



KLP – 002 Learner Charter

LEARNER CHARTER

Purpose

This charter recognises that all learners should have equality of access to learning and should expect:

Key Commitment to Learners

- To provide high quality training, teaching, assessment and learning to help an individual reach full potential
- Ensure the Company Code of Conduct is actively promoted to all learners and staff
- Discuss and agree an Individual Learning Plan with you and identify any additional help or support based on your needs
- Provide you with an Assessment plan at the beginning of your course
- Mark your work within the agreed timescale and provide constructive feedback
- Attend meetings/start classes punctually and inform of changes
- Discuss progress as an on-going activity
- Provide a range of services including where to go when there is a problem
- Provide a safe and secure learning environment
- Offer free and impartial advice and guidance or be able to signpost on
- Value any comments or feedback you may have about your experience with Group horizon and respond to these promptly
- Challenge you if we feel you are not achieving your potential
- To be given equal opportunities and treated fairly

Key Learner commitments

- Take responsibility for your own learning and aim to reach full potential
- Observe the code of conduct
- Be punctual and give notice of any changes
- Meet agreed deadlines
- Be confident to ask for support if needed
- Make the most of the service offered to you
- Respect teaching/assessing staff
- Observe all health and safety rules
- Value and respond positively to constructive feedback
- Make use of help that may be offered to you
- Participate constructively and actively in learning
- Use appropriate behaviour, not using offensive language and actions
- Comply with health and safety regulations at all times