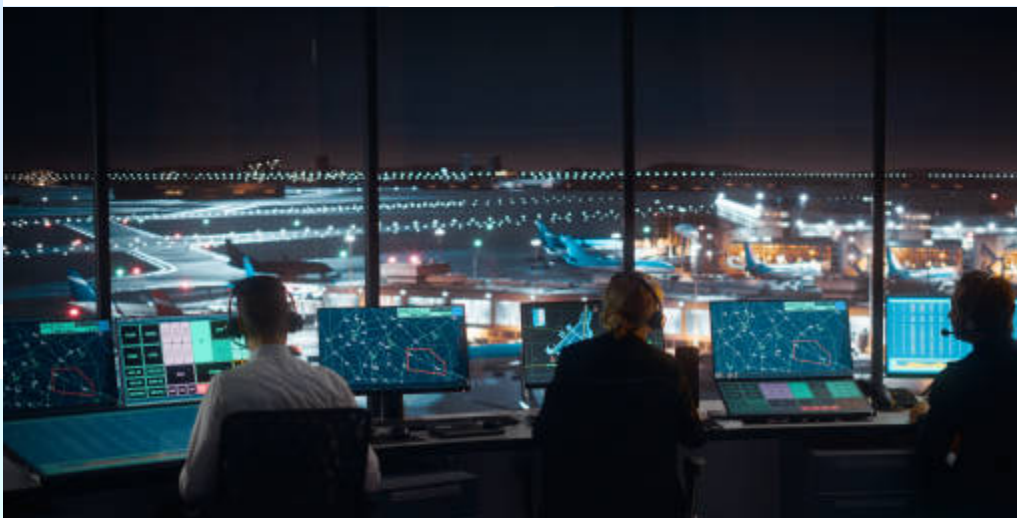


Takeoff Aviation Academy



STUDENT CHARTER

Our Student Charter sets out what we will provide for you as a learner and to clarify what commitments you need to make in return.

Takeoff Aviation Academy Student Charter

Takeoff Aviation Academy is an international based education and exam centre which aims to provide high quality education and training experience for everyone who uses our services. It seeks to carefully meet the needs of each individual and provide a mature and caring environment for all students. Our Student Charter sets out what we will provide for you as a learner and to clarify what commitments you need to make in return. Our learning makes use of developing technologies through face to face, blended with virtual and Distance online Learning.

1. What we can do for you:

- Help to choose and come to a decision on a programme of study or exams that suits your needs
- A full induction to your programme of study
- Timely and effective delivery of your programme
- Flexibility in classes through E- Learning.
- Support for those who opt for Distance Learning in accordance to our Online Learning Policy
- Qualified Tutors who offer quality tuition
- Access to advice, information, support and counselling on any educational or personal matter throughout your time with us
- A friendly, safe, secure, pleasant and accessible environment for your studies and exams
- A prompt response to any problem you tell us about and appropriate support if necessary
- Respect for and the celebration of our differences, and promotion of the College Equality and Diversity Policies
- Updated information of any changes that may affect your exams or study programme

- A fair and thorough investigation and response to any complaint you may make
- An exam centre offering recognised qualifications

2. We expect you to:

- Take responsibility for your learning by attending college regularly in accordance with the attendance policy and your agreed timetable of study
- Arrive punctually, work hard at your studies and complete all your assignments on time and to a high standard
- Seek help if you need it from appropriate staff
- Take pride in the good name of the College, abide by the college Code of Student Conduct and behave responsibly always
- Be an active member of the college community, participating fully
- Co-operate with staff and make active use of learning support
- Help to make the College a safe place for all by adhering to policies on health and safety
- Be considerate of the rights and interests of other College users and the local community and give thought to people with disabilities and special needs
- Take care of the College buildings and furnishings, and respect other people's property
- Remember that facilities are here for your benefit and for the benefit of other learners now and in future years
- Treat everyone with respect, regardless of differences in culture, ability, race, gender, age, sexual orientation, or social class
- Refuse to take part in jokes or behaviour that degrade others; challenging and reporting discriminating behaviour
- Consult with your teacher about any changes you might want to your course, and keep your parents/guardians, if appropriate, fully informed of any changes
- Consult your parents/guardians and your course tutor before making any decision to leave college. You will not be asked to leave until all circumstances have been

considered and you have had the opportunity to discuss this with your teacher and other appropriate staff

