

Learner Entitlement Statement

We want you to get the most from your course with Nottingham City Council. Please read this statement which sets out the agreement between learners and Nottingham City Council to help ensure learners have an outstanding learning experience.

As a learner you should:

- Attend punctually and regularly
- Pay any fees if/when required to do so
- Let your tutor know of any unavoidable absences from the course
- Let the tutor know of anything that will affect your ability to participate in your course e.g. a health condition
- Contribute to a positive, safe and secure learning environment which values and respects yourself and others
- Keep a record of your learning and progress, with support from your tutor
- Let your tutor know if you are planning to leave the course
- Let your tutor know if there are any changes in your circumstances e.g. change of address
- Return any borrowed materials or resources

Nottingham City Council will:

- Provide information about the course before you enroll, including any entry requirements
- Check what you want to get from the course and whether it is suitable for you
- Provide you with an introduction to Community and Family Learning and the course
- