

Learner Charter

LMETB Further Education and Training (FET) service is committed to the highest standards of service delivery in education. LMETB FET undertakes to pursue excellence in the manner in which it engages with all members of the learning community and is dedicated to the enhancement of its learners' experience. The Learner Charter summarises the basis upon which LMETB FET interacts with the learner and upholds its commitment to educational excellence.

The Learner Charter is designed to create and support a progressive learning environment to enrich the student learning experience. The Charter is based on, and is supported by, LMETB's FET policies, procedures and regulations that frame the learning environment. It is expected that all stakeholders in LMETB's FET learning community will be familiar with these policies, procedures and regulations.

The Charter emphasises the need for collaboration and cooperation between learners and staff. It gives an overview of the responsibilities of each group. LMETB's FET objective is to build an open, friendly, supportive, and learner-centred environment that promotes best practice through a shared dedication to learning and through shared values such as mutual respect, equality and inclusivity. The Charter is specific in its reference to LMETB's FET commitment to respecting human rights and equality in the delivery of service.

The learner and LMETB FET under the Charter are seen to have a co-operative relationship that requires certain expectations to be met on both sides. These expectations are outlined for both LMETB and learners below:

What you the learner can expect from LMETB's Further Education & Training (FET) centres:

1. An excellent educational experience that, in keeping with the changing requirements of learners, employers and the community, is relevant, practice-led and research-informed.
2. A proactive staff and learning and teaching¹ environment that is properly resourced, planned, appropriate, clear in its outcomes, and learner-centred.

¹ References to Learning and Teaching throughout this document refer to all teaching and training activities in all FET programmes.

3. A learning environment that makes best use of technological advances where possible and has regard to teaching and assessment related developments.
4. A learning environment that is quality assured to maintain high standards and promotes a system of continuous improvement.
5. A learning environment that promotes equality and values diversity. One which is open, inclusive, ethical, safe and does not discriminate on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, membership of the Traveller Community or race including colour, nationality, or ethnicity, and where the human rights of all who avail of the services provided are protected.
6. Learner support and guidance that starts upon your acceptance onto a course and continues until your completion of a course.
7. Clear guidelines on what is expected of you in the learning environment, over the course of a programme, and during assessment.
8. To be provided with accurate and up-to-date information, and timely notice, in relation to courses/programmes, events, assessments, exams, policies and procedures and any changes that would affect your studies.
9. Teaching, administrative office and facilities staff who recognise you as an equal member of the learning community and treat you with courtesy, dignity and respect.
10. An efficient and helpful service from the administrative offices which undertakes to keep your learner profile, course details and assessment records accurate, up- to-date and secure.
11. A timely and well-considered response from relevant staff to any queries or requests that you may have.
12. Learner resources that are relevant and up-to-date to support the education and training programmes in LMETB FET.
13. The opportunity to discuss with a relevant staff member any issues or problems that may arise in the delivery of a course, including teaching or course assessments.
14. The opportunity for you to provide formal feedback on your learning experiences.

15. An unbiased, effective and learner-centred procedure to handle formal complaints.
16. Access to an independent and learner-centred process for handling appeals relating to assessment, complaints and learner discipline.
17. A commitment from LMETB to protect the integrity of the assessment process and qualifications awarded on a course/programme.
18. An undertaking that any communication with LMETB FET is treated confidentially and with sensitivity.
19. An undertaking not to share your personal information with any third party without your prior consent.
20. Premises that comply with occupational and safety standards and, as part of this, and, where possible, access for people with disabilities, and others with specific needs.

What LMETB FET expect from you the Learner:

1. Familiarise yourself with and comply with LMETB's FET policies, procedures, rules and regulations.
2. Respect the role of all staff of LMETB. Engage with all staff in a constructive manner, and respond in a timely way to communications.
3. Commit to your chosen programme of learning and participate fully in the course including classes, continuous assessment and examinations.
4. Submit all your course work and assessments on time using the mechanisms provided and in accordance with LMETB's FET assessment policies.
5. Exercise integrity and honesty when submitting coursework: ensure the work is your own and not plagiarised. Make declarations to this effect as required.
6. Be proactive in connecting with LMETB FET and in seeking out information relevant to your course. Use LMETB's written and web-based information systems to fully understand course requirements and your responsibilities. Complete all admission/registration procedures on time and in full and comply with requests made by the administrative office during your course/programme.
7. Comply with copyright regulations on the use of hard copy and electronic resources.

8. LMETB welcomes constructive feedback on your learning experience, materials and facilities.
9. Treat all members of the learning community, with respect and honesty, paying due consideration to equality and inclusivity for all.
10. False or malicious complaints or allegations against another learner or member of staff will not be tolerated.
11. Inappropriate behaviour that affects the physical or emotional wellbeing, safety, rights or dignity of a staff member/learner or behaviour that interferes with the learning environment; e.g. incidents of violence, harassment, disruption will not be tolerated.
12. Inform relevant staff of any issues or problems that may affect your ability to engage with your course/programme.
13. Use the mechanisms provided by LMETB FET to appeal decisions, make complaints or seek information. Provide full and accurate information, and respect the integrity and confidentiality of these processes.
14. Respect the services and facilities provided by LMETB.
15. Abide by LMETB's Internet Usage Policy and do not download offensive or inappropriate material on LMETB equipment, or send or circulate e-mails or attachments that are pornographic, obscene, contain abusive or defamatory messages or cause offence.
16. Abide by the LMETB FET Mobile Phone usage policy in the learning environment.
17. Keep your contact details up to date.

The expectations expressed here for both LMETB FET and learners are not intended to be an exhaustive list; rather they are a fair representation of recognised needs and aspirations. The Learner Charter does not impose a legal obligation on LMETB, its employees or learners. As stated earlier, the Charter should be read along with the LMETB FET Centres' policies, procedures, rules and regulations found on LMETB's websites. In implementing policies, procedures and regulations, LMETB FET will always strive to deal with learners and other members of the learning community in a manner that reflects LMETB's ethos, fosters goodwill and builds LMETB's FET reputation as a first class provider of educational services.