



COMMUNITY LEARNING AND SKILLS

Disability Statement

Our commitment to you

At Community Learning and Skills (CLS), we are committed to providing a safe place where everyone is welcome and treated with respect, whether attending courses in one of our centres, across the county in the community or online. Everyone has a right to feel safe and CLS, with our learners, works to create a safe learning environment.

Every year we have many learners who successfully complete their courses and achieve their goals. This includes young people and adults with physical and sensory disabilities, medical conditions, learning disabilities and difficulties and those recovering from mental health difficulties. We make every effort to respond to individual and diverse needs when notified. We work with you so your experience and expertise helps us to make the adjustments you may need to help you succeed on your course.

The Equality Act 2010 defines disability as a “substantial physical or mental impairment that has an adverse and long-term effect on a person’s ability to carry out normal day- to-day activities. CLS aims to support all learners on an individual basis, whether you have rights under the law or not.

Who can I contact?

Our capable staff are here to help you, throughout your learning journey and will do their best to make sure you are happy and well supported. If you have any questions about your course, from content, fees, accessibility or Careers Advice and Guidance (CEAIG) managers and Centre staff are available to help.

If you have any further questions about your learning support needs please contact:

clslearnersupport@kent.gov.uk or call 03000 41 22 22

Will you keep personal information about my disability confidential?

In order to provide the right support, we will ask you if you have a disability or require any additional support in order to access your chosen course. We will always seek your permission to share any relevant information with the appropriate staff to ensure that this support is provided.

If you do not wish this information to be passed on, please inform a member of staff. This may mean that we are limited in any arrangements we can make. If there are Health and Safety matters involved such as fire evacuation, we will discuss this with you at the time.

All our records are kept secure and confidential, in accordance with Kent County Council policy, UK General Data Protection Regulations (GDPR) and the Data Protection Act 2018.

If you would like further information about how we use your data, you can view our privacy notice on our website by clicking the link below or requesting a copy at any of our centres or by contacting our GDPR team on **CLSGDPR@kent.gov.uk** or by telephoning **03000 41 56 11**.

[Community Learning and Skills Privacy Notice - Kent County Council](#)

How can I have a say?

We always welcome feedback from our learners, both positive and constructive and would encourage you to share any feedback directly with your tutor or other staff member. If anything is troubling you, please share this as early as possible so that a prompt resolution can be found.

Whilst we endeavour to create a positive learning environment, we know that sometimes things do not go according to plan. Complaints can be made either in person, by letter, by phone, or by e-mail. If you need additional support to make your complaint, such as the use of a signer, translator, or interpreter, please speak to us.

We will acknowledge your complaint within 3 working days and give you a full response within 20 working days. If you wish, you can write directly to a manager at your local centre or our Head of Service. You can find further details on how to contact us on our websites as below or by telephoning on **03000 41 22 22** or **0800 731 4297**.

<https://www.kentadulteducation.co.uk/about-us/contact-us/>

<https://www.kenttrainingandapprenticeships.co.uk/contact-us/>

We want to involve all learners in improving our services and welcome any feedback to improve the service that is made available, so please get in touch.

Are your centres accessible and what support is available?

The reception areas of all main centres are accessible, with level access, lifts or ramps. Some centres have lifts and disabled parking. Details of each centre can be found on our website:

[Adult Education Centres and online courses in Kent | Kent Adult Education](#)

Every effort is made to make our buildings accessible to all learners however, this can be challenging due to the age of some of our buildings. If there is a difficulty in accessing your class or the venue, we will do our best to move it to an accessible room and discuss any other options with you. If you have a disability which may affect you leaving the building in an emergency, please discuss this with us. Your safety is very important to us and you may not be able to attend until we have discussed a Personal Emergency Evacuation Plan (PEEP).

At many of our centres, we have adjustable desks and chairs, portable hearing loops and conversers, additional task lighting and assistive software and hardware for computer use (subject to GDPR compliance).

We are able to offer other adjustments to help you access your course. These may include: handouts in large print or on coloured paper, course information presented in a variety of ways, more time to process the questions, or if you need support with the course content, please speak to your tutor as soon as you can or let us know when you enrol. We offer a range of classes and may be able to arrange additional support in class too.

Please contact your local centre to find out more:

[Adult Education Centres and online courses in Kent | Kent Adult Education](#)

Can I bring someone with me to class if I need to?

We understand that for some people, attending class without additional support can make attendance very difficult and sometimes impossible. If this is the case and you wish to bring someone with you to provide personal care and/or one-to-one support in your class, please discuss at enrolment initially and we will endeavour to make the necessary arrangements. We will ask your assistant to sign an agreement that explains our expectations.

Can I have access arrangements for exams?

If you think you may need access arrangements for exams, please speak to your tutor as soon as you can. These adjustments could be extra time, large print papers, a scribe and/or a reader, or a separate room. We will need time to put these arrangements in place, so please let your tutor know as soon as you can and discuss the evidence that will be needed to facilitate this. Any access arrangements are subject to individual need, appropriate evidence and awarding body agreement.

Can I get help with fees?

Concessions are available for some courses for learners who receive certain benefits. We also have a Discretionary Learner Support Fund that can help learners who would otherwise find it difficult to join a course of their choice. This fund may help with the costs of fees, and in some cases transport, books and childcare.

Please check on our website or speak to one of our staff in the centres.

How can I enrol?

You can enrol in person, by telephone, or via the website. If you find this difficult, you are welcome to enrol with someone to support you.

Please telephone **03000 41 22 22** for support and assistance.