

**What you can expect from us:**

* Free information and advice on courses, qualifications and help with cost where applicable
* Every effort made to contact you if your class is cancelled
* Health and safety information
* All comments and complaints listened to and resolved quickly
* Teaching by experienced and trained staff
* Support in all areas of your learning
* Learning assessed regularly and feedback provided on how you can improve
* Advice on what to do next and access to careers guidance where appropriate
* A safe and secure environment with all safeguarding issues dealt with by our Safeguarding Officer or a member of the Safeguarding team

**We ask you to:**

* Commit to your course and your learning
* Attend every class, arrive on time and tell us if you cannot come to a session
* Show respect and care for equipment, buildings and other people and their property. This includes not uploading any images or videos taken in class to the internet
* Support the completion of paperwork and ensure that you sign your Learning Agreement in order for us to claim funding and keep classes open
* Pay any fees which are due
* Tell us as soon as you can if you think you may need additional support with your learning due to a disability or learning difficulty. Please speak to your tutor or contact our Learning Support Officer- Christine Jakeman on 07825052627 or email aldisability@buckinghamshire.gov.uk