



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 be given a helpful induction, guidance, advice and support from your instructors, tutors and all other Alliance Learning staff, in choosing a course most suited to your needs, and to have this set out clearly in a 'Learning Agreement'.
- To receive clear information on the course and its objectives and assessment requirements.
- To experience a high standard of teaching.
- To receive regular feedback on your progress, with regular setting of work and prompt marking of any work handed in.
- To be treated solely on your own merits, without discrimination on the grounds of race, gender or disability,
- To give your views and recommendations, through agreed procedures, concerning the course you are on.
- To receive advice and support if you run into any personal difficulties while on the course via our mentoring team.
- To experience a helpful induction into your chosen course and if applicable guidance onto your next stage after the course.
- To make appropriate use of the amenities available to students.
- To receive appropriate Health & Safety information (You will be asked to acknowledge that you have received it).
- In summary, to have an enjoyable and positive time with Alliance Learning, free from disturbance or discourteous treatment.

Your promise to us.....

- To conduct yourself in a manner so as not to disturb or upset other learners and staff when within Alliance Learning, both in the workshops, classrooms or any other area of Alliance Learning.
- To attend regularly and punctually to contribute positively to the learning activities, and to complete work set within the agreed deadlines.
- To comply with reasonable requests from all Alliance Learning staff, not just staff involved on your course.
- To take responsible care for your own Health and Safety and that of other people at Alliance Learning.
- To ensure that you attend any external examinations. Please check arrangements with your course tutor or assessor. In summary, to behave with courtesy at all times and take full responsibility for your own learning.

What do you do if you do not think you have received your entitlement?

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, put your case to a more senior person. This may be done 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.

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.