



Bath Area Play Project seeks to provide a high standard of education and training.

Learner Charter

- **Information about the course before it begins**
- **Training available locally**
- **Appropriate tutor / student ratio**
- **Respect for gender, age & culture**
- **Learning in an appropriate environment**
- **Teaching by staff who are trained**
- **Information and advice on progression**

What can you expect from a course?

Tutors will provide a welcoming learning environment which is friendly and accessible.

The training course will follow Lesson Plans and curriculum guidance from the relevant training body for which the tutor will be qualified to deliver.

The tutor will provide a clear outline of the course together with relevant details of the course in the form of an outline of what will be covered by the training.

Handouts will be given out and any group work covered during sessions will be gone through to ensure understanding.

For courses over a number of weeks, flip charts and overheads can be word processed and circulated the following week.

The tutor will keep to the timings for sessions as advertised.

What is expected of you?

Please tell us about any change of address, telephone number

To attend the full duration of the course

To attend punctually and commit to the length of the course

To contribute to discussions and group work as appropriate

Please treat all staff and other learners with politeness, fairness and respect

If you are unable to attend a session for any reason, that you make every effort to contact the tutor

If you require further time for any work to be submitted, that you speak to the tutor in plenty of time before the deadline to arrange extensions.

To give feedback at the end of a course by completing an evaluation form or giving verbal feedback to the tutor

If you need to leave before the course finishes, that you inform the tutor of the reason why.

Equal Opportunity for Learning

We aim to provide access to learning opportunities for all.

We can offer support for those wishing to undertake a training course. Most training courses offered are relatively practical.

Where written work is required, tutors are able to offer one to one support and additional time to ensure all students feel able to succeed.

We will provide a learning environment where harassment and bullying is unacceptable behaviour which will be challenged

Funding

Where there is a cost for the training, this should be paid in full prior to the start of the course.

Where reduced costs or subsidies are available, these will be offered to all or information about how to access funding will be provided to all.

Health & Safety

You are responsible for your own health and safety but BAPP will do it all it can to ensure you learn in a safe environment.

To ensure your safety:

- All accidents must be reported immediately to the tutor
- Always follow the rules for any equipment
- If you are aware of any potential hazard please report it to the tutor immediately

Quality

We believe that quality is very important and all our services work towards a quality assessment. We regularly review our provision internally.

Comments, compliments and concerns

We welcome comments, compliments and concerns.

If you would like to make a complaint, we will look into the matter promptly and efficiently in line with our Complaints Procedure

- Explain the problem to the tutor
- If you would prefer, please complete a Complaints Form available from the tutor
- Or contact the office or website for a Complaints Form

If you have any suggestions or comments we would love to hear from you.

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