



Jersey Recovery College (JRC) provides a range of educational courses for people experiencing a mental health difficulty, for those supporting or caring for someone with a mental health difficulty and the professionals who support them. Everyone who attends JRC is a student, regardless of what brings them through our doors.

We aim to assist people in developing knowledge and practical skills to aid recovery, enhance knowledge and to manage and maintain their mental health and wellbeing.

Every course we deliver will be co-produced and delivered by a partnership between a professional in the subject and a person with lived experience.

### What can you expect from JRC before you enroll/start:

- A prospectus that highlights and briefly explains what each course covers, its aims and length of the courses;
- A clear enrolment process;
- Confirmation from the JRC of your course enrolment before the start of the course.

### During the course you can expect from us:

- A non-judgmental and diverse approach to learning;
- Respect and confidentiality;\*
- A safe learning environment that is inclusive;
- A commitment to being as accessible as possible. Where possible - and when we have been notified in advance - we will accommodate additional support needs to the best of our ability;
- Kind, informed and positive trainers to teach the classes;
- Signposting to other services that can help; \*\*
- An invitation to provide feedback on your experience which will inform the future development of the JRC.

### During the course we expect from you:

- Commitment to the course(s) that you have chosen, wherever possible;
- To notify JRC if you are unable to attend a session or have to withdraw from a course.;
- To provide us with your contact details, an emergency contact and completed paperwork before course commencement as part of your enrolment. We will keep all your information securely in accordance with our Student Privacy Policy;
- To inform us of any additional support that you will need from JRC;
- To remain polite and respectful at all times to staff and fellow students;
- To refrain from the use of alcohol, non-prescribed medicine or illegal substances;
- To not behave in a way that prevents or disrupts learning or other activities;
- To respect our trainers and fellow students' privacy and confidentiality by not: (i) recording class activities on an electronic device; or (ii) discussing personal details that have been shared outside of the classroom;
- To inform staff if you are uncomfortable or struggling with the course;
- To always provide us with honest feedback ;
- To be proud of your recovery journey.

\* We will break confidentiality if we suspect you are in danger, or there is a risk to you or others.

\*\*JRC is an education service. We are a training provider and make no warranty as to providing medical or professional help to our students. We signpost to other services where that is required. JRC is independent from the organisations, services or resources we signpost to and take no liability for student's experiences with external parties.