



Learner Charter

This Charter aims to provide a clear summary of the standards 5 E sets in its approach with learners and other clients.

Charter information to a Learner:

- 5 E is always committed to improving all aspects of service to learners. A learner can expect accurate information about the learning opportunities for learning, qualification and other facilities via. open days, personal advice and guidance on request, support services such as counselling, childcare, career advice etc.
- 5 E ensures that the learners are well acquainted with all the policies and procedures such as health and safety, equal opportunity, complaints and grievance, disciplinary procedures, etc.
- 5 E will provide extra support to the learners with additional requirements in the case of learners who may have any kind of disability or any difficulty which requires assistance.

Charter information for the employers:

- Any employer interested in their employees learning at 5 E, can expect accurate and up to-date information about opportunities available, the types of learning and assessment, 5E performance and qualifications; and where appropriate, about opportunities to have learning delivered in your workplace in ways which suit your business needs.
- 5 E sends regular feedbacks to the employers about their employees. The employers can gain from us details of the future employees, their competence, knowledge and performance.

Complaints/Grievances method:

- From time to time, things may go wrong, so 5 E welcomes complaints from learners and other clients. This gives us the opportunity to resolve complaints and help to improve the services for the future.
- 5 E ensures that all the complaints are seen thoroughly with action taken immediately. Learners and other clients can forward their complaints to any of the following member of staff.
 - To The Tutor
 - To The Programme Manager
 - To The Operations Manager
 - To the Director

This Charter has been prepared with great care and we hope you have found it useful. We have to make clear that the contents are for information purposes only and do not form part of any contract with 5 E.

Review of Policy

This was reviewed in June 2021 and is due for next review in June 2022.

If you would like this document in larger print, please contact Human Resources Department.