



## **DistanceLearningCentre.com Ltd**

### **Learner Entitlement Policy**

#### **1. Operating statement**

In accordance with its mission and strategic plan the DistanceLearningCentre.com Ltd 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 Centre's commitment to equality of opportunity.

In widening participation to include a greater diversity of learners the 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**

The DistanceLearningCentre.com Student Services department provides unbiased information thus enabling the recruitment of learners with integrity. Student Services offer the following services:

- Comprehensive course information
- Information, advice and guidance to learners regarding relevant programmes of study

##### **2.2 On programme**

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

- Provide all learners with an induction programme that introduces the learners to their programme of study and the facilities available to them
- Discuss with all learners the Centre's learner agreement and obtain the learner's adherence to the principles and content of this agreement
- Provide all learners with a programme of 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 the regular evaluation of progress, target setting and action planning
- Ensure all assessed work is marked within agreed timescales and that work contains tutor feedback which allows learner improvement and progression
  - Provide information, advice and guidance service for learners applying to higher education institutions

### **2.3 On achievement and progression**

Learners completing a programme/pathway of study at the DistanceLearningCentre.com are entitled to expect:

- That they will have had access to relevant internally and externally validated assessments and that their attainments and achievements will have been systematically recorded
- That their views, opinions and experiences of the DistanceLearningCentre.com and of their programmes of study have been sought, recorded and acted upon