

Learning Charter

We hope that your experience of working with us towards an award will be a positive one and that you will feel not only that you have achieved a very worthwhile qualification but that it has given you recognition for your work and assisted your employer to develop and sustain a high quality service.

Many candidates also tell us that doing their NVQ has changed and improved the way that they work and given them a renewed sense of motivation. For us to work well together we have drawn up this charter so that everyone can be clear about what is expected of them.

For your learning to progress and benefit both yourself and your employer there are a range of responsibilities placed upon us all, you, your employer and of course ourselves.

We ask that you read these carefully, if you are uncertain about anything please ask your tutor/assessor at the induction day.

We will then ask you to sign the charter; a member of staff from ACCT will also sign.

A separate Employers Training Charter will also be signed by your Manager and ourselves.

Learners are expected to:

1. Agree to time for regular meetings, classes and observations and to attend these punctually. The Learner must also gain consent from Managers, Co-workers and Service Users as necessary.
2. If the Learner needs to cancel a meeting they must inform the Assessor as soon as possible. If the Learner misses any classes they are responsible for ensuring that they catch up, no additional time will be allocated. If the Learner misses 3 consecutive assessments or one to one meetings they will lose the time allocated to the meetings.
3. If the Learner subsequently requires additional time they may be required to pay an additional fee.
4. Discuss matters with openness and frankness.
5. Look after any paperwork or materials given to them. Learners who need to replace any documents, including replacement Certificates, will be charged for replacements.
6. Complete work given to them by their Tutor/Assessor.
7. Produced work must be their own. Work that has been copied or plagiarised will not be accepted.
8. Acknowledge that all workbooks, handouts etc. Supplied are copyright and must not be photocopied without express permission.

9. Return any loaned material produced by ACCT when requested or on the last taught session or meeting in good condition. Charges will be made for any books not returned or damaged.
10. Understand that this is their award and they will need to do work in their own time to achieve it.

ACCT will ensure that:

1. Tutor/Assessors attend all classes/observations and meetings punctually.
2. Notify Learners of any cancellations in good time.
3. Plan assessments and evidence gathering with the Learner.
4. Only assess, teach or observe with the agreement of the Learner, Co-workers, the Learner's manager and any Service User where conducting observations or assessments with them.
5. Give feedback Information, Advice, Guidance and support to the Learner throughout their period of study.
6. Ensure that all evidence used for assessment is valid, authentic, current, sufficient and reliable.
7. Abide by the Assessment Centre Policies and Procedures and ask the Centre Internal Verifiers for advice whenever required.
8. Any difficulties are resolved at the earliest opportunity.

Where a Learner has a specific Disability arrangements will be made at the completion of the initial Individual Learning Plan to ensure that they have all assistance required to enable them to achieve their qualification while ensuring that Funders and Awarding Body requirements are met.

Candidates Employers/Managers must agree that they:

1. Will support their staff to achieve their award.
2. Ensure Learners are released from work for training days and are available for observations and assessments.
3. Understand that they may be required to sign work products/testimonials for Learners in order to confirm that they are a true and accurate account of their abilities.
4. Inform the Company if there is anything that they are unhappy about in the training process.

ACCT has Equal Opportunities and Health and Safety Policies and we expect all Learners to behave in a way that actively supports our philosophy. A statement is in the Learner Induction Handbook. We also expect to be treated as we treat learners, with respect and recognition of skills and experience.

If all property is not returned or full remuneration made or if any course fees are not paid in full the Company reserves the right to withhold your Certificate until all charges are paid in full.

Each course is allocated a number of hours for the Tutor to spend with Learners, if additional time is required unless identified in the Individual Learning Plan at the start this may be charged on an hourly basis.

Signed for ACCT..... Date.....

Learner Name..... Signed.....

Date.....