

Learner Entitlement Statement

Community and Family Learning¹ wants you to enjoy your learning opportunity and hope that it helps you to develop your interests and confidence. We believe that you deserve a good quality experience, and we will do all we can to make this happen.

This statement outlines expectations and your entitlement to receive a positive learning experience.

As a learner you should:

- Contribute to a positive, safe and secure learning environment which values and respects others
- Let your tutor know if you feel that you or someone else in the group is being treated unfairly or being bullied
- Let your tutor know if you have a learning difficulty and/or disability so they can arrange to accommodate your needs
- Take responsibility for your own learning, remembering to bring stationery and any course materials that have been provided
- Make every effort to attend all courses and arrive on time
- Let your tutor know of any unavoidable absences or if you intend to leave the course
- Follow all health and safety guidance and keep areas tidy and hygienic
- Complete all necessary forms and documents asking for support if needed
- Feel confident to challenge the tutor should you feel that your learning needs are not being met
- Tell your tutor if you are worried someone is showing signs of being radicalised
- Return any borrowed materials or resources
- Pay any fees if/when required to do so

As a learner you are entitled to:

- Express what learning interests you and the best ways for you to learn
- Enrol on a course simply and easily
- Be informed as to what to expect from your learning
- Be made aware of the facilities that are available at your place of learning
- Receive information that is clear and easy to understand
- Respect from all staff and fellow students
- Learn in a safe and friendly environment
- Good quality teaching that supports your learning needs
- Good quality teaching resources and aids that help you learn
- Constructive feedback on your progress
- Information, advice and guidance to help you decide what to do next
- Let us know if you:
 - are unhappy with any part of your learning
 - feel that you have not been treated fairly or have been discriminated against
 - would like to discuss anything to do with your current or future learning
 - feel unsafe at any point on your programme

¹ Community and Family Learning is a partnership between Nottingham City Council and approved training providers