Equal Opportunities Learners Charter

Our commitments to learners and how we deliver them

Document code	MSU-POL-EOC-01	**Version**	2.0
Effective date	17 November 2026	**Next review**	17 November 2027
Document owner	Admissions Office	**Approved by**	President, Madison State University
Status	Approved for use	**Applies to**	All learners, staff, agents and contractors

1. Our commitment

Everyone has a part to play in achieving equality of opportunity. We believe that a positive attitude to equality and diversity is right for our learners, staff and partners. Admissions and learning at Madison State University are open and transparent, and no individual or group receives less favourable treatment because of age, disability, ethnicity or race, faith or belief, sex, gender identity, marital or civil partnership status, pregnancy or maternity, sexual orientation, nationality, economic status, caring responsibilities or any other protected characteristic under the law that applies to them.

Jurisdiction and interpretation

Madison State University is a United States institution (Colorado) that delivers online education to learners in many countries. This document applies to every learner wherever they live. Where it refers to UK or EU law, that law is the standard we follow as good practice; it does not claim UK registration, UK regulatory status or UK degree-awarding powers. Where the law of a learner's country gives stronger rights, those rights prevail.

2. Roles

Role	Responsibility in this document
President	Accountable officer for this policy. Approves it, decides final-stage cases that the President was not involved in, and holds any role below that has not yet been separately assigned.
Admissions Office	First contact for enquiries and enrolment; owns marketing consent and the claims register for marketing.
Academic Quality Lead	Oversees assessment standards, internal verification, course review and learner feedback. Appointed by the President (the President acts until an appointment is made).

3. What you can expect from us

- a high-quality learning experience;
- equal opportunities and fair treatment;
- courtesy and respect;
- advice, guidance and support so your choices are informed and your learning needs are met;
- a safe online learning environment;
- timely and appropriate information on your progress;
- staff who listen to your issues, suggestions or concerns and respond properly.

4. How we put the commitment into practice

Commitment	How we deliver it	How we measure it	Owner
Fair admissions	Published entry criteria; decisions recorded with reasons	Yearly review of admissions outcomes, using data learners give voluntarily	Admissions Office
Accessible learning	Platform and materials designed to WCAG 2.2 AA; captions and transcripts for media	Yearly accessibility check; accessibility issues resolved within 10 working days	Academic Quality Lead

Commitment	How we deliver it	How we measure it	Owner
Reasonable adjustments	Reasonable Adjustments Policy applied to every learner who asks	Decisions made within the policy time limits	Admissions Office
Respectful conduct	Clear conduct expectations; harassment can be reported under the Complaints and Safeguarding policies	Number and outcome of reports; learner feedback	President
Trained people	Equality and inclusive-practice training for staff, agents and assessors every year	Completion records	Academic Quality Lead
Review	A short equality report each year, with actions	Report to the President; actions tracked to closure	Academic Quality Lead

5. What we ask of you

- be committed to your course;
- treat our staff and other learners with courtesy;
- give us the information we need to meet your learning and assessment needs;
- behave in a way that keeps the learning environment safe and respectful;
- follow the rules for online assessment;
- raise issues, suggestions or concerns using our published procedures.

6. Complaints

If you wish to make a formal complaint, see the Complaints Policy or email info@madisonstate.us.

7. Approval and review

This document was approved by the President of Madison State University. It is reviewed at least once a year, and sooner if the law, our accreditation context or a serious incident requires it. The Academic Quality Lead keeps the change log.

Name	Mohammed Khalaf
Position	President, Madison State University
Date	17 November 2026
Signature	
Next review date	17 November 2027

Change log: Version 2.0, 17 November 2026. Full revision following an external governance review (jurisdiction statement, unified roles, fair timelines, online-learning provisions, document control).