

## Recovery and Wellbeing College Learner Charter

The Recovery and Wellbeing College is a safe and supportive environment in which to learn. This charter is designed to help you understand what is expected from you and us, whilst accessing the college. Please inform us if we have not lived up to these expectations.

### **What you can expect from us:**

#### **We will respect you as an individual at all times and will always do our best by:**

- Respecting your values, opinions and beliefs
- Providing equal opportunities to access the college, free of harassment & discrimination
- Welcoming people that support you to access courses (e.g. a carer, friend or interpreter)
- Encouraging you to take responsibility for your own learning and development
- Providing opportunities for you to give feedback on the courses and the college
- Giving clear information about the courses on offer
- Celebrating your success and that of the college
- Having suitably trained facilitators and volunteers who are committed to the quality of your experience and to their own professional development
- Only using your information for college purposes and not sharing your information with anyone without your consent

*We may share information to others only if you or others are in danger of harm. This will be on a needs-to-know basis. We will always seek your permission and inform you what we have shared and who with, unless this compromises yours and others safety.*

### **What we expect from you. That you:**

- Commit to attending courses and workshops you have enrolled on
- Inform the college ahead of time, if you are going to be late or miss a session
- Return from breaks in a timely manner
- Ensure mobile phones are on silent/turned off before and during a course
- Respect the rights, choices, beliefs and opinions of others
- Respect the college environment and equipment
- Do not act in a way that may put yourself or others at risk
- Avoid the use of language or terminology that might offend others
- Agree to behave appropriately within the learning environment and accept guidance from the course facilitator
- Do not attend the college under the influence of alcohol or substances
- Do not bring anything that is or could be classed as a weapon such a penknife
- Keep us informed of any special needs or requirements you have so we can support you in the best way possible
- Seek early advice and support whenever you need clarification, or if you have a problem
- Keep any personal/private information heard during any course strictly confidential

We reserve the right to withhold course places if you do not follow the attendance policy or break the Learner Charter rules. This will be dependent on the severity, nature and the number of times these expectations have been broken.