

# WBTC LEARNER CHARTER

**WBTC are committed to providing you with a quality learning experience to help you achieve your goals in a timely and structured way. We will also support you to strive to be your very best and to open opportunities for your future.**

To uphold our commitment you can expect WBTC to:

- Uphold our vision and ethos to support the shaping of your future
- Offer impartial information, advice and guidance to enable you to identify the choices best for you.
- Provide an Onboarding session that will help you to get to know us, your course and key staff involved in your programme of learning
- Involve you in discussions to ensure you are on the most appropriate programme to help you to meet your goals and aspirations
- Embed the British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs through our behaviour and interactions with you, your employers and each other.
- Support you with friendly, caring and well qualified staff
- Create an environment which is safe, where everyone is treated equally and with respect
- Provide you with facilities and equipment to support your individual learning needs
- Provide consistently high standards and creative training by professionally qualified staff
- Treat and respect you as an individual
- Promote good attitude to learning including behaviour and respect
- Provide support and guidance to ensure you get the very best from your learning
- Promote personal development including health and well-being of all learners receiving training
- Meet with you regularly to discuss your progress
- Listen to you and give you opportunities to express your views about your courses and your training provider
- Act on feedback to improve and develop our service to you

In return, we ask learners to:

- Engage fully and commit to learning opportunities
- Maintain maximum attendance and punctuality to ensure you gain the full benefit from your learning
- Treat other learners and staff with the respect they would expect to be treated with
- Embrace and uphold the British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs
- Follow all our policies, procedures and practices during your time with WBTC
- Inform members of staff if you have any issues or concerns during your learning at WBTC
- Be a reliable and committed learner, completing all work on time and to the best of your ability
- Help us to take care of the building, facilities and resources and help keep it tidy
- Take advantage of opportunities provided by WBTC to help you reach your potential, enhance your employability and personal development.

# WBTC CODE OF CONDUCT

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- As a learner at WBTC you will be provided with a badge when you are in the building. This should be visible at all times to prove you are a WBTC learner and returned when you leave the building.
- In addition to behaviours stated in the charter there are other responsibilities to help us to provide a safe and happy environment at WBTC. These involve behaving in a positive and supportive manner to those around us, the building, equipment and grounds.
- Misconduct and Plagiarism – Your Trainers will explain the ways that are not appropriate in a learning environment e.g. plagiarism – where you copy from others without permission and misconduct – where you behave inappropriately and against the standards expected whilst you are learning with WBTC
- Attendance is monitored for each session, if you do not attend a session and have not notified a member of WBTC staff that you will be absent, someone will contact you in the first instance and your employer or possibly your next of kin if we cannot get hold of you directly to ensure you are safe.
- Punctuality, you are expected to be punctual to all sessions as this is not only an important life skill it shows respect and commitment to your learning.
- Mobile phones should only be used when instructed by trainers during sessions
- Dress Code should be professional