

# THE UNIVERSITY *of York*

## **CPD Charter**

The CPD charter aims to set out the expectations that the University has for CPD courses that do not lead to a University award.

**CPD course information should enable potential delegates to decide if a course is appropriate for their needs. CPD course information should normally include the following:**

- the aims and objectives of the course
- the level of the course
- any entry requirements
- the time commitment of the course (contact hours and any private study)
- the number of participants
- fees and any other costs
- course structure and content
- teaching and learning methods e.g. workshops or lectures
- who will teach the course
- whether the course will be assessed and, if so, how
- how participants will receive feedback on their progress
- whether successful completion of the course leads to a certificate of attendance, and/or the award of credit, and/or professional recognition (e.g. CPD points)
- whether participants will have access to any learning resources e.g. books, computers
- practical arrangements e.g. refreshments, accommodation, car parking and public transport.

**CPD delegates can expect that:**

- the course will be delivered as advertised
- that any substantive changes to the advertised course will be notified as far in advance as possible. If a substantive change is made, delegates should be given the option of withdrawing their registration and receiving a refund of any fees that they have paid
- staff will be courteous and prompt
- the teaching will be of a professional standard
- they will have an opportunity to comment anonymously on the quality the course and will be told what will happen to their comments
- that any complaints will be dealt with promptly and politely following university guidelines
- that the provision of learning resources will be appropriate for the course
- teaching accommodation will be suitable, safe and secure
- the course environment will be conducive to learning and free from discrimination and harassment
- appropriate support will be provided for students with disabilities
- personal information will be protected.

**What the University expects of CPD delegates:**

- that they will be courteous, prompt and professional in their dealings with staff and other delegates
- that they will contribute towards creating and maintaining an environment which is conducive to learning and free from harassment and discrimination
- that they will use University facilities with respect and consideration for other users
- that they will comply with University rules and regulations.