

## LETG Charter 2007

### Purpose

The purpose of this Charter is to let staff; visitors and learners know which services LETG will provide and the standards by which we can be measured.

LETG welcomes any comment on its Charter. Any views, which you have about this Charter, should be directed in the first instance to the head of LETG.

### Services and Standards

#### **Before you join LETG we will:**

- Provide accurate information and impartial advice about the provision and services on offer.
- Provide application forms within 5 days of your request and details of programme interview arrangements within 10 days of receipt of your completed application.
- Work with you, as appropriate, to establish your learning needs.
- Work with you, as appropriate, to identify any additional, particular needs and suitable support.
- Provide information on all course-related activities and costs.

#### **When you join LETG we will:**

- Provide an induction programme within 10 days of the start of your course.
- Provide you with an Individual Learning Plan, which will contain evidence of your prior achievements and will be reviewed and updated in accordance with your needs and other requirements.

#### **While you are with LETG we will:**

- Provide a suitable, safe and healthy environment in which to learn.
- Promote equality and value diversity
- Provide an inclusive, non-discriminatory working and learning environment.
- Provide high quality learning experiences.
- Provide a named assessor for all learners
- Provide regular feedback on your progress.
- Provide feedback Mark on progress at regular intervals.
- Where appropriate, provide reports on your progress to employers at least twice a year.
- Provide the opportunities for you to comment on and influence LETG policy, procedures and actions.
- Provide a wide range of learner/learning support for learners.
- Make available dates of assessments as soon as practicable.
- Provide an outline of course content during course induction.
- Provide you with the opportunity to raise issues and enquiries, and if you are not satisfied with responses given to follow LETG formal complaints procedure.

## LETG Charter 2007

### In relation to progression LETG will:

- Provide opportunities to access individual advice and guidance within 5 days of request.
- Make available your assessment results within 15 days of notification by awarding bodies.
- Provide you with references for up to 2 years after you leave LETG.

### For Learners with Learning Difficulties and/or Disabilities LETG will:

- Provide specialist assessment of your learning needs.
- Provide feedback to you from any specialist assessment within 20 days.
- Allocate a programme for any additional support required within 20 days of initial assessment.
- Provide a wide range of support and services for all learners with additional or particular needs and liaise with other external organisations as appropriate.
- Provide this Charter in Braille, tape recorded versions, electronic format or large print on request within 20 working days

### For local communities whose first language is not English LETG will:

- Make the charter available in a range of community languages. (on request)
- Liaise with community groups and identify community needs.
- Provide access to work experience with minority ethnic employers
- Provide flexible attendance and work patterns and a wide range of strategies to continue to improve access for parents and carers.

### For Employers LETG will:

- Discuss training needs within 5 days of receipt of a request.
- Provide the opportunity to comment on LETG and its provision, policies, practices and procedures.
- Provide the opportunity to join LETG disability, Race and Gender consultation groups as appropriate.
- Provide flexible, in-house training, together with work-based assessment as agreed.
- Inform you if the attendance of learners/apprentices, whom you employ, is unsatisfactory.
- Provide you with a formal progress report at least once per year for learners whom you sponsor.
- Provide you with details of final assessment and examination results within 15 days of notification by awarding bodies, for Learners whom you employ.

## LETG Charter 2007

### What do we expect from our Learners?

- We expect you to observe all LETG regulations and conduct yourself in a reasonable and courteous manner that ensures respect for all members of LETG Community.
- To attend induction and to agree to support LETG in promoting and implementing equal opportunities
- To agree not to use offensive language in relation to race, disability, gender, age, sexual orientation or religion or belief.
- To report and or challenge inappropriate behaviour, attitudes and actions as they arise
- To attend any additional learning support identified as a result of Initial Assessment.
- You are also expected to attend punctually and regularly to complete all course work by stipulated deadlines.
- If you have a specific learning difficulty or disability you are strongly encouraged to inform your course tutor so that we can assist in appropriate ways.
- On completion of your learning programme any LETG property loaned to you for whatever purpose must be returned.

### Conclusion

In addition to LETG Charter you are invited to refer to other key LETG documents and information sources which support information provided in the Charter.

