be a valuable educational tool when used thoughtfully, ethically and appropriately. Our approach centres on supporting learning, reducing barriers, encouraging independence, and helping students develop the skills to engage critically with new technologies.

**Educational philosophy:** At ALH, AI is a support tool, not a replacement for teaching, thinking, creativity or human connection. For some learners, particularly neurodivergent students or those experiencing overwhelm, AI tools may help reduce barriers to learning,

support organisation and planning, assist with written expression, build confidence, scaffold ideas and structure, and encourage independent learning. We also help students develop the critical thinking to question, evaluate and refine AI-generated content.

**Appropriate uses:** AI may be used to support explanation of concepts, revision, idea generation, planning and structure, vocabulary development, proofreading, accessibility, speech-to-text, organisation, differentiated learning materials, and low-pressure starting points for reluctant learners. Staff may also use AI for resource creation, lesson planning, administration, accessibility adaptations, and generating examples or prompts. All educational content remains subject to professional judgement and review.

**Expectations for students:** Students are encouraged to use AI critically and responsibly, check and question the information it provides, develop and express their own ideas, use AI as a support rather than a shortcut, and ask for help when unsure about appropriate use.

**Important rules:** Students should not present fully AI-generated work as entirely their own, use AI dishonestly in assessments or exams, use AI for harmful, inappropriate or unsafe behaviour, or share personal, confidential or sensitive information with AI systems.

**Staff responsibilities:** Staff model responsible and ethical AI use, help students understand its benefits and limitations, encourage independent thinking, monitor the appropriateness of AI use, and remain aware that AI can produce inaccurate, biased or misleading information. Staff use professional judgement at all times.

**Safeguarding and online safety:** AI use takes place within an educational context. Students should not share personal or sensitive information with AI systems, staff stay alert to inappropriate or unsafe AI-generated content, and any concerns are handled under ALH's safeguarding procedures. AI systems are never used to make safeguarding decisions.

**Data minimisation:** Unnecessary personal data is never entered into AI systems. Staff and students are taught to minimise identifiable or sensitive information when using AI tools, and tools are evaluated to make sure user information is treated safely and transparently.

**Academic integrity:** AI should support understanding, confidence, accessibility and skill development. It should not replace critical thinking, genuine engagement, independent learning, or the student's own voice. Students are supported to understand the difference between appropriate AI help and academic dishonesty.

## 5. Safeguarding Children Policy

The Alternative Learning Hub (the Company) provides online and face-to-face learning support through the Launchpad programme; IGCSE courses in English Language, Maths, Business Studies, Travel and Tourism, and Environmental Management; and one-to-one learning support in English and maths. The Company is based in Southampton, Hampshire. Every adult working or helping at the Company is expected to support and comply with this policy. It applies to all staff, managers, volunteers, students and anyone working on behalf of the Company.

**Purpose of the policy:** This policy protects children who receive any service from us, including the children of adults who receive services from us. "Children" means anyone under 18. The Company believes no child or young person should experience abuse or harm, and is committed to their protection. This policy guides everyone who represents us in our approach to child protection and safeguarding.

**The risks to children:** Children can be vulnerable to many forms of abuse and harm, including physical or emotional abuse; neglect; sexual abuse; female genital mutilation (FGM); grooming and exploitation; trafficking and modern slavery; domestic abuse; bullying or cyberbullying; exposure to inappropriate content or behaviour, such as violence or criminal behaviour; self-harm; and physical harm during activities without adequate supervision. Children can be placed at risk by family members or members of the community.

**Safeguarding principles:** Safeguarding children is an essential responsibility of the Company. Everyone under this policy is responsible for: staying alert to possible safeguarding risks; protecting children from harmful environments (for example through adequate supervision); taking positive steps to maintain children's safety and wellbeing; reporting concerns promptly and appropriately in line with child protection procedures; understanding the duty to report specific concerns and how this interacts with confidentiality; challenging and reporting any inappropriate or harmful behaviour by another adult; acting appropriately around children; not taking inappropriate risks; and not smoking, drinking or taking illicit substances in the presence of children.

