

UK Open Learning Ltd

Complaints Policy/Procedure & Equality and Diversity

UK Open Learning Ltd is committed to dealing with any complaints quickly and efficiently so they can continue to offer students the best possible support.

If your complaint is regarding a late response from your tutor, this may be due to external factors such as:

- incorrect postage amount is being used
- email address is incorrect or 'Re' or 'Hi' put in the header so it automatically undelivered
- assignments sent to tutors without the student's name, number and address on

If you have not received a response and you have submitted your assignments following the above steps correctly, contact your tutor by email to query the delay.

If you are still not happy or if your complaint is regarding another support issue, please write to your tutor outlining your problem, and he/she will answer in writing within seven working days.

If you are not satisfied with the answer you may appeal to the Course Director at our head office and the matter will be dealt with promptly.

If you have a complaint regarding your assessment outcome, you should address this in the first instance to your tutor within seven days of receiving the feedback. The tutor will respond with further information within a further seven days.

In the event that you are still not satisfied with the outcome, you should address your complaint in writing to the head office of **UK Open Learning Ltd** within a working week of your previous response from your tutor.

The relevant authority within each organization will seek a response from the Internal Verifier for that course and will respond in writing to your complaint within ten working days. The decision of the Head of the company is final.

UK Open Learning Ltd Equality & Diversity Policy

UK Open Learning Ltd is committed to achieving equality of opportunity by recognising the diversity of learners and their needs.

It is important to our centre that we recognise the diversity of our learners immediately; by doing this we can ensure no individual is excluded from the opportunity to achieve.

All our learners should be able to access assessment tasks both physically, and in terms of gender, race, class and any other aspect of their individual background.

It is our passion to make a difference to disadvantaged individuals; we are dedicated to ensuring our provisions are accessible to all.

UK Open Learning Ltd recognises the requirements of the:

- Sex Discrimination Act 1995
- Race Relations Act 1976
- Equal Pay Act 1970
- Disability Discrimination Act 1995 and associated amendments.

We will treat employees, contractors and learners with respect & dignity and a learning environment free from unlawful discrimination, harassment or victimisation.

The recruitment, retention and achievement of students will be reviewed by the quality group to provide a means of monitoring performance and to enable positive action to be taken to achieve a balance which reflects the total student population. Such monitoring will cover gender, disability, race and age, determined by data volunteered by students at the time of enrolment.

To this end learners will be asked to self-classify their gender, race, age, and disability status at the time of enrolment. Such information will be contained within the registration form and be held confidentially.

Frequently Asked Questions

Q – I suffer from Dyslexia, will this affect my studies?

A- Our tutors will provide any additional support & guidance required for learners who have dyslexia or any other learning difficulty.

Q – I suffer from Dyslexia and cannot read information printed on white paper, will this affect my studies?

A – Our centre can request course materials to be printed on coloured paper to match the learner's requirements.

Q – I am visually impaired, will this affect my studies?

A – All course materials can be provided in large print upon request.

Q – I suffer from a hearing deficiency, will this affect my studies?

A – All tutor support is done via email so this prevents learners who have a hearing deficiency being excluded from receiving full tutor support. If the learner felt they needed to have a telephone conversation with their tutor or our centre, they could use the Talk & Type messaging service; all our staff have been trained on how to receive these calls in a sensitive and efficient manner.

Q – I am worried about doing the course as I have poor English language/literacy skills, will this affect my studies?

A - Our tutors will provide additional support for learners who have poor language or literacy skills.

Our tutors are encouraged to assess completed assignment against the assessment criteria requirement, not on the learner's language, literacy or presentation skills.