

5.2 A provider ethos that promotes learning

The provider has an open community that values critical reflection and fosters personal and professional development for both learners and staff. Staff are appropriately qualified and experienced. There are processes in place to ensure that the content of programmes reflects advances in the relevant disciplines and that the pedagogic style incorporates national and international effective practice. The learning environment:

- Respects and attends to the diversity of learners and their needs, enabling flexible learning pathways

- Considers the use of different modes of delivery, where appropriate
- Flexibly uses a variety of pedagogical methods that are evaluated and monitored and adjusted accordingly
- Encourages a sense of autonomy in the learner, while encouraging adequate guidance and support for the learner
- Promotes mutual respect within the learner-teacher relationship
- Has procedures for dealing with learner complaints
- Has procedures for dealing with learner appeals