Buckinghamshire Adult Learning

# Learner Charter

## Know your rights and responsibilities

## What you can expect from us:

- Free information and advice on courses, qualifications and help with cost where applicable.
- Every effort made to contact you if your class is cancelled.
- Health and safety information.
- All comments and complaints listened to and resolved quickly.
- Teaching by experienced and trained staff.
- Support in all areas of your learning.
- Learning assessed regularly and feedback provided on how you can improve.
- Advice on what to do next and access to careers guidance where appropriate.
- A safe and secure environment with all safeguarding issues dealt with by our Safeguarding Officer or a member of the Safeguarding team.

## We ask you to:

- Commit to your course and your learning.
- Attend every class, arrive on time, and tell us if you cannot come to a session.
- Show respect and care for equipment, buildings and other people and their property. This includes not uploading any images or videos taken in class to the internet.
- Support the completion of paperwork and ensure that you sign your Learning Agreement in order for us to claim funding and keep classes open.
- Pay any fees which are due.
- Tell us as soon as you can if you think you may need additional support with your learning due to a disability or learning difficulty. Please speak to your tutor or contact our Learning Support Officer Kirsty Barlow on 012965 85448 or email Learningsupport@buckinghamshire.gov.uk

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**www.adultlearningbc.ac.uk**
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