



Learner Charter



At Alliance Learning we aim to provide a quality, enjoyable learning experience where high standards can be achieved. You can expect a strong commitment from our staff. Our promise to you is outlined below.

Our promise to you.....

- To give helpful induction, guidance, advice and support in choosing courses most suited to your needs. To receive clear information on the course and its objectives and assessment requirements.
- To provide appropriate Health & Safety information designed to minimise risks to your or any other person's safety whilst attending our centres.
- To give details of and explain the appropriate use of the amenities available to learners.
- To provide clear information on the course and its objectives and assessment requirements.
- To provide a high standard of support throughout your learning programme.
- To give regular feedback on your progress, recommend additional learning materials to complement your studies and mark any submitted assignments promptly.
- We will treat you solely on your own merits, without discrimination on the grounds of race, gender, religion, age or disability.
- Through our recognised procedures, we will listen to your views and suggestions concerning any aspect of your learning journey at Alliance Learning.
- We will provide expert advice on potential further progression routes following the completion of a period of training.
- We will keep your personal details secure in accordance with the Data Protection Act requirements.

Your obligation to us.....

- To conduct yourself at all times in a manner that will not disturb or upset other learners, staff or visitors when you attend Alliance Learning Centres. To attend all scheduled sessions and complete your learning within agreed time limits.
- To comply with reasonable requests from all Alliance Learning staff.

- To take responsible care for your own Health and Safety and that of other people at Alliance Learning.
- To fully complete all registration procedures and provide copies of all documentation requested to comply with audit requirements for funded training.
- When on Alliance premises, to observe the rules and procedures applicable to the area where you studying at all times.
- In summary, to behave with courtesy at all times and enjoy your time at Alliance Learning.

What do you do if you are concerned about something or think you have been treated unfairly?

First of all, raise it with the person responsible. This could be a fellow learner, assessor, instructor, tutor or other Alliance Learning staff.

If you think the outcome is unsatisfactory, you can ask to be referred to a more senior person and put your case to them either verbally or in writing. If after having dealt with that person you are still unsatisfied, you can make a written complaint to the Executive Manager or Quality Manager at Alliance Learning. Under normal circumstances, you should receive a response to your complaint within 10 working days.

You are entitled to seek independent help outside Alliance Learning at any stage, but you should make every attempt to resolve the issue internally before external help is sought. If you need advice on any problem relating to your entitlement, you can talk to any member of Alliance Learning staff. Under normal circumstances, you should receive a response to your complaint within 10 working days.

Alliance Learning is a place of training, education and learning, which meets the needs of a wide range of employers and employees. To make sure we work well together as a partnership you have both rights and obligations as a learner.

Your obligations are to behave with maturity, courtesy and consideration at all times. If we all act this way, then all our rights are protected and Alliance Learning will work well for the benefit of all.

Enjoy and profit from your time at Alliance Learning. When you registered with us, we undertook to recognise your rights as a learner. In the same way, your registration indicates your recognition of your obligations.