



Learner Charter

Working at Height Limited

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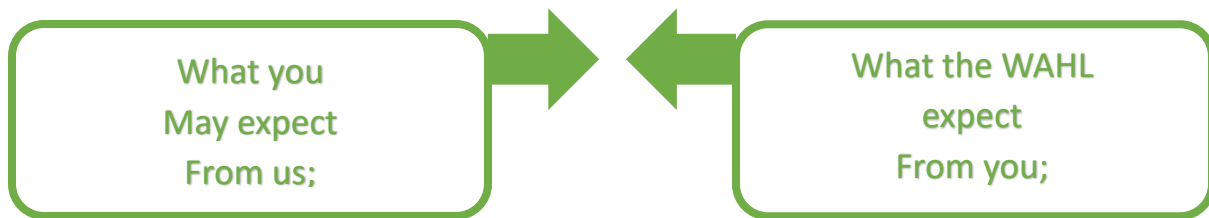
Committed to providing you the highest quality of learning experiences and outcomes.

INTRODUCTION

Working at Height Limited (WAHL) is committed to providing you, as a Technical Education and Training learner, with the highest quality of learning experiences and outcomes. The Working at Height Limited undertakes to pursue excellence in the manner with which it engages and communicates with you throughout your learning experience. This Further Education and Training Learner Charter sets out our values and provides a framework that allows you, other learners, our staff, and learning practitioners to know and understand their respective responsibilities. It is based on the principle Working at Height Limited, Delegate learners and Working at Height Limited staff. It outlines:



WHAT YOU CAN EXPECT FROM
WORKING AT HEIGHT LIMITED?



Learner Entitlements

What you as a learner can expect from the WAHL

BEFORE YOU ENROL

You have a right to expect up-to-date and accurate information to help you to make informed choices about learning opportunities. We will give you information about enrolment procedures and entry requirements for each programme/course.

We will also give you information on:

Programme/course content and induction

Supports

Awards

Attendance

Assessment

How to progress to other programmes/courses

Information about Recognition of Prior Learning

What data do we collect as part of the enrolment process, who this is shared with, and why

Your responsibilities in relation to all these issues are set out in the Working at Height Limited Learner Policies section below and in your Learner Handbook, available [here](#).

THE LEARNING EXPERIENCE

Your learning experience will be focused on your needs in order to help you secure the best outcome, both personal and employment-related. We provide committed staff and a quality learning experience that is appropriately resourced and planned. We commit to providing quality-assured learning opportunities in accordance with our Quality Assurance Policies and Procedures. These are available [here](#).

FAIR ASSESSMENT PROCEDURES

The Working at Height Limited commits to providing a fair, transparent and quality-assured assessment process to protect the quality and value of the qualifications awarded. You have the right to have your achievements recognised as a result of your participation on all programmes/courses, both accredited and non-accredited. These Assessment Procedures are available [here](#).

WE PROVIDE SUPPORTS AND GUIDANCE

Our supports and guidance start upon your acceptance onto a course and continue until you complete it. Where appropriate, we will discuss with you the relevant supports to assist your progression. We will offer other options and alternatives if the programme/course you have selected is unavailable, or is no longer offered. Additional information is available [here](#).

WE HAVE EXCELLENT RESOURCES

You can expect a learning environment that:

Has relevant and up-to-date resources

Makes the best use of technology, where possible

WE TREAT EVERYONE EQUALLY AND RESPECT DIVERSITY

Our environment is open, inclusive, ethical, and safe. We do not discriminate on the grounds of:

Gender

Civil status

Family status

Sexual orientation

Religion

Age

Disability

Membership of the Traveller Community

Race

Socio economic status

More information is available [here](#).

WE PROVIDE A QUALITY SERVICE

Our teaching, administration, and facilities staff will recognise you as an equal member of the learning community and treat you with courtesy, dignity, and respect. They will provide you with an efficient and helpful service. They will keep your learner profile, course details, and assessment records accurate, up-to-date and secure. Relevant staff will respond promptly to

any queries or requests that you may have. You will be able to discuss with a relevant staff member any issues or problems that may arise during your course, including teaching or course assessments. More information is available [here](#).

WE PROVIDE QUALITY LEARNING ENVIRONMENTS

Our premises meet occupational and safety standards. We provide, where possible, access for people with disabilities and others with specific needs. A suite of Learner Supports has been put in place to assist you on your learning journey. Additional information is available [here](#).

HOW TO COMMUNICATE YOUR VIEWS AND ANY COMPLAINTS

We provide a fair, effective, and learner-centred procedure to deal with formal complaints. We provide access to an independent and learner-centred process for handling appeals relating to assessment. Additional information is available [here](#). We provide a fair, effective, and learner-centred procedure to deal with learner discipline. We will treat all communications with us confidentially and with sensitivity. We will not share your personal information with any third party without your acknowledgment, in compliance with EU General Data Protection Regulations. If you have questions, queries, complaints, or feedback that you would like to discuss or bring to our attention you can contact the relevant programme/course manager. This includes Working at Height Limited Manager & NTP Partners. Please read the relevant FET Learner Policies and your Learner Handbook where available. These set out the Working at Height Limited policies and procedures and provide more information.

LEARNER FEEDBACK AND ENGAGEMENT

We welcome your feedback and engagement. The Working at Height Limited offers learners the opportunity to provide formal feedback. You have the right to be treated as equal in determining your educational and learning needs. We are committed to listening to the learner voice in order to support you to actively plan and review your learning.

[Delegate Course Evaluation Survey](#)

[Venue Check Sheet](#)

[Delegate Complaint Form](#)

WE HAVE STRUCTURES IN PLACE TO CONSULT WITH YOU

We are committed to providing a structured approach to consulting with you in relation to the development, delivery and review of services, as well as evaluation of our service delivery. You can give us feedback through end-of-course evaluations, as well as at regular intervals

throughout your course. We will use your feedback wherever possible to help us improve our service. We will use your feedback when we are reviewing policies and planning new developments.

WE INVOLVE LEARNERS IN DECISION MAKING

A learner representative currently sits on the Working at Height Limited management. The Working at Height Limited also commits to the creation of clear systems for learner representation through regular learner feedback and/or local class representative structures.

WE PROVIDE COURSE INFORMATION IN DIFFERENT FORMATS

The Working at Height Limited commits to providing you with course information in a range of formats, including on our website.