



Mission Statement and Learner Charter

Devon and Cornwall Counselling Hub

Devon and Cornwall Counselling Hub wants to be the best that it can be. We want to offer our learners a high quality experience. We want you to know what we offer, and what is expected of you, if you accept a place on a course.

Our commitment to you is to:

- ...provide high quality teaching, learning and assessment
- ...design enjoyable, interesting learning activities
- ...give regular updates about your progress
- ...offer advice on how you can reach your full potential
- ...treat everyone with respect and dignity
- ...create a safe place to learn
- ...value your opinions
- ...listen to feedback that you give us (compliments, comments or complaints)

As a learner we ask that you:

- ...attend regularly;
- ...be punctual;
- ...let us know if you can't attend;
- ...come prepared for each session;
- ...complete coursework/homework on time;
- ...be considerate to others (learners/staff/visitors);
- ...ask for help if needed;
- ...pay fees on time;
- ...tell us of any changes to your personal details;
- ...have good mental well-being;
- ...get personal counselling if needed;
- ...follow our policies and procedures;
- ...take responsibility for any personal/valuable items brought into the centre;
- ...and report any safeguarding or H&S incidents