

AQA Education Packs Terms & Conditions (Academic Year 2026/27)

These Terms & Conditions apply to the LCB Education AQA Education Packs for the academic year 2026/27.

1. Who we are

- Legal entity: Little Crafters Boxes Limited (“we”, “us”, “our”)
- Trading name: LCB Education
- Contact emails:
 - Support and submissions: support@littlecraftersboxes.co.uk
 - General enquiries and commercial licensing: hello@littlecraftersboxes.co.uk

2. What you are purchasing

An AQA Education Pack is an academic-year membership that provides access to LCB Education learning content and services.

2.1 Minimum included in every Education Pack

At a minimum, every Education Pack includes:

- LCB Learning TV
- Access to our topic-based and seasonal curriculums with LCB-selected AQA Unit Award Scheme (UAS) units (typically 11-14 units per month) with three challenge levels
- Registration and administration for the AQA Unit Award Scheme for the academic year (including our administration fees)
- Teacher feedback and marking service (see Section 7)
- Certificate handling, packaging and postage included three times per year

2.2 Package tiers

You may choose from different package tiers (e.g., Basic / Plus / Complete) and may add optional physical resources where offered. Package inclusions are as described on www.lcbeducation.co.uk at the time of purchase.

3. Academic year dates, access period, and deadlines

3.1 Academic year term

The 2026/27 Education Pack covers the academic year:

- Start date: 1 September 2026 (see backdating in 3.2)
- End date: 30 July 2027

3.2 Backdated annual memberships

If you purchase an annual Education Pack part-way through the academic year, your membership is backdated to 1 September 2026. This means:

- The Education Pack is for the academic year (September to July), not a rolling 12-month calendar year.

3.3 Submission deadline

All work you would like us to assess and process for AQA certification must be submitted by:

- Midnight on 30 July 2027

3.4 Complimentary August content

August is not formally part of the academic year. We may provide complimentary August content depending on your registration timing and status:

- Early registration bonus: If you register in August for the new academic year, August content may be included as a complimentary early-access period.
- End-of-year access: Learners who remain active through the academic year and submit any work they wish to submit by 30 July 2027 may be able to access August 2027 content as a complimentary period.

Complimentary August access is provided at our discretion as part of the offer and does not extend the academic-year end date or submission deadline.

4. Per-learner registration and candidate numbers

4.1 One Education Pack per learner

Each learner must have their own Education Pack membership to:

- be registered appropriately for certification
- generate and maintain a learner record and (where applicable) a candidate number

4.2 Existing candidate numbers

If a learner has previously been registered with us, they may be able to use their existing candidate number, but they must still hold an active Education Pack membership for the 2026/27 academic year.

5. Portal access and family sharing

5.1 Family sharing of downloads

Where your package includes downloadable resources and lessons, you may share these within your immediate household/family for personal educational use.

5.2 Portal access is per learner/email

Where your package includes Learning Portal access, portal access is:

- one learner per registration
- one registration per email address

If multiple learners in a household require portal access, each learner must have their own registration that includes portal access.

5.3 Strictly No sharing outside your household

You must not share, distribute, resell, or upload our resources outside your household.

6. Commercial use and licensing

Our resources are licensed for personal, home education use unless otherwise agreed.

If you are a school, local authority, tuition group, alternative provision, club, or any other organisation (or you intend to use resources with multiple learners outside your household), you must obtain a commercial licence.

Please contact hello@littlecraftersboxes.co.uk with your learner numbers and intended

use, and we will provide pricing and terms.

7. Submissions, marking, and teacher feedback

7.1 How to submit work

Depending on your package and preference, submissions may be made via:

- the Learning Portal (where included)
- email to support@littlecraftersboxes.co.uk (e.g., PDF evidence)
- our online submissions portal in the members area of our website (for other formats)

7.2 Our marking approach (professional judgement)

LCB Education provides a teacher feedback and marking service based on professional judgement. Because parents/carers/tutors are the primary educators in this model:

- You agree to facilitate your learner's learning, support understanding of the topics, and oversee the work submitted.
- Our marking is not a line-by-line check of every answer. We assess whether:
 - the required outcomes appear to be met
 - the overall quality is appropriate for the AQA unit
 - there is no obviously erroneous or inconsistent evidence

7.3 No-fail approach and resubmissions

We do not operate a "fail" model. If outcomes are not yet met:

- we will provide feedback and improvement guidance
- resubmissions are permitted so learners can meet the outcomes

7.4 Turnaround times

Our target turnaround for marking/feedback is 3 working days. During peak periods, it may take longer. We will always aim to process submissions as quickly as possible.

7.5 Active membership requirement for marking and certification admin

Marking, feedback, and AQA certification administration are provided only while your membership is active and paid-up.

If you cancel or your payments stop:

- your access to the marking/feedback service ends at the cancellation date
- we will not process new submissions or claim certificates after cancellation

You may submit and request certification for work up to the date your membership ends, provided it is submitted while you are active.

8. Certificates, postage, and corrections

8.1 Certificate postage

Certificate handling, packaging and postage is included three times per year.

8.2 Corrections and re-delivery

- If a certificate error is caused by our mistake, we will cover the cost of correction and re-delivery.
- If a certificate error is caused by customer-provided information (e.g., spelling of name/date of birth), the customer is responsible for any re-delivery postage costs.

9. Data sharing and privacy (AQA requirements)

To register learners and claim certificates, we must share the learner's:

- full name
- date of birth with AQA.

By purchasing an Education Pack, you consent to this data sharing for certification purposes. We do not share other personal data outside our organisation except where required to deliver the service.

10. Payments, instalments, and non-payment

10.1 Instalment options

Instalment options (e.g., Clearpay or PayPal Pay in 3) may be available at checkout.

10.2 Monthly plans

If you are on a monthly plan, you are paying for access during the period you are paying.

If you stop paying or cancel:

- access to services (including marking/cert admin) ends immediately.
- you may not submit further work for certification after your membership ends

11. Cancellations and refunds

11.1 Statutory rights

You have statutory rights under UK consumer law. Where applicable, we will apply the required cooling-off and refund rules.

11.2 Annual plans (term-based service value)

Annual Education Packs are priced for the academic year and include significant administration and service components.

If you request cancellation of an annual plan part-way through the year, any refund (if offered) will be calculated on a term basis:

- the academic year is treated as three terms
- a minimum of one term is payable once services have commenced
- if you cancel during Term 2, Terms 1 and 2 are payable and Term 3 may be refundable if not accessed

We reserve the right to deduct reasonable costs for services already delivered, including AQA-related administration and processing.

11.3 Physical add-ons

Physical add-ons are optional and priced based on the selections made at checkout.

- Not refundable once dispatched: Physical items are not refundable once dispatched, except where required by law.
- Refund for undelivered items: If you cancel and you have paid for physical items that have not yet been dispatched and you no longer wish to receive them, those undelivered items may be refundable.

12. Changes to content and service

We may update or improve content, delivery methods, and schedules to reflect:

- awarding body changes
- safeguarding and quality standards
- operational requirements

We will always aim to maintain the overall value and intent of the Education Pack.

13. Acceptable use

You agree not to:

- share portal logins outside your household
- distribute resources publicly or to groups without a commercial licence
- misuse our services in a way that harms our staff, community, or other learners

14. Contact and support

For help with access, submissions, or marking queries, contact:

- support@littlecraftersboxes.co.uk

For commercial licensing enquiries:

- hello@littlecraftersboxes.co.uk

15. Governing law

These Terms & Conditions are governed by the laws of England and Wales.