



Learners Charter

Devon and Cornwall Counselling Hub

Devon and Cornwall Counselling Hub is committed to providing excellent standards of design and delivery of our courses. We believe that it is important to set out what we aim to offer you as a learner on one of our courses and what we expect from you if you accept a place on a course.

As a learner you are entitled to:

- Receive high quality teaching with appropriate resources and environments that are comfortable
- Receive Information, advice and guidance at all stages of your learning journey
- Be treated as an individual and with respect
- Enjoy learning in an accessible and safe environment
- Receive guidance to help you succeed and move on to further courses
- Speak out for yourself and to have your thoughts and opinions heard and valued
- Make compliments, complaints and suggestions
- Confidentiality, where confidential and personal information is collected. This is used and stored in accordance with The Hubs data protection policy.
- To receive honest feedback on your skills and work to help you to develop and progress
- To be treated with honesty and respect

As a learner you will need to:

- Attend on agreed days and be punctual
- Inform your tutor if you cannot attend for any reason (if you frequently miss sessions or arrive late you may be withdrawn from the course, as it is disruptive to other learners)
- Bring a pen and paper and your portfolio to sessions
- Complete course/homework and meet deadlines
- Be considerate to other learners
- Ask for help if needed
- Follow the policies and procedures of Devon and Cornwall Counselling Hub and the contract drawn up by your group
- Pay course fees or instalments on time
- Inform us of any changes to your personal details
- Be responsible for any personal/valuable items brought into the centre, as we cannot be accountable for them
- Be aware of Safeguarding, H&S and report any incidents
- Be emotionally and physically robust enough to attend sessions, complete written and practical requirements of the course and be prepared to seek personal counselling if necessary to support you during your course.