



Learner Charter

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 wherever possible.

2. Equality and fairness

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

We do not tolerate discrimination, harassment, bullying or unfair treatment based on protected characteristics under UK equality legislation or any other irrelevant factor.

Our approach aligns with Jessanol's Equality, Diversity and Inclusion Policy, Accessibility Approach, and Reasonable Adjustments and Learner Support Policy where relevant.

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 where assessment is included;
- accessible and inclusive learning design, including digital accessibility considerations where relevant;
- timely and relevant communication about your learning, progress or participation;
- a safe, respectful and supportive learning environment;
- opportunities to provide feedback and have your voice heard.

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, such as accessibility or adjustment needs;
- follow guidance relating to course participation and assessment;
- raise any concerns, questions or feedback in a timely and constructive way.

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;
- Jessanol will consider requests fairly and work with learners to provide appropriate support where feasible.

Further information is available in Jessanol's Accessibility Approach and Reasonable Adjustments and Learner Support Policy.

6. Raising concerns

If something does not feel right, learners are encouraged to speak up.

Informal concerns can be raised directly with Jessanol.

Formal concerns can be raised via the Jessanol Complaints Policy.

Jessanol is 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, helping to ensure that learning remains relevant, inclusive and effective.

8. Review of charter

This charter will be reviewed annually or as required.

Reviewed May 2026. Document moved into the current Jessanol policy template.

Renamed from Learner Charter and Equal Opportunities to Learner Charter. Minor wording updates made to clarify equality and fairness, learner expectations, support and accessibility, learner safety, and alignment with related Jessanol policies.