- Let us know quickly if you feel we have not provided the service we have promised, or if you have any other problem

3. Plagiarism and Exam Cheating

- The College does not tolerate the passing off other people's work as one's own
- If a student is suspected of:
- plagiarising work from another individual or source (such as the internet), by copying and passing off such work as the student's own
- colluding by working collaboratively with others to produce work that is submitted as the work of the single individual alone
- impersonation
- fabrication of results and/or evidence
- cheating by communicating with others by any unauthorised means when this is not allowed, (e.g. in a supervised session), the use of unauthorised materials when under test conditions
- alteration of any results document including certificates
- cheating in any other way which undermines the integrity of the assessment process
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An investigation will be carried out by the appropriate Manager in their role as the chair of the course assessment board. If the allegation is upheld an automatic grade of 'criteria not met' will be awarded to the piece of work in question and the learner must resubmit the work. The learner disciplinary procedure may also be invoked at the discretion of the Curriculum Team Leader.

4. Admissions Policy

Takeoff Aviation and Languages Centre aims to offer a place on an appropriate programme of learning to all suitably qualified applicants. To establish the most appropriate, programme an applicant is likely to have several discussions with staff during the guidance process. The college will offer free, unbiased advice and guidance about all the programmes available at the college. This service is also given without prejudice to those undertaking Online Distance Learning. For further information on admissions, please contact the main office on 0203 283 8742 or email: info@toaa.aero

5. Complaints Procedure

Takeoff Aviation and Languages Centre believe in offering fair and balanced service to our students. However, if for some reason you are not satisfied with the service you have received; we encourage you to report this issue to us promptly and the following complaints procedure will be followed:

1 Initial Investigation

- a) The Training Director shall, wherever possible, attempt to resolve complaints quickly and informally.
- b) The Training Director shall determine whether the complaint discloses sufficient grounds related to the administration of the University's admissions policies and procedures.
- c) If it is decided that the complaint does not disclose sufficient grounds, the Training Director shall explain the reason(s) for this decision in writing to the complainant.
- d) If it is decided that the complaint does disclose sufficient grounds, the Training Director shall investigate it, consulting all relevant parties.
 - i) Once all the necessary information has been gathered, the Training Director shall judge whether the complaint may be resolved at that point by conveying

information gathered, or whether the matter needs to be considered at a higher level.

- ii) If it is judged that a resolution can be achieved, the Training Director shall put the response in writing to the complainant.
- iii) If it is judged that the matter needs to be referred for consideration at a higher level, the Training Director shall refer the matter to the Managing Director who shall act as Complaints Officer.

2 Investigation by the Complaints Officer

- a) The Complaints Officer shall be given administrative support by an administrative officer nominated by the Academic Registrar.
- b) The Complaints Officer shall investigate the complaint and may seek any further information that is deemed necessary to come to a decision.
- c) A record of all proceedings shall be maintained by the nominated administrative officer.
- d) The Complaints Officer shall determine the outcome of the complaint.
- e) The outcome may include:
 - i) dismissal of the complaint or
 - ii) finding the complaint justified
- f) If the outcome is (e ii) above, the Complaints Officer shall determine the centre's response.

2 If the Training Director is the object of a complaint, the complaint will be forwarded directly to the Managing Director.

6. Confidentiality

The College treats any personal information that it holds on any student with strict confidentiality.

However, please be aware that at times it may be necessary to share your comments with third parties in line with our statutory duties to safeguard young people and vulnerable adults. If this is necessary, we will make every effort to discuss this with you first, but we cannot guarantee this always.

7. Equality and Diversity Policy

Takeoff Aviation Academy is committed to the elimination of unfair discrimination and the provision of equality of opportunity for all in learning and employment.

We aim to ensure that no applicant for employment or a learning programme receives less favourable treatment on the grounds of gender, age, race, colour, ethnic or national origin, religion, sexual orientation, transgender disability or responsibility for dependants, or is disadvantaged by conditions or requirements that cannot be shown to be justifiable.

We seek to create an accessible college and to extend opportunities in work and learning to those groups who are currently underrepresented in Further Education.