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| Angela Mollan4/1/2017 |

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| Service Standards |
| Issue 1.1 |

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| **Service Standards** |
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| Peregrinate Policy Manager | Angela Mollan, Chris Mollan |
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Our Service Standards

This charter sets out our service standards. There will, of course, be exceptional circumstances but normally you should judge us by the following commitments:

Before you join Peregrinate Ltd. we will:

• Acknowledge all course applications within 5 working days;

• Where applicable, send you confirmation of the outcome of an interview for a place within 5 working days.

When you join Peregrinate Ltd. we will:

• Provide a handbook including an agreement between you and Peregrinate Ltd. on our respective rights and responsibilities;

• Carry out an effective induction programme within the first week of you joining a course;

• Provide information incorporating an outline scheme of work and information about assessment;

• Carry out screening to assess additional support needs where appropriate.

If you are a Learner with learning difficulties and/or disabilities we will provide:

• On request, course details and other materials in adapted formats e.g. in Braille, large print;

• An appointment for a specialist assessment of your individual learning needs within 10 working days of your request;

• Specialist equipment and materials to support teaching and learning where possible.

During your course, we will:

• Deliver well-planned, organised and clearly structured classes and workshops to engage and sustain your interest;

• Adopt varied teaching methods to reflect different learning style preferences and ensure everyone gets a fair share of attention;

• Ensure that course materials reflect the backgrounds and interests of different social/ethnic groups;

• Review the effectiveness of sessions and adjust their approach as appropriate;

• Give clear written guidance/assessment criteria for assessed work and adopt a variety of assessment methods;

• Mark/assess and return all work promptly, normally within 10 working days;

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• Give constructive written feedback, explaining any grade or mark and what you need to do to improve your performance;

• Draw attention to progress/improvements to engender a positive sense of achievement;

• Give you opportunities to formally tell us about your experience at Peregrinate Ltd;

• Work with you to plan your programme and qualification aims and review your progress on a regular basis;

• Provide sufficient resources to support learning;

• Ensure that teaching and learning is monitored in order to improve standards;

• Give you a right of appeal on assessment/grading;

• Provide opportunities for additional support when needed via Connexions or other specialists;

• Ensure communal areas are clean and tidy;

• Discuss informal complaints within 2 working days;

• Acknowledge formal written complaints within 5 working days of receipt and respond in full within 10 days.

When you complete your course we will:

• Inform you of all exam results on receiving confirmation from the awarding body;

• Dispatch your certificate as advised;

• Provide you with information about access to Further and Higher Education, careers and a job search service;

• Supply a reference for up to 2 years after your course.

Our other commitments

Peregrinate Ltd. will seek to provide:

• Up to date and easily accessible course information;

• Flexible start times throughout the year;

• Equality of opportunity in accordance with our Equality and Diversity Policy;

• Training and education provision to meet the needs of the individual, the local community and local employers;

• Peregrinate Ltd Celebrations of Achievement.