

## **Learner Rights Guidance**

At Param Qualifications, we believe every learner deserves to feel safe, respected, and supported throughout their learning journey. This guidance explains your rights in simple terms, so you know what to expect and how to get help if you ever need it.

### **Learner Rights**

#### **Fair Treatment**

You have the right to be treated equally and fairly, no matter your background, gender, age, ability, or circumstances. If you have a disability or need extra support, reasonable adjustments will be made to help you succeed.

#### **Clear Information**

You will always receive honest and up-to-date details about your course, how you'll be assessed, and when you will receive results and certificates.

#### **Quality Learning**

You are entitled to high-quality teaching and fair assessments. Tutors and assessors are trained and qualified, and you should always receive helpful feedback that supports your progress.

#### **Being Heard**

Your voice matters. You have the right to give feedback on your course and your experience, and we will listen carefully to what you say.

#### **Complaints and Appeals**

If you ever feel something isn't right, you have the right to complain. If you disagree with an assessment decision, you can appeal it. Both processes are fair, confidential, and designed to protect your interests.

#### **Safety and Wellbeing**

You have the right to learn in an environment that is free from harassment, bullying, or discrimination. Centres must follow safeguarding rules to protect you.

## Privacy

Your personal information will be kept safe. It will only be used for your learning and in line with data protection laws.

## Learner Responsibilities

Along with your rights, you also have responsibilities:

- Take part in your learning and complete your assessments on time.
- Respect your tutors, fellow learners, and the learning environment.
- Follow your centre's rules and regulations.
- Be honest in your work – avoid plagiarism, cheating, or any unfair practice.

## If Something Goes Wrong

1. First, talk to your tutor or centre manager.
2. If you're not satisfied, use your centre's formal complaints or appeals procedure.
3. If it still isn't resolved, contact us directly at Param Qualifications:
  - ✉ [info@paramqualifications.co.uk](mailto:info@paramqualifications.co.uk)
  - ☎ +44 7380328597
4. In rare cases where it involves regulation, you may contact the regulator directly.

Your learning journey is important to us. We want you to feel confident, safe, and supported every step of the way. If you're ever unsure about your rights or need help, please reach out — we're here for you.