

## Learner Charter

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| <p style="text-align: center;"><b>You can expect:</b></p> <ul style="list-style-type: none"><li>• Accurate information about courses and our services</li><li>• Friendly and helpful staff who will treat you with respect</li><li>• Easy and accessible enrolment procedures<ul style="list-style-type: none"><li>• Dynamic teaching which is responsive to learner needs</li></ul></li><li>• A safe and welcoming learning environment<ul style="list-style-type: none"><li>• A service which is open and promotes learning for all</li></ul></li><li>• That we listen and respond to your concerns<ul style="list-style-type: none"><li>• Professional staff who are appropriately trained and up to date with centre policies and procedures.</li></ul></li></ul> <p style="text-align: center;"><b>We expect you to:</b></p> <ul style="list-style-type: none"><li>• Arrive on time ready to learn</li><li>• Participate fully in the course including any IQA activities your course may be subject to</li><li>• Be aware of what's expected of you to successfully</li><li>• Treat all staff and other learners with consideration and respect<ul style="list-style-type: none"><li>• Take an active part in promoting health and safety</li></ul></li><li>• With the support of your tutor agree your CPD plan and review your progress to get the most from your course</li></ul> | <p style="text-align: center;"><b>Equal opportunities</b></p> <p>Be Confident Group aim to ensure that no one is discriminated against because of their ethnic or national origin, race or colour, gender, age, class, sexual orientation, or because of their religious or political beliefs, disability.</p> <p style="text-align: center;">If you feel you have been discriminated against please talk to your tutor or ask to speak to a manager.</p> <p style="text-align: center;"><b>Learner Appeals</b></p> <p>If you feel you would like to appeal an assessment decision please speak to your tutor or ask to speak to a manager. Our learner appeals policy can be found on our website under instructor training.</p> |
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**Course Code:** .....

**Date:** .....

**Learner's Signature:** .....