

Learner Charter

What you can expect from the Service:

As a learner with On Course South West, you can expect:

- Access to a broad and balanced range of activities to appeal to as wide a section of the community as possible.
- A friendly and prompt response to all enquiries informed by well-presented and accurate course information.
- An induction process which makes clear what is expected of you as well as what the Company will provide.
- A balanced range of teaching and learning strategies which will suit your aims and experience, and which are appropriate to the course content.
- Consistency, regularity and punctuality by all staff.
- Regular feedback and assessment on your progress.
- The opportunity for you to evaluate your course.
- Qualified and experienced staff who are supported by staff development.
- Fast, efficient and courteous processing of financial matters that affect you.
- A learning environment free from discrimination.
- Expert help and impartial advice from Learning Advisers before, throughout and at completion of your course, whether this relates to further study or employment.
- Access to a formal complaints procedure.
- Notification of cancellation of courses with reasonable attempts to provide you with a suitable alternative.
- We will post to your last known address any certificates associated with your course. Please note replacement certificate requests to the awarding body will involve a fee which is your responsibility.
- Regular updates by text/email on a variety of subjects e.g. bad weather closure.

What the Service expects from you:

- Commitment to your course and individual learning goals.
- Regular and punctual attendance.
- A notification of non-attendance. If we are unable to contact you regarding your absence, **after four weeks you will be withdrawn from the course.**
- To behave in a way which does not offend others, is not discriminatory in terms of race, gender, sexual orientation, disability or faith and belief, and shows care, consideration and respect to all staff and fellow learners.
- Behaviour in a way which does not cause injury or damage to staff or learners of the Company, the property of the Company or the reputation of the Company.
- To arrive for class ready to learn. We have the right to ask you to leave a class should your behaviour be detrimental to the group's learning. Examples could include arriving under the influence of alcohol or drugs, behaving in an aggressive manner, arriving in an emotional or distressed state. This is also applicable to virtual learning environments.

- Repeated or serious instances of the above could result in you being withdrawn from your course without a refund.
- To submit your own original work for all assessments following specific guidelines according to individual courses.
- To complete regularly with your tutor an Individual Learning Plan
- To comply with special requirements that may be laid down for a course through, for example, accredited bodies; professional bodies; the law that may require health/medical/criminal checks.
- Complete all necessary paperwork in line with the funding body requirements.
- Inform the quality of our Company by completing forms and paying fees promptly.

Please note: your accreditation/exam results will be withheld if your course fees are not paid.

- Notification by you of any changes in your contact details, including your address, landline, mobile telephone numbers and email address.
- To comply with all current and future rules and regulations reasonably laid down by the Company and notified to the learner.
- To act all times within the law.