

## **Everyone is Welcome**

We want everyone to enjoy learning with us in a place that is safe and welcoming. Everyone has the right to be and feel safe.

We expect our staff and students to treat each other with respect and dignity, regardless of individual differences in age, gender, race, background, disability, sexual orientation, religion or belief. We explain more in our Learner Charter.

We welcome people with disabilities. Please ask to speak to a member of staff confidentially to discuss options for any support you would like. Our leaflet 'Information for disabled students' explains more – it is available in our centres and on our website.

## **Customer Service**

We aim to offer excellent customer service. If you wish to register a comment, compliment or complaint, please speak to a member of our staff.

## **Course Information**

We offer a range of courses and programmes starting at various times throughout the year. If you are interested in a subject that does not appear in our published information please let us know. Information is available in our course directories and on our website. Or you can call us on 0800 731 4297.

## **Alternative Formats**

We want to make our information easy for everyone to understand. If you would like a copy of any information in an alternative format, such as large print, audio or braille, please speak to a member of our staff.

## **Learning Agreement/Enrolment Form**

All students are required to complete a Learning Agreement/Enrolment Form at the start of each course. For some courses an Individual Learning Plan is also used to record learning, progress and achievement.

# Student Information Leaflet 2016

## **Absence**

If you are absent for any reason or decide to withdraw from your class or programme please tell us.

## **Equipment, Books and Materials**

Unless details are given in the course information, we advise you not to buy equipment, books or materials until after the first session of your course.

## **Mobile Phones**

Please switch off all mobile phones during classes.

## **Health and Safety**

All staff and students have a responsibility to take due care of their own safety and that of others. Please report any unsafe practices or potential hazards to your tutor or any member of staff. Important Health and Safety information is displayed on our notices and given to you by your tutor. If the fire alarm sounds, please evacuate the building immediately and go straight to the assembly point. If you have a disability which may affect you leaving the building in an emergency, please discuss this with us.

## **Emergency Closures**

We may have to close our centres in an emergency or in severe weather and we may have to cancel or postpone classes. Please be aware that it is not possible to contact all students in the event of class or centre closure due to bad weather. For the latest information, check Kent Closures ([www.kentclosures.co.uk](http://www.kentclosures.co.uk)) or listen to Radio Kent 96.7FM or Heart Radio 103.1 or 102.8FM.

## **More Information**

If you would like more information about any of the following, please look in our course directories, on our website or speak to a member of staff:

- Refund requests
- Concessions
- Unique Learner Number
- Learner Support and Access Funds