**Responding to a concern or disclosure:** Where a child is at immediate risk of serious harm, any adult present should call 999, then contact the Safeguarding Officer as soon as reasonably practicable. Where there is a concern but no immediate risk, the adult should consult the Safeguarding Officer as soon as practicable and no later than the end of that day. If a child discloses harm or abuse, the adult should:

- listen calmly and carefully, showing that the child's views are taken seriously

- give an appropriate and honest level of reassurance
- avoid probing, intrusive or leading questions
- avoid promising to keep secrets, because any concern must be shared with the Safeguarding Officer
- make a confidential written record during or straight after the discussion, including key details, times, dates, places and people involved (audio and video recordings of disclosures should be avoided)
- pass all relevant information to the Safeguarding Officer as soon as practicable, and no later than the end of the day

The Safeguarding Officer will consult relevant people and make any appropriate referrals, for example to the local authority's Children's Services.

**Concerns about connected adults:** Any concern about the conduct of an adult connected to the Company that poses, or may pose, a risk to children must be raised first with the Safeguarding Officer (or, where that is not appropriate, another senior member of the organisation). Next steps may include further enquiries; referral to Children's Services or the police; disciplinary or formal investigation processes, including suspension; or referral to the Disclosure and Barring Service (DBS), Disclosure Scotland, Access Northern Ireland or another regulatory body. Anyone facing an allegation will be informed formally and treated fairly, with the safety of the child at the heart of the process. Anyone who raises an allegation will be listened to, taken seriously and treated fairly throughout.

**Background checks:** All learning support staff and tutors are DBS-checked (or checked through Disclosure Scotland or Access Northern Ireland, as applicable). Where we remove anyone from regulated activity, we will make a referral to the relevant body.

**Groups and activities:** Activities involving children include small online group sessions, such as Launchpad and IGCSE classes. The Safeguarding Officer holds ultimate responsibility for their safety and appropriateness and may appoint a delegate for specific events. Everyone under this policy must also play an active role in keeping children safe. Any additional code of conduct for a specific activity will be shared with staff and families in advance.

**Venues:** Venue details for any in-person events or activities are shared directly with enrolled families. All venues are risk-assessed for safety and suitability for children. Any accident or injury must be reported to the nearest first aider and then to the Safeguarding Officer.

**Consent forms:** We always obtain written consent from a parent or guardian for any event where children attend without them. Consent forms include emergency contact details and any specific safety needs, and are stored securely in line with our privacy policy.

**Supervision ratios:** For groups aged 12 to 16, there is one adult for every ten young people. Where a child attends with their parent or guardian, the parent or guardian is responsible for supervising them.

**Managing behaviour:** When faced with challenging behaviour or conflict between children, adults must treat each child fairly, stay calm and neutral, and only ever use physical intervention to protect someone's immediate safety, with the minimum force necessary. Any such incident must be recorded and reported to the Safeguarding Officer.

**Bullying:** Children can be harmed by their peers, most commonly through bullying: repeated behaviour intended to hurt someone physically or emotionally, sometimes motivated by prejudice. It includes physical harm, name-calling, threats and cyberbullying. We deal with any bullying concern in the first instance; if it continues, further steps are taken with the Safeguarding Officer.

**No-photo policy:** We operate a strict no-photo policy. We do not take photographs, and we ask that the public, parents, guardians and children do not take photographs or screenshots during our activities, on our online platforms or at our events.

## 6. Contact and Data Protection Details

| Item                                                        | Details                                                               |
|-------------------------------------------------------------|-----------------------------------------------------------------------|
| Designated Safeguarding Officer and Data Protection Officer | Chetana Greenwood                                                     |
| Email                                                       | support@thealh.co.uk                                                  |
| Alternative email                                           | info@learningsupporthampshire.com                                     |
| Phone                                                       | 07824 154946                                                          |
| Location                                                    | Southampton, Hampshire. Full registered address available on request. |
| ICO registration                                            | ZC114241 (UK Information Commissioner's Office)                       |
| Policy review                                               | Reviewed annually; next review June 2027                              |