



EQUAL OPPORTUNITIES LEARNER'S CHARTER

1 January 2020

"Equality and diversity needs to be embodied and imbedded into organisational culture. It is not enough to have a policy. At Positive Psychology Guild, we collaborate with our stakeholders to ensure that we are a learning organisation which adopts bottom up thinking" **Reece Coker, Centre Manager**

The following Learner Charter has been drawn up stating the standards of service you can expect to receive as a learner of Positive Psychology Guild.

Using the Positive Psychology Guild you can expect:

- to receive a high quality learning experience
- to be given equal opportunities and treated fairly
- to be treated with courtesy
- to have access to advice, guidance and support to ensure your choices are informed ones and that your learning needs are met
- to learn in a healthy and safe environment
- to be provided with timely and appropriate information on your progress
- to have staff listen to any issues, suggestions or concerns you may have, and to respond in a relevant manner

In turn as a customer of Positive Psychology Guild we would like you to:

- be fully committed to your course
- treat our staff with courtesy
- provide us with appropriate information to help us meet your learning and assessment needs
- ensure that your behaviour contributes to a healthy and safe environment
- abide by any rules specifically relating to online assessment
- communicate issues, suggestions or concerns using the procedures outlined in your Student Handbook.

If for any reason you wish to make a formal complaint, then please access our formal complaints procedure on the website or email:

complaints@ppnetwork.org

This policy has been approved & authorised by:

Name: Reece Coker

Position: Centre Manager

Date: 29/07/2019

Signature:

R M Coker.

Review of Policy: 25/07/2019