

Learner Charter

We are committed to ensuring that everyone feels welcome, valued and respected be that in centre, in outreach venues or online. We are a diverse community and celebrate this. We aim to promote British Values, Prevent, Equality and Diversity and Safeguarding in all we do. Inappropriate behaviour will be challenged including any displayed whilst learning online.

We want to ensure that everyone feels welcome, valued and respected in our centres and on our courses, in line with our commitment to the community to promote British Values, Prevent, Equality and Diversity and Safeguarding in all we do; inappropriate behaviour will be challenged. We aim to celebrate diversity.

Learner Entitlements

As a learner with CLS you will be entitled to:

- Mutual respect at all times.
- The right to be and feel safe at all times.
- The right to be treated fairly and learn in a place that is free from discrimination, harassment or bullying.
- Fair and prompt action by our staff to deal with any discriminatory incident.
- Fair and prompt action by our staff to deal with any incident that contravenes the Prevent duty/ regulations that covers all forms of extremism. **
- Clear and accessible communication with us.
- Help and support with any special learning requirements you may have.
- A response to your particular requirements if you tell us about a disability.
- To enable you to choose the correct programme of learning - Full and accurate information about our courses, including any entry requirements, the content and level of the course and what you can expect to learn.
- Clear information on how much you will have to pay, any additional costs you can expect and what financial help you may be entitled to.
- Complaints to be handled quickly and sympathetically.
- A safe and pleasant learning environment with good facilities and appropriate resources for your course of study.
- Experienced and well-trained tutors, teaching to CLS quality standards in line with Ofsted requirements.
- An individual learning plan that will enable you to chart your progress and achievements.
- Prompt and constructive assessment on your progress throughout your course.
- Impartial information and advice on your next steps in learning.
- Notification of any changes to your class or programme to be given as quickly as possible.
- Confidentiality of your personal records in accordance with the General Data Protection Act 2018 which includes the General Data Protection Regulations.
- You have the right to request what information we have about you and what your information is used for.
- The opportunity to give feedback on your course or training.
- The opportunity to be involved in the development of our services.

Learner Responsibilities

As a learner with CLS you will be expected to:

- Behave in a way that recognises and respects British Values, namely Democracy, rule of law, individual liberty and mutual respect and tolerance for different faiths and beliefs.
- Behave in a way that respects the needs of all others to teach, learn and work.
- Not making inappropriate and/or unacceptable comments regarding members of staff.
- Not demanding inappropriate and/or unacceptable amounts of staff time.
- Avoid any language or behaviour that others may find unkind, discriminatory or offensive.
- Behave in a way that does not put yourself or others in danger and follow our Health and Safety, Equality and Diversity, Safeguarding, British Values and Prevent regulations.
- It is not appropriate to be in a classroom, studio, workshop or online under the influence of alcohol, drugs or medication that could impair your ability to participate, use tools and operate machinery.
- Report any matters that may contravene the Prevent duty/regulations to an appropriate member of staff. **
- Tell us if you have a disability that may affect your learning or using any of our services.
- Attend classes or training regularly and notify us if you are unable to attend. *
- Be on time, as lateness can disrupt the learning of others. *
- Study to the best of your ability, participate as requested in learning activities and hand in set work on time. *
- Pay all course fees, examination fees and other advertised charges on time.
- Respect the property of KCC, staff and other learners.
- Help us keep our buildings and equipment clean, tidy and safe and use our resources efficiently.
- Complete all forms and other paperwork required by CLS and government funding agencies, including participation in course feedback and review. This will be completed electronically for online courses.
- Inform us of your views of our services including any suggestions for improvements.
- All phones must be set to off or silent during classes.
- During online lessons, please set microphones to mute and turn videos off when asked to do so.

* We shall always make reasonable adjustments to these requirements if regular attendance and/or handing work in on time is difficult due to a disability or in other circumstances.

** Extremism in relation to Prevent - Vocal or active opposition to fundamental British Values.

What do you think?

What you think is important to us.

We promise to deal with any complaints quickly.

We will listen to you and try to make things better.

