

## **Herefordshire and Worcestershire Wellbeing and Recovery College**

### **Learner Charter**

You can expect us to:

1. Provide information and guidance about courses and workshops on offer
2. We will keep your data safe and confidential
3. Provide a helpful non-judgemental learning environment, nurturing respect and shared understanding \*\*
4. Run courses and workshops promptly and as scheduled and re-arrange any session which does have to be cancelled \*\*
5. Provide a safe and healthy learning environment \*\*
6. Respect your views, beliefs and opinions
7. Welcome your ideas, thoughts and views about the college and how we might develop
8. Provide you with information about possible next steps following your course or workshop
9. Make sure you get the most from your time with the college

\*\*This is the responsibility of our learning provider partners

We will expect you to:

1. Select the courses/workshops you wish to attend and be prepared to give them a go
2. Make the most of your learning experience by fully embracing the learning opportunities
3. Attend each course or workshop that you register for; arrive on time or let your tutor know if you cannot make it
4. Follow health and safety guidelines given by training providers
5. Let us know if you are having any difficulty with your learning experience

6. Respect staff, your tutor and fellow students at all times and their right to have different views to your own
7. Share your ideas, thoughts and views to help the college develop – this may be by email, phone or using the feedback forms your tutor will give you
8. Tell your tutor if you have to leave a course before it finishes
9. Let us know what additional resources would be beneficial so you can get the most from your experience
10. Enjoy yourself!