



LEARNER CHARTER



THE TESS GROUP ARE COMMITTED TO
PROVIDING YOU WITH THE BEST POSSIBLE
LEARNING EXPERIENCE





AS A LEARNER YOU CAN EXPECT...

- Information, Advice and Guidance throughout your programme
- Caring, friendly, competent and qualified trainers to support your learning and career aims
- A learning environment that is free from any forms of discrimination
- An induction programme to establish your Individual Learning Plan and provide you with access to relevant learning resources
- A range of teaching, learning and assessment strategies to support you to complete your programme
- High quality learning experiences delivered by experts
- Regular reviews, guidance and support to ensure you are making good progress
- Access to resources and additional support for anyone with learning difficulties and / or disabilities
- Additional support to help you to develop your English, maths and IT skills
- Opportunities to express your views through surveys, questionnaires and learner forums
- Help and advice on the progression routes and options available to support your personal development and career aspirations
- Access to a formal Appeals and Complaints procedure to raise any issues or concerns



PERSONAL DEVELOPMENT

- To be considered as an individual with wide-reaching potential irrespective of individual demographic or socio-economic status
- To take joint responsibility for, and be recognised as, an active participant in determining your own learning priorities
- To understand and engage with the options available to you throughout the learning process
- To understand the impact your behaviour, conduct and the commitment to attending your learning / workplace has on your future potential; personally, socially and economically
- To develop the skills and attributes necessary to engage fully with the learning process
- To develop and prepare your awareness and skills for life in modern Britain in order to be a responsible, respectful, active citizen who contributes positively to society
- To develop your understanding of fundamental British values
- To develop your understanding and appreciation of diversity - celebrating what we have in common and promoting respect for the different protected characteristics as defined in law



SKILLS, KNOWLEDGE AND BEHAVIOURS

- To be supported to take ownership of your own programme and learning goals
- To recognise the expertise and skills you develop within your programme and apply them across all relevant areas of everyday life
- To be supported to extend your learning beyond the academic, technical or vocational requirements to broaden your development, enabling you to develop and discover your interests and talent
- To have access to learning and resources, that will prepare you well, in your career, personal life, community and society



APPROPRIATE LEARNING ENVIRONMENTS

- To have access to different teaching and learning approaches and resources that meet your needs
- To learn in an environment where bullying, peer-on-peer abuse or discrimination are not tolerated
- To have access to people who can challenge, extend and develop your understanding in your chosen areas



FEEDBACK

- To use a range of assessment tools to enable you to reflect upon and develop your own learning at a time and place appropriate for you, and in ways which inform decisions about your future learning
- To achieve recognition for learning irrespective of the context of your learning (the workplace, classroom, community or home)
- To achieve recognition for learning that enables you to progress within your career and wider aspects of your life
- To participate in assessment activities that provide feedback to TESS and are used to improve the resources and learning environment within which you learn (such as surveys, forums and interviews)



THE TESS GROUP EXPECT YOU TO...

- Embrace the learning process and aspire to achieve and progress
- Arrive to all learning sessions on time, prepared and ready to learn
- Be open, communicative and transparent throughout the process
- Be committed to your learning, know how to study and progress effectively and to take pride in your achievements
- Develop relationships among learners and staff that reflects a positive and respectful culture
- Be respectful and tolerant of other learners' abilities, pace and way of learning or communicating
- Work within the policies procedures guidelines and rules
- Actively participate in the planning and decision making throughout your programme

R. Doyle
Rod Doyle
Managing Director

