

Student Charter (Contd)

Learning4Life works in a variety of locations and promises to try to provide each student with:

- Help in choosing a course using reliable, impartial information and advice.
- Information about all potential costs.
- An induction programme, an agreed course of study and progression routes.
- Help in fulfilling your potential as a student.
- Provision of a healthy, safe environment to study.
- Clear assessment criteria and feedback.
- Consistently high standards of teaching.
- Accurate, relevant and impartial career information and advice.
- Prompt and accurate information about achievements and qualifications (we do rely on the speed and accuracy of each awarding body).
- The opportunity for students to comment how the Centre has supported their needs.
- Help and support in the provision of skills for life.
- Fair treatment without discrimination in accordance with the Centre's Equal Opportunities Policy.

Learning4Life wants you to be successful in your studies. To assist with this, we ask that each student:

- ⇒ Completes the appropriate enrolment and other essential documentation before starting the programme.
- ⇒ Pays fees promptly when required, including any examination fees.
- ⇒ Attends all timetabled classes punctually and completes any work within agreed deadlines.
- ⇒ At the earliest convenience, notifies absences and illness.
- ⇒ Takes reasonable care of their own health and safety and demonstrates awareness of their responsibilities to other people.
- ⇒ Conducts themselves in a manner that respects the rights and property of all students and all members of staff.
- ⇒ Supports Learning4Life's Equal Opportunities Policy.
- ⇒ Makes the tutor aware of any circumstances which could affect learning.
- ⇒ Notifies Learning4Life of changes with regard to their personal details, e.g. change of address, changes to benefits being claimed.
- ⇒ Comply with all Centre rules and regulations.

Information 1



Your rights and responsibilities as a student of Learning4Life.

Learning4Life

Wordsley School, Brierley Hill Road,
Wordsley, Stourbridge,
West Midlands DY8 5SP

Main Office: 01384 816043

F.L.C. 01384 816041

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E-Mail:

studentservices@learning4life.co.uk

website: www.learning4life.co.uk

Office Opening Times

Mon - Fri 9.00 - 13.00 (except bank holidays)

(Updated May 2010)

Thank you for enrolling with Learning4Life.

Course Information

A course information sheet is enclosed. If you require any further details about the course, please call Student Services on 01384 816043.

Confirmation of payment

A till receipt is enclosed for your attention, where applicable.

On your first lesson

When attending your first lesson, you will be guided to the course venue either in person or by directional arrows. You will undertake a thorough induction process which will involve completion of paperwork, health and safety, and other important information.

Disabled Access

For information about disabled access to either the Wordsley School or one of our other sites, please telephone (01384) 816043.

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Fees

Course fees, examination fees, and additional costs advertised on the course information sheet are accurate at the time of publication. Whilst every effort is made to maintain these as accurately as possible, they are subject to alteration at short notice. The Centre cannot accept responsibility for such changes.

Franchises and Partnerships.

Family Learning and non-vocational programmes are funded through Dudley MBC. Student Services will be provided by Learning4Life. To discuss your specific requirements, telephone 01384 816043 or visit Student Services.

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Refunds

A refund is obtainable provided written notification is received 5 clear working days before the start of the course. After that date, a doctor's medical certificate must be provided for the **enrolled** person. If a refund is agreed, a £5.00 administration charge will be deducted. Any claims must be received within 6 weeks of the start of the course. A copy of the full Refund Policy is available upon request.

Please note that National Pool Lifeguard intensive courses require 14 days working days notification.

Cancellation of courses

All courses have to attract a minimum number of enrolled students to run. The decision to cancel a course is usually made 48 hours before the first lesson. Notification will be by telephone and every effort made to find a suitable alternative. If no alternative can be found, a full refund will be forwarded.

Fee concessions

Concessions are available to those in receipt of certain benefits or groups of individuals. It is the enrolling student's responsibility to make their eligibility for concessions known at the time of enrolment.

If you have enrolled by telephone, proof of entitlement to a concession must be available at the first lesson and a copy taken for our records.

Please note that some courses may require payment of examination fees by students, including those entitled to a concession. Please check the course information sheet for details.

Student Charter

The Student Charter (overleaf) explains what standards of service you should expect from Learning4Life. If you feel we have failed to reach the standards outlined in this Charter, please speak to your tutor or administrator about your difficulties. If you wish to follow up your concerns you may do so by speaking or writing to The Head of the Centre. The matter will be dealt with as promptly as possible and we will do all in our power to satisfy your concerns.

All Centre policies, including those on Health and Safety, Equal Opportunities and the Complaints Procedure can be obtained from Student Services—telephone 01384 816043.

Copies of Dudley MBC's Equality and Diversity Statement for Adult & Community Learning and Customer Feedback Procedure are available at Student Services.