

# FETAC Learner Charter

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FETAC formally recognises learning by making relevant quality assured awards at Levels 1-6 of the National Framework of Qualifications.

### Meeting learner needs is central to the work of FETAC

#### FETAC will strive to:

- Make world-class awards that open up opportunities personally, socially, in education, training and employment
- Make sure our awards are relevant to current and future economic and social needs
- Promote our awards, nationally and internationally, with employers and other stakeholders
- Promote progression through the National Framework of Qualifications
- Promote equality of opportunity and the recognition of the diversity of learner groups
- Publish relevant and clear information about awards and programmes through our website
- Recognise learning – regardless of how or where it is achieved
- Monitor and evaluate the effectiveness of programmes, courses and services, including learner feedback, so as to maintain and improve quality
- Make sure that all major awards may be achieved in parts so that learning can be achieved at an appropriate time and pace
- Make sure that assessment is fair and consistent
- Require providers to give learners high-quality, accessible information about the programme, services and associated FETAC awards
- Issue certificates when awards are achieved, frequently and responsively
- Consult with learners in the development and review of policies, awards and our service
- Deal with queries, correspondence and complaints in a professional, consistent and timely manner