



Mercia Partnership

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 Mercia 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 Mercia we will:

- provide a handbook including an agreement between you and Mercia 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 15 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 Mercia;
- 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 that all apprentices participate in key skills development;

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- 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

Mercia Partnership 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;
- celebrations of achievement.

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