

LEARNER CHARTER

Our Learner Charter has been written to tell you, as a learner of Access, what you can expect:

We will treat all of our learners fairly and with respect

If you are thinking about studying with Access we will:

- Make sure you have access to easily understood and accurate Information, Advice and Guidance to help you choose a programme appropriate to your needs
- Identify your individual needs to ensure you are on the right programme and to enable any learning support to be agreed and arranged

When you are studying with us we will:

- Support, encourage and guide you to help you to successfully complete your programme
- Provide a named person who is responsible for your learning
- Provide you with a relevant induction to Access and your programme
- Provide you with the opportunity to appeal against assessment outcomes if you feel they are unfair or biased
- Give you feedback on your progress at intervals appropriate to you and the duration of your programme
- Provide safe learning environments which are appropriately equipped
- Tell you about actions you need to take in connection with exam entries/registrations

When planning your next steps we will:

- Support you by giving you access to information, resources, and guidance on the options available for you to progress onto another programme

To help us improve we will:

- Provide you with opportunities to give us feedback about your experience and we will listen to what you say
- Act on learner feedback and publicise the outcomes and changes we have made
- Provide a complaints procedure which gives you an opportunity to discuss your concern immediately with an appropriate member of staff
- We will acknowledge a written complaint within 2 working days and a personal response will be made within 10 working days