



DPN LEARNER CHARTER

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Last Reviewed	January 2026
Reviewer	Janus Howard
Next Review Date	January 2027

DPN LEARNER CHARTER

1. INTRODUCTION

DPN has drawn up a Learner Charter to summarise the standards that you can expect as a learner working towards a qualification, and to set out your responsibilities.

Although this charter provides a set of benchmarks, it is not a contractual document between learners and DPN.

2. DPN'S COMMITMENT TO STANDARDS

DPN's commitment to quality is well established. We offer a wide range of qualifications designed to meet the needs of learners.

The centre believes in equal opportunities for all. It is open to every section of the community regardless of background or circumstance.

You can expect DPN to respond promptly to queries and to reply to correspondence in a timely manner. DPN staff will treat you courteously, and with respect for confidentiality. Your record with the centre will not be discussed with any third party without your written permission.

3. WHAT YOU CAN EXPECT FROM DPN

If you are enquiring about a course, you can expect DPN:

- To give you clear and accurate information about the qualifications that we offer so that you can make informed choices
 - To offer you individual and impartial information, advice and guidance
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- To provide you with access to information and guidance about your proposed course or qualification

Whilst doing your qualification, you can expect:

- To register you with the awarding organisation
- To give you details of how to access our on-line services and materials specific to your qualification
- To offer you guidance about what you need to do to achieve your qualification, an introduction to the assessment process and an explanation of the support available to you
- To provide you with named assessor/s who will
 - offer on-going qualification relevant and individual support
 - provide you with information, advice, guidance and resources to enable you to plan your work
 - provide feedback and where further evidence is required to demonstrate competence, issue a revised and up-dated assessment plan describing what steps you need to take to provide it
 - To make reasonable adjustment if you notify us of a disability or additional requirements
 - To provide you with the final assessment, internal and external quality assurance and where appropriate certification upon completion of your agreed assessment plans and final presentation of your evidence
 - To seek your feedback about doing your qualification with the centre

In normal circumstances, you can also expect:

- To receive feedback on your submitted work within 14 working days from your assessor
- To be contacted by your assessor within three working days of any initial request you may make
- To receive a prompt from DPN during periods when you have not submitted any work

4. WHAT DPN EXPECTS FROM YOU

DPN functions on the basis of mutual respect and responsibilities. DPN will do its best to maintain the standards and provide the services specified in this charter, but can only do so if you help by:

- Consulting our policies
- Informing us of your current address and contact details
- Responding to communications sent to you by DPN or your assessor
- Informing DPN if you have a disability or health difficulty that might affect your progress so that we can make every attempt to provide you with appropriate facilities
- Agreeing an assessment plan and target date for completion
- Using the materials provided which have been written to help all learners familiarise themselves with the standards relating to their chosen qualification
- Getting your employers permission for you to have the time and opportunity to collect evidence and for the assessor to access your workplace when required
- Providing evidence to demonstrate your competence in meeting the standards
- Undertaking further training/development if this is necessary for you to meet the standards.
- Attending any support events offered by DPN
- Keeping in regular contact with your assessor during the assessment period to obtain feedback and guidance on gathering and presenting evidence
- Providing DPN with at least 48 hours notice if an arranged appointment has to be cancelled.
- Contacting DPN immediately if there are circumstances which may prevent you completing your work on time.
- Making full use of the range of support and materials offered by DPN

5. WHAT TO DO IF THESE STANDARDS ARE NOT BEING MET

If you think that any of these standards have not been met, in the first instance you should contact the most obvious source of the service (for example, your assessor for teaching-related or the DPN office for more general enquiries). Usually things can be put right immediately, but if you are dissatisfied with the response you receive you may want to register a formal complaint. If this is the

case, please contact the DPN office, they will be able to advise you about how to do this.

6. APPEALS

Should you wish to appeal against an assessment decision, you can access our Appeals Procedure.

7. FEEDBACK

We are always pleased to receive feedback from learners and will take steps to solicit feedback from time to time. You can contact us on 01736 333700 during normal working hours.