



## **DistanceLearningCentre.com Ltd**

### **DistanceLearningCentre.com Charter**

**DistanceLearningCentre.com Ltd** is committed to providing a high-quality, responsive, efficient and transparent service to all its service users.

#### **This charter outlines our commitment to:**

- Potential learners of DistanceLearningCentre.com.
- Learners of DistanceLearningCentre.com.
- Employers using DistanceLearningCentre.com services.
- HEI's using DistanceLearningCentre.com services.

The Charter reflects our aim to offer a high-quality education and training service that meets the needs of all our learners. We respect the differences in our community and have high expectations of all learners, irrespective of race, gender, disability, learning difficulty, age, sexuality, social class, religion and culture.

It also outlines the responsibilities that will enable learners to get the most out of their studies, to be successful and progress in order to achieve their career aspirations.

We will measure how well we are meeting our commitments and act to improve. We will publish the results of this improvement activity on our website.

If you have any comments about our service or if we fail to meet our Charter standards, including if we take too long to reply to you – we would like to know.

#### **Learners can do this by:**

- Informing his/her tutor or any member of DistanceLearningCentre.com staff.
- Contacting our Student Services department via email on: [studentservices@distancelearningcentre.com](mailto:studentservices@distancelearningcentre.com)
- Making a formal complaint normally within 12 weeks after the reason for the complaint occurred. Our complaints & grievance procedure, and complaint form can be found at: <https://www.distancelearningcentre.com/policies>

If you leave your name and address or email, DistanceLearningCentre.com will:

- Acknowledge your feedback within 5 working days.
- Inform you what actions we plan to do within 10 working days.

- Inform you when we have implemented the actions.
- Provide you with the opportunity to inform us how well we handled your comment or complaint.

## **Our commitment**

Our commitment to learners, their families, employers and other users of the Centre's services is that they can expect DistanceLearningCentre.com to offer:

1. A friendly, prompt, efficient, courteous and respectful response to all inquiries.
2. A safe, healthy, caring and friendly learning environment, free from bullying and discrimination, in which expectations are high, and committed learners can study.
3. Clear, accurate and comprehensive information on:
  - Entry requirements, where these exist and are relevant for courses/programmes or pathways.
  - Course/programme and pathway content and methods of teaching & learning.
  - Assessment arrangements.
  - Possible progression routes.
  - Course fees.
  - Additional costs and those related to the course/programme or pathway.
  - Support available.
  - Financial help if available.
  - The success of previous learners.
  - External moderation results.
4. A handbook for learners and an induction programme that makes clear:
  - What the Organisation will provide.
  - Expectations of learners.
  - How persons related to the Organisation can provide feedback to the Organisation, including how to make a formal complaint and/or appeal.
  - How the Organisation will respond if its Charter commitments fail to be met by either the Organisation or its learners.
5. Regular progress reviews for all learners.
6. Access to information and support on:
  - Careers.
  - Further and/or higher education or training and how to apply.

**7. Commitment from caring and professional staff who will:**

- Provide an explanation of tutor unavailability and contact.
- Provide high-quality teaching and training that suits learner needs, ability and experience.
- Provide regular, fair and accurate assessments.
- Aim to mark all submitted work and return it within two weeks (10 working days), dependant on tutor annual leave, or unless otherwise agreed.
- Regularly review progress and give constructive and developmental feedback and advice about how to improve.

**8. Opportunities to express views on the quality of learning course/programmes and or pathways through customer opinion surveys.**

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**DistanceLearningCentre.com Ltd: Dates revised: 05/10/12; 22/01/14; 16/11/15; 08/12/17; 31/07/18; 14/12/19; 17/12/20; 02/08/23**