



# 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

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