

## About us

New Directions College is Reading's Adult and Community College. We have delivered Adult Learning in Reading for 65 years! You can find out more information about our history and our offer of learning on our website:  
[www.newdirectionsreading.ac.uk](http://www.newdirectionsreading.ac.uk)



# Learning Charter

Reading's Adult Community College



## What you should expect from us...

- High quality education that will enable you to achieve your personal goals and aspirations.
- Reviews and feedback that will enable you to see the progress you are making and set targets with you so that you can continue with your learning journey.
- Impartial information, advice and guidance based on your individual needs and requirements. This will be identified through high-quality initial assessments before you enrol on your course.
- Access to high quality learning support services; including learning support and financial support where it is needed.
- Staff will be professional, polite, supportive and punctual.
- Wherever you access our services, you will learn in a safe and supportive environment, that is free from discrimination, harassment and victimisation.
- We will advance equality of opportunity & foster good relations between different groups, promoting British values.
- We aim to deliver a high quality customer experience and will follow Reading Borough Council's Customer Service policies.
- We will only reschedule or cancel services when there are no alternative options.
- We will respond to customer complaints in line with Reading Borough Council policy and take seriously any issues that are brought to our attention.
- We will request your feedback and your responses will influence and shape future services.
- We will follow up with you after you have left our service to find out what progress you have made.

## What we ask of you...

**RESPECT** all staff and learners, whatever their race, religion, belief, sexual orientation, gender identity or disability, both in person and online.

**TAKE OWNERSHIP** of your wellbeing, actions, and conduct, and never enter College venues under the influence of alcohol or drugs.

**BE PROACTIVE** in managing your time, course work, deadlines, reviews, and be prepared to learn.

**WORK HARD** at your studies, and engage during classes, progress checks, reviews and when receiving feedback.

**COMMUNICATE** with staff if your needs or personal details change.

**INFORM** us of any additional needs and/or disabilities before starting your course, so that we can give you the support you need.

**ASK QUESTIONS** to staff when you are unsure of anything

