

## Students' Charter 2017 Your Rights and Responsibilities

### What you can expect from us:

- Free information and advice on courses, qualifications and help with cost where applicable
- Every effort made to contact you if your class is cancelled
- Health and safety information
- All comments and complaints listened to and resolved quickly
- Teaching by experienced and trained staff
- Support in all areas of your learning
- Learning assessed regularly and feedback provided on how you can improve
- Advice on what to do next
- A safe and secure environment with all safeguarding issues dealt with in confidence by our Safeguarding Officer

### We ask you to:

- Commit to your course and your learning
- Attend every class, arrive on time and tell us if you cannot come to a session
- Show respect and care for equipment, buildings and other people and their property. This includes not uploading any images or videos taken in class to the internet
- Support the completion of paperwork and ensure that you sign your Learning Agreement in order for us to claim funding and keep classes open
- Pay any fees which are due
- Tell us as soon as you can if you think you may need additional support with your learning due to a disability or learning difficulty. Please speak to your tutor or contact our Learning Support Officer- Christine Jakeman on 01494 482822 or email [aldisability@buckscc.gov.uk](mailto:aldisability@buckscc.gov.uk)

