

Equal Opportunities Learner's Charter

"Everyone has a part to play in ensuring we achieve equality of opportunity. We believe that a positive attitude towards equality and diversity is right for our people, our clients and our business suppliers. This means that we must encourage all our people to welcome diversity and respect each person's individuality".

CONSILIUM TRAINING AND SUPPORT LTD is committed to ensuring that the admissions process will be open and transparent, and that no individual or group receives less favourable treatment by virtue of age, disability, economic status, faith, gender, marital status, sexuality, race, colour, and nationality, ethnic or national origin.

The following Learner Charter has been drawn up stating the standards of service you can expect to receive as a learner of CONSILIUM TRAINING AND SUPPORT LTD. Our company values can also be found at Appendix 1.

Using CONSILIUM TRAINING AND SUPPORT LTD you can expect:

- To receive a highly quality learning experience.
- To be given equal opportunities and treated fairly.
- To be treated with courtesy.
- To have access to advice, guidance and support to ensure your choices are informed ones and that your learning needs are met.
- To learn in a healthy and safe environment.
- To be provided with timely and appropriate information on your progress.
- To have staff listen to any issues, suggestions or concerns you may have, and to respond in a relevant manner.

In turn as a customer of CONSILIUM TRAINING AND SUPPORT LTD we would like you to:

- Be fully committed to your course.
- Treat our staff with courtesy.
- Provide us with appropriate information to help us meet your learning and assessment needs.
- Ensure that your behaviour contributes to a healthy and safe environment.
- Abide by any rules specifically relating to online assessment.
- Communicate issues, suggestions or concerns using the procedures outlined.

If for any reason you wish to make a formal complaint, then please access our formal complaints procedure on the website or email info@consiliumtrainingandsupport.co.uk

This Charter has been approved & authorised by:

Name: Sarah Bradley Position: Director Date: 19/02/2024

Signature: Sarah Bradley

Appendix 1:

OUALITY

We are committed to providing high quality training courses that meet the needs of our clients and learners. We ensure that our training is relevant, up-to-date, and delivered by experienced trainers.

CUSTOMER FOCUS

We are customer focused. We put the needs of our clients and learners at the centre of everything we do. We ensure our training is engaging and informative.

CONTINUOUS IMPROVEMENT

We are committed to continuous improvement. We regularly review and update our training courses to ensure that they remain relevant, effective and suitable.

COLLABORATION

We encourage teamwork and collaboration amongst our team and with our clients and learners. We will work with trusted trainers where we do not have the correct expertise or experience to ensure the training provided is suitable and to the highest standard for our clients and learners.

INTEGRITY

We operate with integrity. We are honest and transparent in all of our dealings with clients, learners and stakeholders. We do not provide training on areas that we are not suitably experienced or qualified in.

OUR

VALUES

INNOVATIVE

We are innovative in our approach to training. We use new technologies to enhance the learning experience for our clients and learners.

KNOWLEDGE

We ensure that our knowledge is kept up to date. We will ensure that all of our trainers are working towards or hold a relevant training qualification.

DIVERSITY AND INCLUSION

We are committed to diversity and inclusion. We ensure that all of our training courses are accessible to all learners. We ensure that our learning is appropriate for individual needs and learning styles.