

COMMUNITY LEARNING AND SKILLS

Everyone matters Are you being treated fairly?



Community Learning and Skills is committed to fairness and equality of access, opportunity and achievement for all learners.

We expect all staff and learners to treat everyone with dignity and respect, regardless of individual differences in age, background, disability, gender, gender identity, race, religion or belief, or sexual orientation.

So, what does that actually mean in practice? We answer a few of your questions in this leaflet.

Q: Does “promoting equality” mean treating everyone the same?

A: No, it means treating everyone as individuals. We are ALL different and we expect everyone to treat each other with dignity and respect. Everyone must feel safe, welcomed and valued.

Q: What does “discriminate” actually mean?

A: It means treating someone unfairly, perhaps because of their race, gender, age, culture, sexual orientation, disability or background. We do not discriminate against any learner. Nobody will be denied any learning opportunity by any form of discrimination. We actively promote the inclusion of ALL our learners in all aspects of learning with us.

Q: What if another learner is rude or unkind to me?

A: As a golden rule, we expect all our learners to treat everyone as they themselves would wish to be treated, with tolerance and understanding. We have a Learner Charter that ALL learners must respect. Please speak to a member of our staff if you are concerned.

Q: How do I access careers, education, information, advice and guidance?

A: We aim to offer impartial and objective information and advice on learning opportunities and courses to help learners make the right decision on what to do next. Please speak with our centre staff, they will be able to provide help or refer you to another service or agency as appropriate for your needs.

Q: How can I get a copy of the Learner Charter?

A: You will find a copy of the Learner Charter in our main centres, on our website, or you can ask your tutor.

Q: What if I can't read it easily or don't understand it?

A: We always do our best to use plain language, but know that some people find reading more difficult than others. We have a short version with graphics. You may also ask your tutor or a member of our staff to explain in a way that you understand.

Q: What is meant by "harassment"?

A: "Harassment" is unwelcome physical or verbal behaviour that is offensive to one person or a group and creates a difficult or hostile environment.

It may be related to gender, disability, age, religion, nationality, sexual orientation or some other personal characteristic.

Some examples of harassment are indecent remarks, ridicule, malicious gossip, touching, and aggressive behaviour.

Harassment is not acceptable. CLS aims to provide a caring and safe place for ALL learners that is free from all forms of harassment or bullying. If you wish to make a complaint, it will be investigated and appropriate action taken.

Q: What can I do if I feel I have been treated badly by someone else because of a personal characteristic?

A: CLS will not tolerate any form of personal insults or abuse by anyone. Even if someone makes a comment they don't think matters or hurts anyone else, if you think it is offensive, either to yourself or someone else, you can report this to a member of staff. We will ALWAYS investigate.

Q: What do I do if I have additional learning needs?

A: If you have any additional needs which you feel may impact your learning or the ability to attend your course, in the first instance, talk to your tutor for support. Alternatively, you can contact a member of the learner experience team who will be able to advise you on the options available or email the CLS SENCo on CLSSENCO@Kent.gov.uk who will be able to support and advise what can be offered to support you.

Q. What if I think I am being bullied?

A: Bullying is treating someone in an intimidating way, being repeatedly cruel to someone who is weaker, or behaving aggressively. It is never acceptable. Do not let it continue. Make it clear to the person that you will report it if it continues and speak to a member of staff in confidence.

What do I do if I feel unsafe?

A. If you feel unsafe and at risk of being harmed by someone you know you should speak with your tutor or other trusted member of staff. We are committed to promoting the wellbeing of all of our learners. You can also email clslearnersupport@kent.gov.uk

Q: What can I do if I feel I have been treated unfairly because I am disabled?

A: All our staff do their very best to give extra support when it is needed. If there is a problem, please speak to your tutor or any member of staff and we will do our best to sort things out quickly. If you think another learner is treating you unfairly, please talk to your tutor, as this is not acceptable and we will take action.

After all, everyone matters and deserves a fair chance.

Q. How to contact us?

You can find further details on how to contact us on our websites as below or by calling 03000 41 22 22.

www.kentadulteducation.co.uk/about-us/contact-us

www.kenttrainingandapprenticeships.co.uk/contact-us

Kent Adult Education



Kent Training & Apprenticeships