These include:

- Health and Safety Policy
- Equality & Diversity Policy
- Disability policy/ Equality Scheme
- Race Equality Policy/scheme
- Gender Equality Scheme
- LETG Course/Programme Leaflets
- Learning Agreements

To access any of the above information please contact us. The Charter will be updated annually. The latest version is always available on our website [www.letg.co.uk](http://www.letg.co.uk)

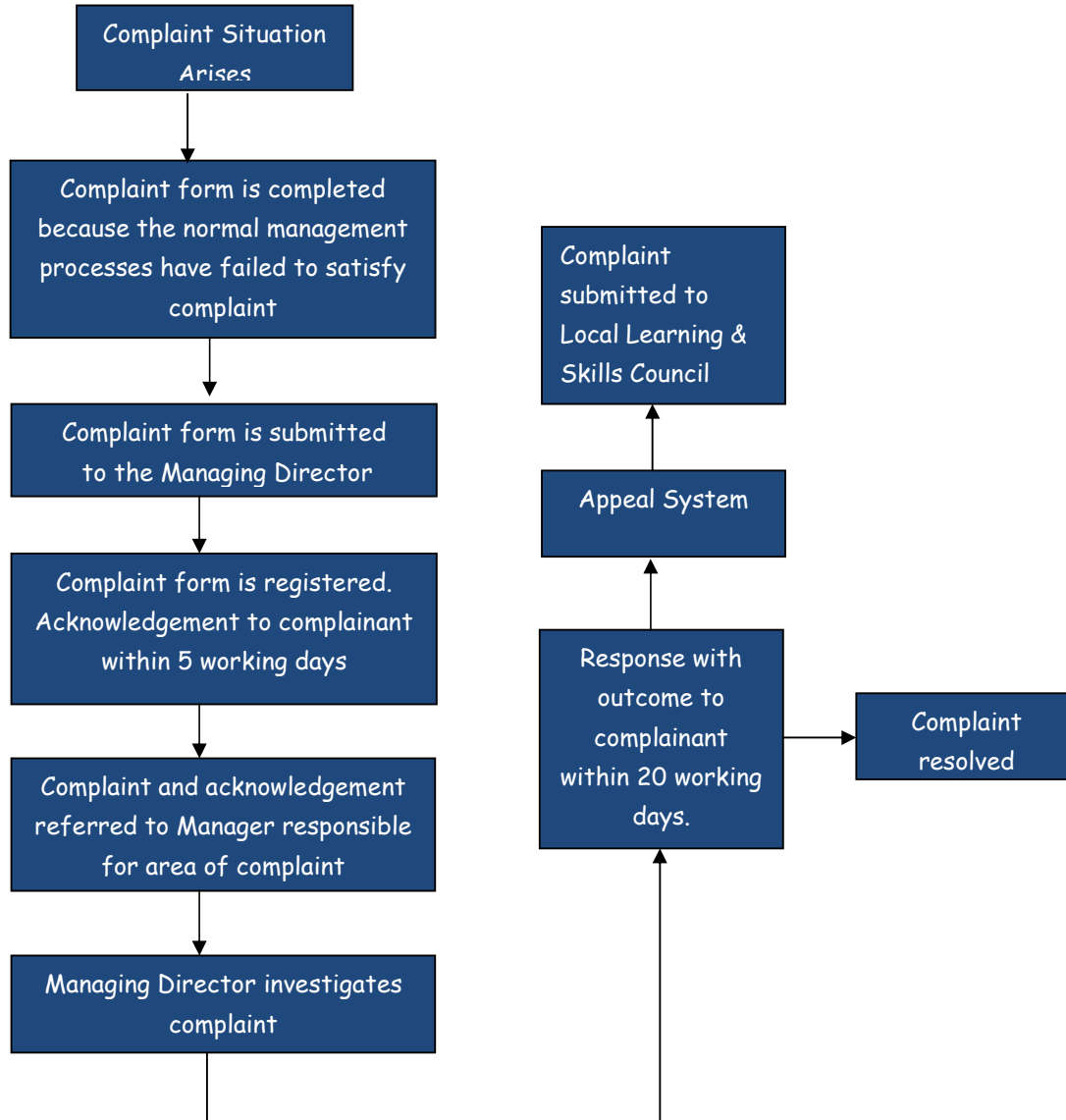
**Thank you**

### Notes

The term “days” throughout this document refers to “working days”.

All “disclosures” of information to third parties are subject to permission obtained under the terms of Data Protection Act.

## Complaints Procedure



Senior management reviews all complaints regularly. For fuller details on the complaint system, refer to the Complaints Procedure

July 2007