**Equal Opportunities Learner’s Charter**

# “Everyone has a part to play in ensuring we achieve equality of opportunity. We believe

# that a positive attitude towards equality and diversity is right forourpeople, our clients and our business suppliers. This means that we must encourage all our people to welcome diversity and respect each person’s individuality”.

The following Learner Charter has been drawn up stating the standards of service you can expect to receive as a learner of COGNICERT

Using the COGNICERT you can expect…

* to receive a highly quality learning experience
* to be given equal opportunities and treatedfairly
* to be treated withcourtesy
* to have access to advice, guidance and support to ensure your choices are informed ones and that your learning needs aremet
* to learn in a healthy and safeenvironment
* to be provided with timely and appropriate information on yourprogress
* to have staff listen to any issues, suggestions or concerns you may have, and to respond in a relevantmanner

In turn as a customer of COGNICERT we would like you to:

* be fully committed to yourcourse
* treat our staff withcourtesy
* provide us with appropriate information to help us meet your learning and assessment needs
* ensure that your behavior contributes to a healthy and safeenvironment
* abide by any rules specifically relating to onlineassessment
* communicate issues, suggestions or concerns using the procedures outlined in your StudentHandbook.

If for any reason you wish to make a formal complaint, then please access our formal complaints procedure on the website or email Company Email.

This policy has been approved & authorized by:

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| |  | | --- | | **Signed: Managing Director** | | **Date: 29th of September, 2020** | | **Review of Policy: Yearly** | |
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