



LEARNER CHARTER

Learner Charter

Welcome from the Board

tpm is committed to continually improving the quality of its services and this Learner Charter is one way of outlining that commitment to you.

This Charter also explains what tpm expects of you. The quality of the services that we believe you are entitled to is balanced with responsibilities placed on you. The ethos of our training centre is different from what you may have experienced at school, Further Education College or through other training. This Charter explains how you can make the most of the opportunities that tpm has to offer.

Brian Quinn
Director - Equality and Diversity Co-ordinator

Studying and Learning at tpm

You can expect:

- to receive a Learner Handbook which provides you with information about the tpm's centre, its regulations and facilities
- an induction to tpm's buildings and facilities
- an effective initial and diagnostic assessment
- that we will work with you to help you develop your learning skills, recognising that this is an ongoing process
- that we will provide a health and safety vetted and monitored Employer/Placement
- that we will provide a safe and healthy, quality learning environment
- that we will actively operate and monitor a Zero-Tolerance Promise on any form of discrimination
- that the teaching you receive will be evaluated. We will use feedback to enhance the quality of our teaching
- that we will provide you with access to appropriate resources to enable you to complete your studies
- that we will support your learning, health, spiritual, religious, personal needs and well-being, to help you complete your award/s
- that staff will be respectful, professional and efficient in all of their dealings with you
- that we will seek to create and maintain an atmosphere and environment which is conducive to learning

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- that we will monitor admissions, progression and completion data and feedback from students with a view to continually enhancing the quality of our provision
 - we will provide a range of enhancement, celebration and cultural activities, for learners who want to take part
 - that we will respect your right to confidentiality within the realm of UK legislation
 - that we will comply with all relevant UK legislation and enforce and uphold this in our daily operations

What we expect of you:

- that you will check your application and registration details and report any mistakes or omissions immediately
- that you take part in any and all interview and induction activities promptly and professionally
- that you will actively contribute to a safe and healthy, quality learning and working environment
- that you will actively subscribe to our Zero-Tolerance Promise on any form of discrimination and report any incidents in accordance with our Equality and Diversity Policy
- that you will respect and work in accordance with our security and safeguarding policy and procedures; ensuring that you use the security and visitor systems and procedures in place and do not compromise anyone else's safety and security
- that you will report any concern of any matter to an appropriate staff member
- that you will take responsibility for your own learning and assist in creating and maintaining an atmosphere and environment which is conducive to learning for all
- that you take responsibility for seeking any support you need or think you might need
- that you use our facilities with respect and consideration for others
- that you will be courteous, efficient and behave in a professional manner;
- that you will behave responsibly and respect other learners, staff and the local community both on and off-site
- that you provide the information requested by tpm and that you keep tpm advised of changes to the data held on your learner record

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- that you will comply with all tpm's rules, policies and regulations and all relevant legislation
 - that you will work with staff to promote and implement the principles of this Charter.

Give us feedback on how we are doing

All courses ask for your views, normally at your Assessment Plan Review meetings with your personal assessor; at the end of each unit delivery in teaching; during learning or social support reviews; in Learner Surveys twice each year; in learner responsive surveys by the Learning and Skills Council's Framework for Excellence each year; and of course at anytime you feel relevant to any member of staff, using the Learner Voice System or our Learner Survey Questionnaire form from our website at: <http://www.tpmnow.co.uk/resources/documents.htm>

tpm surveys learner views regularly. The results of these surveys are analysed and considered carefully by our management team. As the questionnaires are often anonymous, you may not receive an individual response from tpm but your views will be considered along with those of other learners, and improvements to teaching, resources or facilities are made accordingly.

Complaints and grievances

If you have a problem, you can contact your Personal Assessor, Teacher, Business Development Consultant or a Company Director. It is important to tell us about any problems as soon as you can as it is often easier to deal with problems at an early stage. tpm also has a formal procedure for learner grievances.

Assessment appeals procedure

The assessment appeals procedure is the method of appealing an assessment decision made by your Occupational Assessor. The procedure is presented in the front of your Awarding Body Standards and in Appendix 3. of your Learner Handbook or from our website resources tab:
<http://www.tpmnow.co.uk/resources/documents.htm>

Learner discipline

You should note that there are disciplinary procedures for learners who break tpm regulations or fail to comply with instructions regarding conduct and misuse or abuse of tpm resources and facilities. These are referred to in this charter and in our various policies. Further information is available in your Learner Handbook.

We hope that your relationship with tpm will be one which you value both during your time with us and after you leave. We would like you to continue your relationship with us after completing your award.

After you leave

You can expect:

- that you will receive a qualitative exit interview process
- that we will use the information that you provide at the end of your time with us to shape and inform decisions about the delivery, leadership and management of future courses and services
- that we will discuss progression routes and opportunities with you and provide support and or referral relevant to any decision you make

What we expect of you:

- that you help us by completing the exit interview and leaver destination survey on request.