

## **Equal Opportunities Learner's Charter**

The **Parallel Dreams Coaching Academy** is a training organisation providing sports and business coaching services both face to face and online for members of the public and organisations.

The **Parallel Dreams Coaching Academy** is committed to providing high quality training and coaching and to ensuring that equality of opportunity underpins all aspects of our work.

The following Learner Charter has been drawn up stating the standards of service you can expect to receive as a learner of the **Parallel Dreams Coaching Academy**.

Using the **Parallel Dreams Coaching Academy** you can expect;

- to receive a highly quality learning experience based on our coaching method of Learn, Enjoy, Flow and Grow
- to be treated as an individual
- to be given equal opportunities and treated fairly
- to be treated with courtesy
- to have access to advice, guidance and support to ensure your choices are informed ones and that your learning needs are met
- to learn in a healthy and safe environment
- to be provided with timely and appropriate information on your progress
- to have coaches listen to any issues, suggestions or concerns you may have, and to respond in a relevant manner

In turn as a customer of the **Parallel Dreams Coaching Academy**, we would like you to;

- be fully committed to your course/workshop/conference
- treat our coaches/deliverers with courtesy
- provide us with appropriate information to help us meet your learning and assessment needs
- ensure that your behaviour contributes to a healthy and safe environment
- abide by any rules specifically relating to online course work and/or assessment

If for any reason you wish to make a complaint, then please email us at [coaching@paralleldreams.co.uk](mailto:coaching@paralleldreams.co.uk). This policy has been approved & authorised by:

**Name: Derek Tate**

**Position: Founding Director**

**Date: 27<sup>th</sup> of June 2020**

**Signature: *Derek N. Tate***

**Review of Policy: Every 24 months**