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EQUAL OPPORTUNITIES LEARNER'S CHARTER

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## *Wolds Equine Rehabilitation & Training*

“Everyone plays a crucial role in the equality of opportunity. We believe that positivity towards equality and diversity is key to ensure a positive and inclusive environment for our students, clients, and business suppliers. We continuously encourage our people to welcome diversity and respect everyone’s individuality.”

The following charter has been created to demonstrate the standards of service you can expect to receive as a learner of Wolds Equine Rehabilitation & Training.

You can expect...

- To receive a high-quality learning experience.
- To be given equal opportunities and fair treatment.
- To be treated with courtesy.
- To have full access to advice, guidance to support learning decisions and needs are met.
- To learn in a healthy and safe environment.
- To be provided with timely and appropriate information on your progress.
- To have tutors available to listen to issues, concerns, and suggestions and respond in a relevant manner.

As a learner/ student of Wolds Equine Rehabilitation & Training we expect...

- To show and demonstrate full commitment to the course.
- To treat our tutors and venue staff with respect.
- To provide us with all appropriate information for us to meet your learning needs.
- To ensure us that your behaviour is appropriate for a healthy and safe environment.
- To abide by any rules specifically relating to the online assessments.
- To communicate any issues, concerns, and suggestions using the procedures outlined in your student handbook.

If you would wish to make a formal complaint, please email.

[info@equinemassagecareers.co.uk](mailto:info@equinemassagecareers.co.uk)

**(This policy has been approved & authorised by: Olivia Renshaw Proprietor and Principle Tutor, BA (Hons) Ed & Training, Cert Ed, IAAMB PrEP, Cert ESMT, IAAMB, IAAT, BHSAI Int. SM, Adv NC (Equine))**