



## NARU EDUCATION CENTRE

# CANDIDATE CHARTER

OUR COMMITMENT  
**TO YOU**

YOUR COMMITMENT  
**TO US**

### What to do if things go wrong

- Please don't allow minor issues to become major problems.
- The team at the Education Centre are pragmatic and helpful, so please speak to someone about any problems you may have.
- You will be listened to in confidence and offered support as appropriate.
- Some people who may be able to help are;
  - The Instructors
  - The Training Manager
- Alternatively, please seek assistance from any other members of the NARU team.

For more information please contact:

National Ambulance Resilience Unit  
(NARU) Education Centre

Tel: 01980 619568

@NARU\_Education



### What WE expect from you

- ✓ Comply with policies and procedures on equal opportunities, harassment and health and safety
- ✓ Inform your Instructor(s) of any special learning requirements you have in order that they can, where possible, take appropriate action
- ✓ Inform your Instructor(s) of any circumstances that are, or will be, impairing your progress
- ✓ Be punctual, motivated and committed to your own development
- ✓ Help create a supportive learning environment by treating all staff and colleagues with dignity and respect at all times
- ✓ Contribute actively to all aspects of learning either theory or practical
- ✓ Maintain an open mind and if you don't know.....ask!

### What YOU can expect from us

- ✓ Information about arrangements before you start the course and provision of any distance learning/pre read materials that may require study prior to your course
- ✓ The aims and objectives of your course either before, or at, the start of the course
- ✓ Appropriate facilities and equipment to help you undertake the necessary study
- ✓ Assessment criteria and procedures for your course, prior to or at the start of your course
- ✓ Constructive feedback on your development throughout the course, where relevant
- ✓ Approachable Instructors who are regularly assessed and developed
- ✓ Improving courses by means of regular and meaningful evaluation
- ✓ Implementation of policies on health & safety, equal opportunities, harassment and grievance resolution where appropriate
- ✓ Patient focused courses delivered by an enthusiastic and motivated team