

# Learner Charter

Lowestoft College is committed to providing the highest quality service to all learners within the limits of its resources.

All staff are committed to helping you achieve your full potential in a friendly, caring and supportive environment. To ensure that this happens, it is essential that you know what you can expect from us and what we can expect from you. Your education and training is the result of mutual agreement and obligations, which are listed in this Charter.

## What the College offers to you the learner

Before you start your course the College offers:

- Impartial treatment, regardless of ability, gender, marital status, age, religion, race, sexual orientation or physical ability
- Impartial advice and guidance about suitable courses
- An interview and an opportunity to attend one of our Open Evenings
- Information about the College's approach to learners with learning difficulties or disabilities, with referral as appropriate to external agencies
- Detailed course information covering:
  - Entry requirements
  - Course content and structure
  - Assessment methods
  - Course cost
  - Teaching and learning methods
  - Progression from the course
- Unbiased and impartial selection procedures (QD028 - Recruiting with Integrity Policy)
- Tours of the College and its facilities
- Accreditation of prior learning where relevant

## On successful completion of your course, you are entitled to:

- A report on your performance
- Impartial advice on progression from the course
- A reference

## The College expects that you will:

- Make a full commitment to your course by full attendance, submitting all required work on time and by being punctual for classes
- Take responsibility for organising your learning time effectively
- Take shared responsibility for your own learning
- Observe College regulations e.g. smoking and parking
- Conduct yourself at all times in a way which shows consideration for all the members of the College community and is not detrimental to the reputation of the College
- Observe all appropriate health and safety regulations including the law with regard to smoking
- Observe the regulations on the use of computer equipment
- Show respect for the College environment and property and encourage others to do the same
- Switch off mobile phones, personal stereos and MP3s during teaching sessions
- Take care of your own property, recognising that the College cannot accept any responsibility for loss or damage which may occur
- Not take employment which interferes with classes and/or required work
- Not behave in a way which is offensive to others, and finally
- Treat everyone with respect

## When you have been accepted on the course, the College offers:

- An induction programme introducing you to the course and the College
- A course handbook which specifies syllabus, work schedules, assessment procedures
- Rooms and facilities appropriate to the course
- Details of disciplinary procedures
- High quality teaching, subject to internal and external inspection
- Written information about the course and this handbook containing general information about the College
- Details of complaints and appeals' procedures
- A safe working environment
- A course which fulfils the requirements of the relevant examining bodies
- Teaching and learning appropriate to the course
- Support in your learning as appropriate
- Well prepared learning sessions
- Fair and impartial assessment (see QD006 - Assessment for Learning Policy)
- Information about grading
- A minimum of four progress reviews for all full-time learners
- Regular reports to parents or employees as appropriate
- Consideration of the access needs of learners with special physical requirements
- Resourcing appropriate to learning needs arising from disability
- Access to specialist counselling and careers' guidance
- Consultation by different means including surveys, forums, conferences and blogs
- Regular Parents' Evenings for all full-time 16-19 year olds