

Devon Recovery Learning Community

Student information



What you can expect:

Before your course you can expect:

- To be given accurate information about the courses and prompt response to any query or complaint.
- To be informed in good time if there are any changes to your course.

When you attend your course you can expect:

- That your tutor will take into account any special need or request that you have made on your application form, and help you as much as possible to get the most out of your session.
- That you will be treated with respect and fairness by your tutor and your fellow students
- That your contribution will be received and valued.

What is expected of you:

We would ask you:

- To do everything you can to arrive in time for the start of the course so that courses can begin on time and you are not kept waiting. We would encourage you to try to arrive fifteen minutes before a course begins so that you have time to get a drink and not feel rushed.
- To let us know if for any reason you can't attend.
- To let us know if there is anything which may affect your learning or your participation in the course or if you have any special needs.
- To participate in the session as much as you can, but if there is any activity that you find difficult or stressful, please just let your tutor know. You are encouraged to stay in the class even if you don't feel able to participate.
- To treat your tutors and your fellow students with respect and fairness, valuing everyone's contribution and doing your best to get the most out of the session.

More advice and information:

If you need any additional advice or support outside of class time, please contact the Recovery Learning Community directly. Course tutors are not available for any advice or support outside of classes.

The Recovery Learning Community does not allow any threatening or aggressive behaviour, or any behaviour which disrupts the rest of the class. You can expect your tutors to prevent anyone from behaving in a bullying, threatening or disrespectful manner towards you. Equally you can expect to be warned if your behaviour is not acceptable, and you may then be asked to leave if it continues.

If you are unwell, please remember that your tutors are not part of a clinical team and can't give you any treatment, but of course they will do their best to get you the help you need to stay in class, to go home or to get in touch with someone.

We will ask you to complete an evaluation form at the end of the session. This lets us know what you think about the course, and is really important to us. We will take all the feedback into account when preparing future sessions.

If you have a complaint or problem, please let us know as soon as possible. We are keen for your learning experience to be a positive one. We are really sorry if it hasn't been a positive experience for you. Do discuss concerns you have with the tutor on the day. Every partner has a slightly different complaints procedure so it is best if you contact the person you booked the course with initially to ask for information on the relevant complaints procedure. We take all complaints very seriously and learning will be undertaken as a result of your complaint at one of our regular partner meetings.

How we keep and use your personal information

The information that you give us on your registration form is kept confidential. It is available to tutors on the Recovery Learning Community, so that they know who you are and whether you have any special needs, and it is available to Recovery Learning Community staff and administrators so that we can keep track of who is benefitting from our courses and make sure that the access to them is easy and fair. Reports about the Recovery Learning Community which are circulated more widely don't have any personal information in them.

The Recovery Learning Community does not have access to clinical records. In the rare event that the tutor became very seriously concerned about the safety of a student, or someone in contact with a student, they might then pass on personal information or ask for access to clinical records. Except in a real emergency, this would never be done without making every effort to ask the student's permission.

How to get in touch

We would love to hear from you and to answer your query. Please email: dpn-tr.drlc@nhs.net
or telephone: 01392 677067
and we will get back to you as soon as we can.