

Learner Charter

Learners can expect:

- A teaching and learning environment that is appropriately resourced, systematically reviewed and enhanced
- High-quality teaching and support from appropriately qualified employees (academic and non-academic) from initial contact to course completion
- A learning environment that includes the best use of technology, where possible, is well equipped, safe and has suitable learning and welfare facilities
- The opportunity to provide feedback on their learning experience, including, the quality of teaching, facilities, resources, and support
- To be provided with accurate, up to date and timely information in relation to classes, assessment, policies and procedures and any changes that affect the learning experience
- Clear guidelines on what is expected while participating on a course, including, in class, during assessment and while engaging with other learners and employees
- A teaching and learning environment that is responsive to the most up to date pedagogical and assessment related developments
- The use of a variety of teaching methods to accommodate different learning styles including group discussion, lectures, role play etc.
- A learning environment that is open, inclusive, ethical and does not accept any form of discrimination and where all are treated equally with courtesy, dignity, and respect
- Offer appropriate information and advice on your work and progress and a prompt response to any problem that you bring to our attention
- Treat any information provided in a confidential manner
- Access to independent, confidential, learner-centred processes for dealing with complaints, appeals and disciplinary issues

Learners are expected

- To take responsibility for their own learning
- Familiarise themselves and comply with the organisations policies, procedures, rules, and regulations
- Commit to and participate in all activities related to their course, including, engaging with employees in a timely manner while treating them with courtesy and respect
- Meet all assessment deadlines, and exercise integrity and honesty when submitting assessment evidence, confirming in writing that it is their own work
- Provide feedback on their learning experience, including, the quality of teaching, facilities, resources, and support
- Respect the rights of all employees and other learners to be able to work in a co-operative manner and treat everyone with respect
- Disclose all relevant information that might impact your ability to fully participate in the course
- Keep us informed of any changes in your personal and contact details