

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 from all types of abuse including sexual abuse and harassment.
- 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.^{***}
- Taking responsibility for your own behaviour and the affect it may have on others^{***} (a copy of our Learner Disciplinary procedures are available upon request).
- 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, General Data Protection Regulations (GDPR), Equality and Diversity, Safeguarding, British Values and Prevent regulations.
- Avoid GDPR breaches i.e sharing of personal information with others or the misuse/duplication of CLS documents with the intent to harm, impersonate or commit fraud.
- Adhere to our Academic Misconduct, Plagiarism, Copying and Duplication principles and guidance and submit work that is produced by yourself, not generated by anyone else or by any other means.
- 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 including home study. Home Learning is crucial in supporting and extending your learning. ^{*}
- 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.

When attending online courses

- Give others an opportunity to speak.
- Show respect and understanding for everyone.
- Remember your personal security; make sure there is nothing showing in your 'video' that you would prefer to be unseen i.e.
 - Family photos.
 - Things that could identify where you live.
 - Other family members.
 - Use virtual / neutral backgrounds.
- Ensure you are displaying your correct screen name (and not your email address).
- Consider your appearance; remember everyone can see you and you can see them. You are in a learning session so there are some rules you need to follow out of respect to the other learners and your tutor. Dress suitably; items like dressing gowns are not suitable and may make others feel uncomfortable. Follow the same rules as if you were going into centres.
- Do not eat during sessions; drinks are fine.
- Do not smoke or vape during the session.

- Try not to have to leave the session (we understand you may have to answer the door, etc.) since this can be disruptive to others.
- Put your phone to silent and mute your mic if you need to answer it as your call is private and others should not hear your conversation.
- Put your mic on mute when you are requested to by the tutor.
- Be ready to start on time, and ensure you have a suitable workspace to undertake and participate in the course. Ensure you have all tools and resources that are needed for the course.
- Be kind and professional; make a point to be kind and respectful in your comments. Good etiquette means conducting yourself in an online class with the respect, politeness and professionalism that you would exhibit in a real-life classroom.
- Think before you type if you are using chat. Use the chat box as a learning tool; do not use it like an instant messenger tool with your classmates and try not to distract your peers with off topic discussions.
- Ensure your camera is turned on at all times, unless prior permission from your tutor to have your camera switched off. Cameras being switched off will only be authorised in exceptional cases. You may choose to have the camera on but not to see yourself on screen (you need to hover over your video, click on the 3 dots called 'ellipsis' (...) and choose "hide self-view").
- The course is only for those enrolled. Ensure no one else is participating in the course (i.e. do not share/forward the link) or is in view of your camera. If there is more than one person enrolled in the same course please make prior arrangements with your tutor on expectations.
- Do not record any part of the session from any device and do not take photos or screenshots. If the tutor records the session, once gaining all participants consent and outlining the purpose of the recording, do not share the recording link.
- It is against the law to operate machinery or drive whilst attending an online course.

When attending exams you will be expected to:

- Advise the Exam Officer at the earliest opportunity if you will not be attending an exam.
- Arrive at the centre where you will be sitting your exam by the designated time that is stated on the exam information email. If you arrive late, it is not guaranteed you will be able to sit the exam.
- Read the exam information emails that you are sent by the Exam Officer after you have been entered for their exam. If you have any questions or need clarification, you can email the Exam Officer who will be happy to help you.
- Leave all personal belongings including phones, watches and other electronic devices in a separate secure room. They cannot be taken into the exam room under any circumstance. This room will be securely locked during the exam.
- Bring a valid form of photographic ID with you to each exam. If you do not bring ID, it is not guaranteed you will be able to sit the exam.

* 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.

*** We reserve the right to refuse access to our centres and classes at any time should it be deemed necessary to do so.

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.

