



The Charter outlines our commitment to:

- students and potential students of the Centre
- employers/HEI's using the Centres services

The Charter reflects our aim to offer a high quality education and training service that meets the needs of all our learners. We respect the differences in our community and have high expectations of all learners, irrespective of race, gender, disability, learning difficulty, age, sexuality, social class and culture.

It also outlines the responsibilities that will help learners get the most out of their studies, be successful and progress.

We will measure how well we are meeting our commitments, and take action to improve. We will publish the results of this improvement activity on our website.

Please help us by telling us if we fail meet our Charter standards, including if we take too long to reply to you.

Learners can do this by:

- telling your tutor or any teacher
- completing a 'Suggestions' form, available on the website
- telephoning the Director of Studies on 01422 842596
- sending an email to k.hayday@distancelearningcentre.com
- making a formal complaint normally within 12 weeks after the reason for the complaint occurred

Standards

If you leave your name and address or email, we will:

- acknowledge your feedback within 5 working days
- tell you what we plan to do, within 10 working days
- tell you when we have done it
- give you the opportunity to tell us how well we handled your comment or complaint

Our commitment to learners, their families and employers

Learners, their families and employers can expect the Centre to offer:

1. A friendly, prompt, efficient, courteous and respectful response to all inquiries.
2. A safe, healthy, caring and friendly learning environment, free from bullying and discrimination, in which expectations are high and committed learners can study.
3. Clear and accurate information on:
 - entry requirements for courses that have them



- course content and methods of delivery
- assessment arrangements
- possible progression routes
- costs of courses (fees) i
- additional costs and other costs associated with the course
- support available
- if financial help available
- the success of previous learners
- moderation results

4. A Student Handbook and/or introduction or induction programme that makes clear:

- what the Centre will provide
- what is expected of learners
- how people can provide feedback to the Centre, including how to make a formal complaint and/or appeal
- how the Centre will respond if Charter commitments fail to be met by either the Centre or by learners

5. Regular progress reviews for all learners

6. Access to Information on:

- careers
- further and/or higher education or training and how to apply

Learners, their families and employers can expect the Centre to offer:

7. Commitment from caring and professional staff who will:

- Give an explanation tutor on unavailability and contact
- provide high quality teaching and training that suits learner needs, ability and experience
- provide regular, fair and accurate assessment
- mark all submitted work and return it within two Centre weeks unless otherwise agreed
- regularly review progress and give constructive feedback and advice about how to improve

14. Opportunities to express views on the quality of learning programmes, through opinion surveys.