



PRO PERFORMANCE TRAINING LTD **STUDENT CHARTER AGREEMENT**

We are passionate about you and your development, with our mission and values based on a strong and trusting partnership between our students and course tutors, staff and the company. A summary of the standards and values we uphold are outlined below in our Student Charter Agreement. The policy presents our standards and expectations of our students and staff.

What can you expect from Pro Performance Training Ltd:

1. Provide regular communication to help keep you informed of all academic and other activities supported by Pro Performance Training Ltd.
2. Open access to all our Policy and procedural documentation, available via the website and updated regularly.
3. Treat any communication from students with confidentiality and respect.
4. All of our staff to be kind, helpful, supportive and welcoming at all times toward fellow staff and our students.
5. To receive clear information, guidance and feedback through all aspects of training and assessment.
6. To treat any individual communication, personal communication, contact or other personal details with confidentiality and in line with the Data Protection Act (2018) and GDPR. Under no circumstances will personal information be shared with any external party without prior consent of the individual.
7. For all our courses to be delivered by staff that are experienced practitioners in their field, are research active, and have further or higher education experience to a senior level.
8. For all our course tutors/staff to deliver contemporary content that is engaging, and provide a safe space to develop skills and experience across all courses.
9. To practice and learn in an inspiring, stimulating and challenging environment with flexible learning opportunities.



13.0 Student Charter Agreement

10. For all staff to support and encourage you to develop your skills, confidence and abilities throughout the courses.
11. Learning, teaching and assessment activities to be led by industry and professional standards and provide research informed teaching through contemporary topics and debate.
12. For us to ensure a fair, transparent assessment system based on academic merit.
13. For us to provide regular support and guidance from academic tutors to all students.
14. Access to a range of learning resources, facilities and equipment appropriate to your course, applied in industry and contemporary in nature.
15. We will return all enquiries by phone or email within two working days within normal office hours.
16. Provide feedback on any draft assignment within 1 week of receipt.
17. Provide feedback on any completed coursework submitted for marking within 8 weeks.
18. Will not pre-mark any portfolio work however will provide support and guidance on draft work.

What do we expect from our students?

1. To treat all staff and peers equally, with respect, care, honesty, kindness, and consideration.
2. Actively participate in all learning activities individually and with others to encourage improved teaching and learning for all involved.
3. Uphold the highest professional standards when representing yourself and Pro Performance Training Ltd. at all times.
4. Pursue all academic and practical studies in a professional, ethical and responsible manner.
5. Adhere to all standards of punctuality, safety, hygiene and confidentiality.
6. Conduct appropriate checks on your work and ensure work is handed in on time.
7. Be responsible for managing your own studies professionally.
8. Aim to pass all assessments affiliated with the course first time by planning workloads, meeting coursework deadlines preparing fully, and attending examinations on time.
9. Make prompt payment of all fees due to Pro Performance Training Ltd. on agreed dates.
10. To inform Pro Performance Training Ltd. with as much notice as possible of any absence from the practical training to ensure the most appropriate support may be put in place to accommodate any absence.