

CLS is committed to ensuring that everyone feels **welcome, valued, and respected**, whether learning in a centre, outreach venue, or online.

We are a diverse community and celebrate this. We actively promote **British Values, Prevent, Equity and Diversity, and Safeguarding** in everything we do.

Any inappropriate behaviour will be challenged, including behaviour displayed in online learning environments.

1. Learner Entitlements

As a learner with CLS, you are entitled to:

- Be treated with **respect, dignity, and fairness at all times**
- Feel **safe and protected** from all forms of abuse, including inappropriate sexual behaviour
- Learn in an environment free from **discrimination, harassment, and bullying**
- **Prompt and appropriate action** from staff in response to concerns, including discrimination or extremism (Prevent)
- **Clear and accessible communication** from CLS
- **Support for additional learning needs**, including reasonable adjustments where required
- **Accurate and complete course information**, including content, level, entry requirements, and outcomes
- **Transparent information on fees**, additional costs, and available financial support
- Access to **appropriate resources and facilities** to support your learning
- **Experienced and qualified tutors** delivering teaching aligned with CLS and Ofsted standards
- An **individual learning plan** to track your progress and achievements
- **Regular and constructive feedback** on your progress
- **Impartial information, advice, and guidance** on your next steps
- Timely notification of any **changes to your course or programme**
- **Confidential handling of your personal data** in line with GDPR
- The right to request access to your data (**Subject Access Request**)
- The opportunity to **provide feedback** and contribute to improving services
- Complaints to be handled **promptly, fairly, and sensitively**

2. Learner Responsibilities (All Learners)

As a learner with CLS, you are expected to:

Behaviour and Conduct

- Treat others with **respect, courtesy, and consideration**
- Behave in line with **British Values**: democracy, rule of law, individual liberty, and mutual respect and tolerance
- Take **responsibility for your behaviour** and its impact on others
- Avoid any behaviour or language that may be **offensive, discriminatory, or inappropriate**
- Not make inappropriate comments about staff or other learners
- Engage with staff in a **reasonable and respectful manner**, recognising their time and role
- Follow all relevant CLS policies including **Safeguarding, Prevent, Equity and Diversity, Health & Safety, and Data Protection**

Learning and Engagement

- Attend regularly, **be punctual**, and notify absence in advance where possible, including the reason for absence
- Catch up on missed work and fully **participate in learning activities**
- Complete and submit work **on time and to the best of your ability**
- Ensure all work submitted is **your own** and complies with academic integrity requirements

Safety and Compliance

- Do not attend sessions under the influence of **alcohol, drugs, or impairing medication**
- Report any concerns relating to **Safeguarding or Prevent** to a member of staff
- Respect the **property, facilities, and equipment** of CLS and others
- Help maintain a **clean, safe, and appropriate learning environment**
- Protect personal data and avoid **misuse of information or documents**

Administrative Responsibilities

- Pay all required **fees and charges** on time
- Complete all required **forms, assessments, and feedback activities**
- Inform CLS of any **additional learning needs or disabilities**

Conduct on Site

- Keep mobile phones on **silent during sessions**
- Do not film or record without **prior written permission**
- Dress appropriately; clothing must not be **offensive or inappropriate**

3. Additional Expectations for Online Learning

When attending online courses, you are expected to:

Participation and Behaviour

- Be **punctual, prepared, and ready to participate**
- Allow others to speak and show **respect at all times**
- Use chat functions appropriately for learning, not social messaging

Professional Conduct

- Dress appropriately as you would for face-to-face learning
- Present yourself in a way that is **respectful and suitable for a learning environment**
- Do not eat (drinks are permitted), and do not smoke or vape

Camera, Audio and Engagement

- Keep your **camera on**, unless agreed otherwise with your tutor
- Mute your microphone when requested
- Minimise disruptions (e.g. leaving the session unnecessarily)

Safety and Security

- Use a **neutral or appropriate background** and protect your privacy
- Ensure your display name is appropriate (not your email address)
- Do not share course links or allow others to join
- Do not **record, photograph, or screenshot** sessions
- Do not attend sessions while **driving or operating machinery**

General Online Etiquette

- Be **professional, respectful, and mindful** of others
- Think before posting in chat; remain relevant and constructive

4. Additional Expectations for Examinations

When attending exams, you must:

- Inform the **Exams Officer** as soon as possible if you cannot attend
- Arrive **on time**; late admission is not guaranteed
- Read and follow all **exam instructions and communications**
- Bring valid **photo identification**
- Store personal belongings (including phones and watches) **outside the exam room**
- Follow all exam rules to ensure **fairness and integrity**

5. Additional Information

- Reasonable adjustments will be made where required due to **disability or exceptional circumstances**
- Extremism includes **vocal or active opposition to fundamental British Values**
- CLS reserves the right to **refuse access to learning** where necessary to maintain safety and standards

6. Feedback and Complaints

Your views are important to us.

- We encourage you to **share feedback and suggestions**
- We are committed to **listening and improving our services**
- Complaints will be dealt with **promptly and fairly**