

Outdoor Education

STUDENT INFORMATION

Our Commitment to You

Cumbria Adult Education Service is committed to providing a high standard of education and training to all our learners.

Our commitment to you is:

- To provide accurate and up to date information about the course
- To provide an enrolment which is efficient and welcoming
- To provide any additional support necessary to meet your needs
- To provide the opportunity to get help and advice if you wish to change your course
- To provide information that will help you take the next steps
- To provide good quality teaching and resources
- To deal with all learners with respect
- To provide a free English and/or maths skills check and Skills for Life courses for learners without a qualification equivalent to GCSE A*-C in English or Maths

Your Commitment to Us

As a learner on one of our programmes we would expect you:

- To respect teachers and fellow students
- To attend on a regular basis
- To inform us if you are not attending or withdrawing
- To let us know if there are any health issues that affect your learning
- To respect the environment

Compliments, Complaints and Suggestions

We encourage everyone to comment on the quality of his or her experience within the Adult Education Service. It would be appreciated if you could inform us what is good, what can be improved or to express dissatisfaction with any aspects of the service we provide. This could also include issues related to equality and diversity. There is an appeals procedure for disputed assessment decisions.

Please provide your views in writing, speak to your course tutor or the Centre Manager.

Any complaints, not resolved by the Centre in the first instance, will be dealt with by the Quality & Curriculum Development Officer within two weeks.

The Adult Education Service will also be asking your opinion of the service we provide via:

- Learner satisfaction surveys
- Learner focus groups

The Adult Education Service really values your views and opinions and will use this information to improve the quality of the service.

Additional Learner Support

Please let the Centre you are attending know if you require any additional support to complete your course.

This might be linked to support with writing assignments, taking notes, taking your exams or access to buildings. Please discuss your requirements with your Tutor or the Centre Manager at any time during the course.

Access and Childcare Funds – Accredited Provision Only

The Access and Childcare Funds have been made available for students in receipt of means tested benefits, who do not have full Level 2 qualifications.

The funding can help you with:

- Childcare provided by a registered childminder/nursery
- Exam fees

Please contact your Centre Manager for further information.

**Thank you for enrolling on a course with the Adult Education Service.
We hope that you enjoy your time with us and are successful.**

For more information please contact your local Adult Education Centre:

Dallam Outdoor and Environmental Education Centre

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Milnthorpe
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