

**MAURITIUS COLLEGE OF THE AIR
DIVISION OF DISTANCE EDUCATION**

Open Distance Learner (ODL) Charter

The ODL Charter is a code of practice which we at the MCA endeavour to abide by in our transactions with you as a learner enrolled in our programmes/courses.

In turn we expect you to honour your individual commitments vis-à-vis us to render your learning experience enjoyable, meaningful, rewarding and most of all fulfilling in your personal growth and development.

In this Charter we set out our respective responsibilities to and expectations of one another.

Objectives To:

- widen access to education and training at affordable cost through the forging of partnerships with both local and offshore institutions’.
- ensure your ODL experience at the MCA is enjoyable with successful outcomes.

Your rights - Our commitment	Your responsibilities
<p><i>Before you enrol</i></p> <p>We will endeavour to provide you with:</p> <ul style="list-style-type: none"> • appropriate guidance to help you make the best choice possible for your enrolment • the relevant up-to-date prospectus for each programme/course on offer accurate information about the programmes/courses to enable you to make informed choices. <p>Management of Learning</p> <p><i>Upon enrolment</i></p> <p>We will:</p> <ul style="list-style-type: none"> • confirm your acceptance promptly • invite you to an induction to explicit the running of the programme • provide the relevant course material where appropriate 	<p>As a prospective learner you should:</p> <ul style="list-style-type: none"> • ensure to get maximum information before making your choice • consult the public advertisement / prospectus/website/ relevant documentation pertaining to the programme/course of your choice • consult us if in doubt • provide us with accurate information for records. <p>As a learner you should:</p> <ul style="list-style-type: none"> • attend the induction session, all counseling sessions and meetings organised • read all the documents provided and keep them for future reference. • monitor your own progress within the academic programme. For this you will benefit from the assistance of academic staff and academic support services

<ul style="list-style-type: none"> • provide other relevant documentation/ guidance/ resources to enable you to embark upon and follow your programme successfully • make provision for appropriate standard of teaching/learning • ensure confidentiality of your personal data submitted on your enrolment form. 	<ul style="list-style-type: none"> • fulfil all your academic/administrative obligations and comply with the workload expectations and deadlines set by tutors/Programme Managers. • draw our attention to any discrepancies so that we can take remedial action. • contribute to the teaching/learning transactions for a better organisation of your learning and successful learning outcomes. • consult your tutors regularly on academic matters. • notify us promptly of any difficulties you are experiencing on your course. • seek advice immediately in case of difficulties. • honour fee schedules. • respond to correspondence and reasonable requests from us without undue delay. • respect the rules for copyright and plagiarism etc governing individualised pieces of work such as assignments, projects • abide by regulations/rules in force concerning your courses/ programmes at MCA.
<p>Support Services</p> <p>We will provide you with a customised learner support which will include the following:</p> <ul style="list-style-type: none"> • academic support/guidance • administrative support • individualised counselling • educational advice and guidance • study/writing skills sessions • the return of your tutor-marked assignments with constructive written comments within a reasonable delay in normal circumstances • facilitating peer groups • study centre facilities including computer and internet facilities. 	

<p>Teaching & Learning</p> <p>We will endeavour to provide you with:</p> <ul style="list-style-type: none"> • an environment conducive to learning. • appropriate/relevant facilities while on MCA's premises. • an accessible and efficient administrative procedure to address your learning transactions • an appropriate learner support service • accurate, relevant and clear information as far as possible at all times • responses to your queries and ensure remedial action wherever possible • remedial action on evaluation carried out and feedback received. 	<p>As a learner we expect you to:</p> <ul style="list-style-type: none"> • be courteous in your transactions with the staff/tutors and peers at all times. • help towards contributing to an atmosphere conducive to learning. • raise any queries/complaints promptly with the staff • make use of MCA's human and physical resources judiciously at all times • ensure that we have your up-to-date contact details.
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Complaints

Should you have any complaints/concerns about the implementation of this Charter, please feel free to notify us in writing at the following address. We will address them promptly and provide you with feedback on actions taken.

Mauritius College of the Air
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Fax: 4672508
Email: mcade@mca.ac.mu