



DistanceLearningCentre.com Ltd

Learner Entitlement Policy

1. Operating statement

In accordance with its vision, mission and strategic plan, DistanceLearningCentre.com Ltd (referred to as the Organisation) will act to identify, develop and provide high quality learning opportunities that address the specific needs of individual learners through an inclusive approach to learning.

This policy aims to establish a framework which provides a caring and supportive learning environment in which individual learners can achieve their potential within their chosen course in line with the Organisation's commitment to equality of opportunity.

In widening participation to include a greater diversity of learners, DistanceLearningCentre.com will provide an effective learning framework and a range of learning support services that underpin, and enhance every learner's experience at all stages of the learning process:

- On entry
- On programme
- On achievement and progression

2. Implementation of the strategy

2.1 On entry

DistanceLearningCentre.com's Student Services department provides unbiased information, thus enabling the recruitment of learners with integrity. Student Services offers the following services:

- Comprehensive course information
- Advice and guidance on HE requirements

2.2 On programme

To encourage learners to take responsibility for their own learning and to support the learning process, DistanceLearningCentre.com will:

- Provide all learners with an induction programme that introduces the learners to their course and the resources available to them
- Discuss with all learners the Organisation's learner agreement, and obtain the learner's adherence to the principles and content of this agreement
- Provide all learners with tutorial support appropriate to their needs and the demands of their course
- Provide a range of teaching and learning strategies to address individual learning needs
- Address learners' individual needs through regular evaluation of progress, target setting and action planning
- Ensure all assessed work is marked within agreed timescales, and learner assessment feedback contains tutor feedback, which allows learners to improve and progress
- Provide information, advice and guidance for learners applying to higher education.

2.3 On achievement and progression

Learners completing a course at DistanceLearningCentre.com are entitled to:

- Have access to relevant internally and externally validated assessments, and that their attainments and achievements will be systematically recorded.
- Their views, opinions and experiences of DistanceLearningCentre.com, and their course have been sought, recorded and acted upon.

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