



Training Policy

Your Rights

Your Right to High Quality Training

All students can expect the highest standards of quality training, from suitably qualified trainers.

Your Right to be Treated with Respect

You will be treated with respect, courtesy and consideration for your dignity, religious and philosophical beliefs.
All staff will treat you politely and pleasantly.

Your Right to an Explanation

If you are not satisfied with the service you receive, we encourage you to tell the trainer. You have the right to a reasonable explanation.

Your Right to Make a Complaint

If the trainer is unable to resolve the problem, please follow the steps detailed on our complaints policy.