

Learner Charter

White Horse Training Aims

Our aim is to provide accredited vocational training of outstanding quality which is relevant to the personal learning and employment aims of the Learners and the needs of Employers. We aspire to provide an excellent learning environment, highly qualified and experienced staff along with high levels of support for students in partnership with employers.

To support our aims we have developed the Learner Charter which sets out our undertaking to the standard of service that can be expected from us and the standards of commitment and behaviour that we expect from our Learners.

White Horse Standards

As a Learner at White Horse you can expect:

- To be treated fairly irrespective of age, race, gender, religion, sexual orientation or disability
- A safe and healthy training environment
- Requests for information, support and advice to be met promptly and in confidence
- Your personal information to be handled sensitively and in accordance with the Data Protection Act
- Support in developing skills and achieving your learning goals.

We aim to provide:

- An introduction to the training programme including information on Health & Safety, Employment Rights & Responsibilities and Equality & Diversity
- A Learner Charter and Learner Handbook
- An assessment of your learning and support needs
- An individual learning plan to support your personal learning aims
- Information and guidance on career progression.

During the training programme we will endeavour to provide:

- Lessons that start and finish on time and an explanation if any disruption occurs
- Experienced, qualified staff who deliver well prepared lessons using a range of training techniques
- A learning environment appropriate to the programme
- The opportunity to discuss your progress regularly and set goals and targets at one-to-one reviews
- Opportunities to feedback your views on our service.

Learner Standards

During your training programme at White Horse we expect you to:

- Be committed to the training programme
- Attend regularly and punctually (9.30am-4.30pm), signing-in on arrival
- Inform us if you are going to be late or unable to attend
- Arrive prepared for lessons with the correct tools and materials for the day
- Complete your work within agreed timescales and to agreed standards
- Treat everyone with respect, regardless of difference in ability, race, gender, age, religion, culture or sexual orientation
- Refrain from the use of foul or abusive language, disruptive or rowdy behaviour
- Behave responsibly and abide by the rules and regulations set out in White Horse company policies (Drugs, Health and Safety, Equal Opportunities etc) at all times
- Take care of the facilities and resources made available to you
- Turn off mobile phones and other personal electronic devices before entering the training rooms
- Abide by the no-smoking policy
- Use ICT equipment and the internet responsibly.

Under no circumstances must Learners use any computers or other ICT equipment without the permission of a member of staff.

Signed:



Position: Managing Director

Date: 01/09/2021

Review Date: 01/09/2022

Reviewed September 2021