

Learner Charter

Baldoyle Training Centre will place the learner at the centre of our purpose and endeavour to secure optimum outcomes for each participant in relation to their learning and holistic development, through their experiences in the centre;

We will

- Respect and value the role of a participant and recognise their awareness of and participation in their learning and progress;
- Consult learners and encourage their engagement and full participation in relation to the Centre's training activities;
- Providing learners with information, including accountability for provision and information on performance;
- Consult learners regularly in relation to costs and work to avoid costs acting as a barrier to participation;
- Invite feedback, comment and observations from learners and develop a listening culture in the centre;
- Ensure courtesy, confidentiality and equality of esteem;
- Provide a safe environment;
- Operate a transparent quality assurance system;
- Acknowledge gaps, deficiencies or room for improvement;
- Positively seek to address learners concerns and electively provide redress as appropriate in order to obviate as far as possible the need for a participant to rely on grievance and complaint processes;
- Provide processes for grievance and complaint resolution, including mediation and remediation where appropriate, and
- Have procedures that include accounting for the outcome of a complaint, the reasons for the outcome, and the basis on which the outcome was determined by the centre.