

Teacher:Student Agreement

Your Guidance Assessor agrees to

- Support you through the qualification journey from start to certification.
- Mark your Student Assessment Pack (SAP).
- Give you feedback, which will be recorded fully in your SAP.
- Give you action plans when evidence is not met, which will be recorded fully in your SAP.
- Give guidance and support when you are not sure where to find the evidence.
- Answer any questions you may have in a timely manner.

Your role as the learner is to:

- Ask for support when needed.
- Respond to communications in a timely manner.
- Meet the set deadlines for submission of work/evidence.
- Request an extension for the deadlines if required, and at least two weeks before the deadline is due.
- Ensure work is fully completed and to a high standard before sending it in for marking; work that is incomplete will count towards the two-mark policy*.
- Complete all assessments within 10 months.

Face-to-face training day

Your Master Trainer agrees to

- Ensure they work within the agreed timetable and start and finish on time.
- Inform you of the purpose and process of each session.
- Use training resources that allow you to maximise your learning.
- Give you some opportunities to make comments and ask questions in relation to the learning.
- Invite you to comment and contribute to the training.
- Inform you of any health and safety and operational rules in relation to the venue.
- Provide individual and confidential advice and support on the day if required.
- Address any concerns submitted in writing by the learner in accordance with our [Complaints Policy](#).
- Adhere to our [Equal Opportunities Policy](#).

Your role as the learner is to:

- Attend the session on time.
- Bring all necessary paperwork, activities and homework tasks as requested.
- Actively participate in the training session with your colleagues and Master Trainer.
- Take responsibility for your own learning by communicating your progress with the Training Provider and/or Guidance Assessor.
- Ask for help and guidance if required.
- Behave responsibly towards others and the venue in respect of health and safety and operational rules.
- Behave in a manner that is conducive to learning and respectful to the other learners and the Master Trainer.
- Advise the Master Trainer in writing of any concerns about the qualification in accordance with the provider's [Complaints Policy](#).
- Adhere to the [Equal Opportunities Policy](#).

* Each assessment can be marked a maximum of two times. If a third marking is required a fee of £30+VAT will be incurred in accordance with our terms and conditions.