

GENERAL RULES

Respect:

We expect all staff and learners to treat each other with respect and courteously at all times. Use appropriate language and appropriate means of communications in all circumstances.

In respect to **Equality and Diversity** - No unfair discriminations are accepted. All persons both staff and learners must respect and tolerate each other in the learning environment. In the event that any kind of discrimination is experienced or perceived this may be reported by use of the Complaints Procedure.

(see **Equal opportunity and Diversity statement** – page 3)

Attendance and Absence:

All learners are required to attend to at least 85% of the course. A register will be maintained by the tutor.

Learners are expected to be punctual in accordance to times stated on timetables and to stay for the duration of the course/class.

Learners are required to inform the tutor of any absences either in advance or as soon as it is practicable to do so. Learners are responsible for this.

Learning:

Learners are expected to commit themselves to learning as part of the course program. This includes homework and research work as per course program.

Attentive:

Learners must at all times be attentive to information and any changing circumstances. If they are not sure then request for clarifications. It is their responsibility to be aware of all communications.

Mobile phone off:

Mobile phone must be switched off during the lessons to avoid needless disruptions with other learners. Any calls are to be made outside of the learning area.

Voice off:

During the lessons there will be a 'Voice Off' policy unless there is a need to communicate urgently.

Anyone found to be under the influence of drugs or alcohol will not be admitted into the class!

**Deaf Community:**

Learners are expected to be involved within the Deaf community on a regular basis to help with the development of signing and appropriate use of Deaf culture. *Note that for the Pre NVQ and NVQ courses this is an absolute requirement.*

Evaluations:

Learners are required to complete evaluation forms at regular intervals (approx. every 1/3 of the course) for the benefit of themselves and SLT. Learners may also wish to make comments at any time during the course both positive and negative.

Communications:

All communications can either be verbal, signed (BSL), or written whether this be by letter, email, or mobile text messaging. Use of electronic means of communication must be solely for the use of the course and have no other purpose. Social Sites methods of communications are **not** acceptable.

Post Course Issues:

Once the course is complete there shall be no acceptance of any issues that was felt to have occurred during the course. All complaints must be made during the course only.

Course fees:

Once the course and/or assessments starts then the fees are NOT refundable. This statement appears on the initial application form.

Health and Safety:

Everyone is responsible for health and safety. Make sure your own belonging are placed away from possible hazards.

If you see any unsafe conditions then inform the teacher/manager immediately.

Report any injuries or accident immediately.

Fire:

Following fire procedures in accordance to the venue. Stay as a group in the allocated assembly area. Do not collect belongings and leave by the nearest exits in any such event.

Personal belongings:

SLT is not responsible for any personal belongings in all events.

POLICIES

Equal opportunity and Diversity statement:

This subject is taken very seriously as 'Sign Language Today' is committed to the approach of respect and value for all. It is expected that all members of the team, centre administrative staff and learners alike, adhere to this policy.

1. All policies, procedures and processes associated with the course will be conducted universally with the ethos of the above.
2. No learner is to be treated unfairly to the benefit or detriment, in any way with respect to: age, race, gender, sexual orientation, religion or disability.
3. The candidate information is stored in the same way and is confidential.
4. The initial application form includes questions with age, ethnicity and disability. This is for monitoring purposes and also used to ascertain if there are any adjustments or specific learning needs to be assessed in respect of an identified disability/additional learning need.
5. All courses are made available to the wider community and as such: applications are accepted from any individual and processed in the same way.
6. If any learner feels they have been treated unfairly and is contradictory to the above, they are advised to refer to the 'Complaints Procedure'.

Complaint Procedure:

If a learner is unhappy with any aspect of the learning course they are advised of the following:

The learner can arrange to make a verbal or signed (BSL) complaint to the tutor or manager, and/or may describe the matter in writing either by letter or by email within 5 days of the event. The tutor/manager will respond to the complainant with a solution or a course of action within 10 days of receiving the complaint.

If the complainant remains unsatisfied then a tutorial/meeting will be arranged with the tutor and SLT manager, and any other parties concerning within 5 days of expressed dissatisfaction. The complaint must be recorded with all parties to



carry out the points of action identified within 10 days. All parties, once satisfied with the outcome, must sign the complaint form.

The decision of the tutor or manager is final pending on the outcome of the tutorial/meeting and in agreement with the complainant(s). If the matter remains unresolved that an independent person or body may be called in to oversee the matter.

A SLT complaint form is available at request.

Please note that Signature will NOT deal with complaints with regards to the course provider as they are an Awarding Body – not a teaching body.

Whistle-blower procedure:

If the learner wish to report a situation deemed unacceptable whether this is a direct concern or of others, then they may do so without redress to themselves. Use the Complaints Procedure for this and the matter will be dealt with in confidence.

A SLT complaint form is available at request.

Learner Agreement form:

This must be completed by all learners in agreement with the General Rules and Policies of SLT.

Any concerns to be addressed in advance and if agreed then changes to the Learner Agreement form may then be made.

Both Learner and Tutor will sign the form and SLT will hold the original copies. Scanned copies can be emailed to the individual learner if requested.

Additional:

Note that the pre level 3 and pre level 6 courses does NOT mean that you will automatically be entered for the NVQ program. There will be an interview at the end of the pre courses and the tutor retains the decretive decision to select those who are deemed ready.