

Jessanol Ltd – Learner Charter & Equal Opportunities

1. Our Commitment

At Jessanol Ltd, we believe that effective learning happens when people feel respected, supported, and able to engage fully.

We are committed to creating learning experiences that are:

- inclusive
- accessible
- respectful of individual differences
- relevant to real-world working environments

We recognise that every learner brings different experiences, perspectives, and needs, and we design our learning to reflect this.

2. Equality and Fairness

Jessanol is committed to ensuring that all learners are treated fairly and without discrimination.

We do not tolerate less favourable treatment based on:

- age
- disability
- gender or gender identity
- marital or family status
- race, nationality, or ethnic origin
- religion or belief
- sexual orientation
- socio-economic background

Our approach aligns with UK equality legislation and best practice.

3. What You Can Expect from Jessanol

As a learner, you can expect:

- a high-quality, well-structured learning experience
 - clear guidance on learning outcomes and expectations
 - fair and consistent assessment approaches
 - accessible and inclusive learning design (including digital accessibility considerations)
 - timely and relevant communication about your progress
 - a respectful and supportive learning environment
 - opportunities to provide feedback and have your voice heard
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4. What We Ask from You

To support a positive learning experience, we ask that you:

- engage with the course and learning activities
 - treat others (including facilitators and peers) with respect
 - provide relevant information where needed to support your learning (e.g. accessibility needs)
 - follow guidance relating to course participation and assessment
 - raise any concerns, questions, or feedback in a timely and constructive way
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5. Support and Accessibility

Jessanol aims to design learning that is accessible by default.

Where additional support or reasonable adjustments are required:

- learners are encouraged to raise this as early as possible
 - we will work with you to provide appropriate support where feasible
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6. Raising Concerns

If something doesn't feel right, we encourage you to speak up.

- Informal concerns can be raised directly with Jessanol
- Formal concerns can be raised via the **Jessanol Complaints Policy**

We are committed to listening and responding constructively.

7. Our Approach to Continuous Improvement

Jessanol regularly reviews learner feedback, engagement, and outcomes to improve learning experiences.

Insights from learner feedback and experience are used as part of Jessanol's continuous professional development and service improvement approach, ensuring that learning remains relevant, inclusive, and effective.

8. Review of Charter

This charter will be reviewed annually or as required.

Owner: Jessanol Ltd

Role Responsible: Director

Version: 1.0

Date: 20/3/26

Next Review: 20/3/27