



Academy

SJC Training Academy Trading as:

HB Academy

LEARNER CHARTER

A document setting out our commitments and expectations for the delivery of outstanding learning and skills.

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Learner Charter

As part of our ongoing commitment to improving our service, we have developed a "Learner Charter", which sets out our commitment and minimum expectations of our service. The Charter is self-explanatory and is set out below:

Our Vision:

"To support businesses and individuals towards skills excellence by delivering relevant, world class solutions"

Our Mission:

"To become an outstanding provider of quality training, offering outstanding skills and career development in a safe and inclusive environment."

Our Customer Promise

HB Academy is committed to delivering the best customer service. This Charter lays out the minimum level of service you can expect from us and the targets we have set to ensure that we meet your customer service needs. If we don't get something correct the first time, we would like to hear from you so that we can keep improving the service we provide.

We put the customer first. Therefore, we commit to:

- Provide a clear, transparent offer to all of our clients – no surprises!
- Endeavour to be fair, impartial and non-judgemental in our information, advice and guidance.
- Set high expectations for all of our learners, to ensure they fulfil their potential.
- Promote safe, inclusive learning, including a mutual Code of Conduct
- Providing experienced, knowledgeable, suitably qualified trainers that will work with learners to identify their needs and assist them in achieving their learning goals.
- Accessible training delivery – locations and modes of delivery that are inclusive and support learner and employers' needs.
- HB Academy's team are available at the point of need – not only at key points during the programme visits, but also during "non-contact" time.
- Empower our learners – our learners take ownership of their programmes and progression – we will promote aspiration.
- We will ensure you always know how you are doing; where you are progressing well and identify areas for improvement.
- Challenge and stretch our learners, whilst ensuring we offer excellent support when it is required.
- Involve our learners (and their employers) in the design and review of our programmes; via focus groups, formal reviews and feedback questionnaires/surveys.
- Support our learners and employers with career progression support and strategies where required.
- Information we hold about you will be held securely and not shared unnecessarily.
- Respond to queries and complaints with the utmost urgency.

What HB Academy expects from you:

- Make successful learning your priority:
- Attend all planned learning sessions and on time.
- Work with us to establish targets for your studies and strive to meet these.
- Complete all assignments to the best of your ability and hand them in on time.
- Do not attempt to take someone else's work and submit it as your own – this is called plagiarism and is not permitted.
- Contribute to making HB Academy a safe place for all:
- Keep yourself and others safe at all times.
- Avoid dangerous or reckless behaviour and report any accidents or concerns to a member of staff immediately.

We do not tolerate any form of bullying, harassment or cyberbullying. If you suspect bullying of any sort you must report it to a member of staff immediately.

We expect and encourage mutual respect and tolerance of different faiths and beliefs.

Be considerate to others:

- Do not use offensive language, or behave in ways which can upset others, in college and anywhere where you represent the College – on work placement, on public transport, during off-site trips and activities.
- Help us keep the learning centres clean and tidy, put rubbish in the bins provided and follow guidelines about where it is appropriate to eat and drink.
- Follow staff requests to silence or switch off mobile phones.
- Look after HB Academy's equipment and property.
- Keep to the computer code of practice when using HB Academy internet.
- Any act of violence, and use or possession of firearms, knives and offensive weapons, is likely to lead to police involvement.
- You are not allowed to use or possess alcohol or drugs on HB Academy premises.