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1.0	Learner / Apprentice Charter	01/08/2026
PLANNED REVIEW:	**PREPARED BY:**	**PLANNED REVIEW DATE:**
Annual	Andy Murphy, CEO	01/08/2027

About this charter

This charter sets out what apprentices and learners can expect from PEAK, and what PEAK asks of them in return. It reflects the government's apprenticeship entitlements and PEAK's own values.

What you can expect from PEAK

- Training delivered by an Ofsted Good-rated provider, built around your role and your workplace.
- A named coach or tutor who supports your progress and is there when things get difficult.
- At least 20% of your contracted working hours protected for off-the-job training, as required by your apprenticeship.
- Regular progress reviews involving you and your employer.
- A safe, respectful and inclusive learning environment, and clear routes to raise a safeguarding concern, ask for support with additional needs, or make a complaint.
- Clear information about your programme, funding, and your rights as an apprentice, before you enrol and throughout your programme.

What PEAK asks of you

- Attend and engage with your training and off-the-job learning time.
- Complete assessments honestly and in your own words, without unauthorised assistance.
- Treat your coach, tutors, employer and fellow learners with respect.
- Tell PEAK promptly if your circumstances or employment change.
- Ask for help early if you are struggling, rather than letting things build up.

If something isn't right

You have the right to raise a concern or make a complaint without fear of being treated unfairly for doing so, and the right to appeal a decision you disagree with. PEAK's Complaints Policy and Safeguarding Policy explain how.

Monitoring and Review

This charter is reviewed annually alongside PEAK's other learner-facing policies.