

Parent Charter

At Kent Community Learning and Skills (Kent CLS) we believe that everyone should be treated with respect and dignity. We recognise that parents, carers, and guardians play a critical role in their child's education, and we value their partnership and involvement. We also expect that parents will conduct themselves in a manner that is respectful and appropriate when interacting with our staff, particularly our tutors.

To ensure a safe and productive learning environment for everyone, we have outlined our expectations for parental behaviour as below:

- **Respect:** Parents are expected to treat all staff members with respect, including teachers, administrators and support staff. This includes refraining from using derogatory language, making threats or engaging in any behaviour that is demeaning or disrespectful.
- **Communication:** Parents are expected to communicate in a respectful and constructive manner when interacting with staff. This includes avoiding aggressive or confrontational language and seeking to understand different perspectives when issues arise.
- **Confidentiality:** Parents are expected to respect the privacy of other learners and families by maintaining confidentiality when discussing learner related matters with others. This includes refraining from sharing confidential information about other learners or families.
- **Responsibility:** Parents are expected to take responsibility for their child's behaviour and academic performance, including attendance and home study which is crucial in supporting and extending your child's learning.
- **Collaboration:** Parents are expected to work together with tutors to support their child's growth and development. This includes being receptive to feedback and taking appropriate action to address any issues that may arise. Please, help your child keep to deadlines and complete home learning to the best of their ability.
- **Compliance:** Parents are expected to comply with Kent CLS policies and procedures, including those related to attendance and behaviour. This includes working collaboratively with Management, tutors and administrators to ensure that their child is meeting the expectations set forth by CLS.

We recognise that the vast majority of parents already conduct themselves in a respectful and appropriate manner when interacting with our staff.

This Parent Charter is designed to provide clear expectations and to ensure that all members of our community are treated with the respect and dignity they deserve.

We appreciate your cooperation in upholding these expectations and look forward to continuing our partnership in support of your child's education.