LEARNER'S CHARTER (Including Policy on Learner Mobile Phones and Internet-Enabled Devices)

Date established:	May 2001
Updated:	Oct 2026
Reviewed:	Annually
Purpose:	This outlines MITSkills' commitment to Learners and includes our policy on learner mobile phones and internet-enabled devices.

Meeting the needs and interests of learners

You can expect:

- ✓ To have the opportunity to study an appropriate range of courses or programmes and achieve a suitable qualification.
- ✓ To have your application dealt with within **21** working days.
- ✓ The curriculum or individual programme of work to be planned and managed effectively to provide coherence and progression.
- ✓ The curriculum or programmes of work to be socially inclusive, ensuring equality of access and opportunities for learners.
- ✓ To have the opportunity of broadening your experience through a suitable variety of enrichment activities.
- ✓ Programmes of work that take account of community and employer needs.
- ✓ Off-site provision and resources to be effectively integrated to give a coherent programme of learning.
- ✓ To have the opportunity of achieving a suitable range of learning outcomes and qualifications, which provide progression in your education or training.

Guidance and support while you are a learner

You can expect:

- ✓ Support arrangements to be planned and managed coherently.
- ✓ Impartial guidance to enable you to choose the course or programme which is right for you.
- ✓ Procedures to be in place for recognising poor punctuality, non-attendance, and poor performance early and taking appropriate action.
- ✓ The health, safety, and well-being to be assured.
- ✓ Induction programmes to enable you to settle into work quickly, to understand your rights and responsibilities and demands of the course or programme.
- ✓ Individual learning needs to be accurately diagnosed and learners to receive effective additional support throughout your studies or training.
- ✓ To have effective personal support to help you to complete your course or programme, including access to specialist support services.

- ✓ To have access and/or signposting of quality sources of Initial Advice and Guidance on a variety of topics to support you in making informed choices about your personal progression and well-being.
- ✓ For there to be policies in place that support you in understanding Safeguarding, Equality and Diversity, British values, and the role of Prevent in enabling you and other learners' safe participation in the wider community in the UK.
- ✓ There are clear standards of expected behaviour from yourself and other learners; harassment and bullying are not tolerated, and these standards and policies can be seen before enrolment, and the associated disciplinary policy where non-adherence will be addressed. MITSkills can report activity that is detrimental to yourself or others where appropriate to other authorities, including where an action is or may be suspected of being illegal.

Teaching, Training and Learning while you are a learner: -

You can expect teaching teams to:

- ✓ Show knowledge, technical competence and up-to-date expertise, at a level consistent with effective teaching and assessment of the course or programme.
- ✓ Plan effectively with clear objectives that you understand.
- ✓ Use methods and styles of teaching and training consistent with the aims of your programme and your personal objectives.
- ✓ Challenge and inspire you.
- ✓ Set, use, and mark assignments in a way that helps you to progress.
- ✓ With learners, develop individual learning plans, informed by initial assessment, that are reviewed and updated regularly.
- ✓ Promote good working relationships that foster learning.
- ✓ Present material in a way that is sensitive to issues of equal opportunity.

Assessing and Monitoring Learners' Progress

You can expect:

- ✓ Forms of assessment and recording to be suitable for the course and programmes being followed.
- ✓ Assessment to be fair, accurate and carried out regularly.
- ✓ Initial assessment to provide an accurate basis on which to plan an appropriate programme of work.
- ✓ Assessment to be used to monitor progress and inform individual learners about how they might develop further.
- ✓ Achievements towards learning goals and qualifications to be recorded and accredited.
- ✓ Assessment information to be used to guide course development.
- ✓ Assessment, verification, and moderation procedures to follow regulatory body requirements.
- ✓ Those with a legitimate interest to be clearly and regularly informed about learners' progress.

Resources to Assist Learner Achievement

You can expect:

- ✓ There to be enough qualified and experienced teaching, training, and support staff to match the demands of programmes and range of learners.

- ✓ Specialist equipment and materials to be used, including facilities relevant to the workplace, which meet the current industrial standards.
- ✓ Accommodation to provide a suitable setting for good teaching, learning resources that are necessary for effective independent study.
- ✓ Resources to be used to best effect in promoting learning.

Punctuality Policy

- ✓ Learners are expected to arrive at all lessons on time.
- ✓ Authorised lateness, e.g., for hospital appointments, must be agreed with the tutor beforehand.
- ✓ If you are late three times, you will be required to attend a formal interview.
- ✓ Breach of any contract on lateness could lead to you being excluded from the course.
- ✓ Being on time means you get the most from your course and you do not disrupt other learners.

Mobile Phones, Digital/Smart Glasses and Internet Enabled Devices Policy

- ✓ Any mobile phone or device that goes off during a lesson will be removed from the learner and held at the front of the classroom until the end of the lesson. You are asked to switch them to off or to silent. Learners are not to send or answer texts or voice calls during lessons; doing so can result in exclusion and disciplinary action.
- ✓ Anybody not cooperating with this policy will be asked to leave the classroom. If anyone needs to contact you, ask them to call the Training Centre.
- ✓ Mobile phones, Digital/Smart Glasses and electronic devices that can work as a phone, or internet-enabled devices cannot be taken into or used in an exam under any circumstances. Having a phone or electronic device that can act as a phone or an internet-enabled device in your possession during an exam will result in exclusion from the exam and will void your exam.
- ✓ Learners must always comply with MITSkills' Use of Email, AI and Internet Policy when on a course and when using our internet and Wi-Fi. Failure to comply with this policy will lead to disciplinary action, as will accessing, attempting, or sending material (or encouraging other learners to do so) which is illegal, pornographic, extremist, prohibited, offensive or abusive. This will be reported to external authorities as appropriate.
- ✓ Digital/Smart Glasses in line with London Grid for Learning advice: Smart/Digital glasses are barred from our delivery sites and on any trips associated with the Centre.

Financial charges for your training

MITSkills operates a fair charging policy for all tuition fees and examination/accreditation fees, where available funding is sourced via public funds and/or employers where appropriate.

What to Do if Things Go Wrong

You can expect:

- ✓ If, for whatever reason, you are unhappy with any aspect of the service(s) you receive at MITSkills, we will do everything possible to resolve your problem or complaint.
- ✓ MITSkills has a formal complaints procedure, which you may use to bring a problem to our attention. We will acknowledge and provide an initial response to your complaint within ten working days of its receipt.
- ✓ In the first instance, please tell your Tutor/Assessor or our Head Office, who will do their best to resolve the problem at source. There may be occasions, however, when you feel it would be more appropriate to use the formal MITSkills Complaints Procedure.

- ✓ The Complaints Procedure and Forms are available from MITSkills Head Office or the company website. We will do our best to resolve your complaint effectively, fairly, and as quickly as possible. Alternatively, contact the Quality Assurance staff at MITSkills for the appropriate documentation, or for further details of the procedure.

Date Reviewed	21/10/26
Reviewed	Annually
Version Status	Approved
Approved By:	 Company Director: Date: 21/10/26