



TEACHING, LEARNING & ASSESSMENT CHARTER



NEWTEC is committed to providing a responsive customer focussed service and effective lines of communication with employers. This includes guidance on all the services offered, and respect for confidentiality and any security constraints. All delivery is covered and protected by robust Equality and Diversity and Safeguarding Strategies.

What is expected from NEWTEC?

- Offer impartial and independent advice.
- Offer training that is well suited to meet individual learner needs, by offering a variety of delivery options including e-learning programs and flexible workshop sessions.
- Provide regular contact throughout the duration of the training via Learning Services staff, Course Advisors and other support staff.
- Arrange a minimum of three workplace assessments for a Full Level 3 vocational course and a minimum of two workplace assessments for a Full Level 2 vocational course.
- Collect views from each learner through Learner Forums and questionnaires and surveys to measure effectiveness and evaluate the service.
- Provide a high standard of delivery to learners at all times, and be committed to resolve any complaints in a timely manner.
- Ensure assignments are marked and feedback is provided within two weeks of the submission date.
- Provide a learner tutorial and review meeting once every six weeks.

What is expected from the Employer?

- Pay all required NEWTEC course fees on time.
- Advise NEWTEC of any changes to contact details.
- Attend training as noted in the learning agreement.
- Attend work-experience placement hours as required.
- Submit assignments by dates set by the teacher/assessor.
- Attend scheduled tutorial and review sessions.
- Avoid cancellations of assessment in the workplaces/placement where possible.
- Meet individual learning goals and complete the qualifications on time.
- Take up progression opportunities into work or Further or Higher Education.