



Learner Charter

The Warrington Business School is committed to helping our learners develop their skills and create more life opportunities. We believe in our training programmes and in providing our learners with the kind of service they will enjoy, not just expect. All of our staff are trained in customer service to meet the high standards set by The Warrington Business School which will make a positive difference to your training. Each member of the team is expected to be personable, attentive to your needs, act in a professional manner and make every reasonable effort to deal with problems immediately.

As a learner, you can expect:

Choices

To be considered as an individual, treated fairly and with respect

To be an active participant in your learning aims and training goals

To understand the training choices open to you, based on an initial assessment

To develop your personal and social skills along with work related abilities

Skills and Knowledge

To receive accurate course information in a timely manner

To help co-design your individual learning plan with advice and guidance

To connect the expertise and competencies you have developed across all areas of your life

To be supported in taking risks and developing your understanding of unfamiliar subjects

To have access to learning which will enable you to progress within the wider community

Learning Environment

To have access to different teaching and learning approaches and resources which meet your individual needs

To have access to people who are able to extend and develop your understanding in your chosen areas

To learn in an appropriate and safe learning environment

To have access to learning resources that can further your understanding and knowledge

Feedback

To provide feedback on your experience to help us improve our service

As a learner, we expect your:

Commitment

To attend all scheduled appointments or classes

To have a positive attitude to your training and learning goals

To comply with the rules and regulations of the college, qualification board and other stakeholders

To be responsible for meeting set deadlines for the submission of work

Integrity

To be informed when your needs change or our service fails to meet your expectations

To have respect for others regardless of their ethnic background, sexuality, gender, religion or personal circumstances