



Learner Charter 2019-2020

Introduction

Bromley Adult Education College (BAEC) is committed to providing a first class learning environment. BAEC has responsibility to all of its learners to provide high professional standards of teaching and a safe and motivating environment for learning.

Our learners also have to accept and undertake various responsibilities. These responsibilities form the basis of a Learner Charter that every learner, by enrolling on a BAEC course agrees to observe and follow. The Learner Charter is important as it aims to ensure that everyone within BAEC works within an environment that is safe, supportive, secure and conducive to learning.

Learner entitlements

As a BAEC learner, you are entitled to the following:

- Friendly, courteous and efficient service at all times.
- Clear and accessible communication with staff.
- Prompt notification of any changes to courses, sessions, timings by text message, phone or email.
- A safe and pleasant learning environment, accessible facilities and appropriate resources for your studies in class and via our Virtual Learning Environment (Intranet).
- Respect at all times.
- The right to feel and be safe at all times.
- An inclusive culture free of discrimination, harassment or bullying.
- Prompt and rigorous action to deal with any discriminatory incident.
- Confidentiality and safe storage of your personal records in accordance with General Data Protection Regulations (GDPR) and Data Protection Act 2018 and as outlined in the BAEC Data Protection & Data Security Policy**
- Complaints to be handled swiftly and efficiently in accordance with the BAEC Customer Care Policy**
- Quality assurance procedures in line with OFSTED requirements.
- Clear, impartial and relevant information, advice and guidance before, during and after your course of study with us; including entry requirements, fees, additional costs and financial help.
- Experienced, well trained teaching staff who continuously upgrade their skills.
- Help and support with any particular learning requirements you may have.
- Prompt and constructive assessment on your progress throughout your studies.
- The opportunity to give feedback on your course and BAEC as a whole.



Bromley Adult Education College

Learner responsibilities

As a BAEC learner, you are expected to:

- Formally enrol for courses which you are attending and provide proof of enrolment/identity/eligibility when required.
- Attend regularly and punctually, and let staff know if you cannot attend.*
- Know and follow the emergency evacuation procedures when requested by BAEC staff.
- Show consideration to others and behave in a way that respects the needs of all staff and learners.
- Avoid language and behaviour that others find unkind, offensive or discriminatory.
- Observe all health and safety regulations throughout BAEC as well as following course specific health and safety requirements in areas such as workshops.
- Help us by treating BAEC equipment, materials or buildings with respect; and by using resources efficiently.
- Recognise and respect BAEC policies and procedures.
- Recognise that the tutor has a responsibility for the learning of the whole group.
- Complete paperwork required by BAEC, exam boards and funding agencies promptly.
- Eat and drink only in designated areas within the centres (bottled water may be taken into classrooms except IT suites).

The BAEC Learner Code of Conduct outlines the Disciplinary Procedure and the type of incident that may trigger further proceedings leading ultimately to withdrawal from BAEC.

*we endeavour to make reasonable adjustments to these requirements if regular attendance, punctuality or handling work on time is difficult due to a disability.

**copies of the BAEC Data Protection & Data Security Policy, BAEC Customer Care Policy and BAEC Learner Code of Conduct are available via the BAEC Intranet or from Kentwood and Poverest Reception.