LEARNER AND DELEGATE CHARTER

Our Commitment

We are committed to providing the best possible learning experience for all individuals embarking on a learning journey with PETA Ltd, and embedding our 'Aspire to Learn, Apply to Advance' philosophy. Our purpose is to be responsive to the needs of learners and delegates so that their planned goals and outcomes are achieved in a timely manner and to a standard which matches or exceeds their expectations.

To uphold our commitment, we will:

- Offer information, advice and guidance to help learners choose the right programme
- Help learners define aims and goals to get the very best from their learning experience
- Provide access to facilities that are well equipped and professionally run
- Create an environment that is safe, where everyone is treated equally and with respect
- Exemplify British values of democracy, the rule of law and individual liberty and mutual respect and tolerance for those with different faiths and beliefs, through personal behaviour and interaction with learners, delegates and colleagues
- Promote the welfare of all learners receiving training
- Encourage learners to excel, fulfil their potential and build on their skills and ability
- Deliver creative training through our professionally qualified staff
- Provide continual support and guidance to help learners get the very best from their learning
- Ensure feedback and qualification outcomes are communicated promptly
- Give learners the opportunity to provide feedback on their learning experience with us
- Act on that feedback to improve and develop our service delivery

We ask learners to:

- Engage fully in the learning opportunities and maintain maximum attendance to ensure they gain full benefit from their learning
- Treat other learners and our staff with respect and practice and uphold the British Values of democracy, the rule of law and individual liberty and mutual respect and tolerance for those with different faiths and beliefs
- Follow our policies and practice during their time at our Centres
- Inform a member of staff if they have any issues or concerns about their learning or experience at PETA

Contact us

Our Learner Charter explains our commitment to learners. We value every learner, and we want to know when we get things right and equally, when things don't go to plan, and we welcome your views. To get in touch with us you can:

Visit our web site:	www.peta.co.uk
Call us:	023 9253 8700
Email us:	enquire@peta.co.uk
Write to us:	PETA Limited, 1 Access Point, Northarbour Road Portsmouth, Hampshire PO6 3TE

PETA ASPIRE TO LEARN • APPLY TO ADVANCE