

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 are entitled to:

- Enrol on a course simply and easily.
- Express what learning interests you and the best ways for you to learn.
- 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 your next steps.
- 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.

In return we ask that you:

- 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.

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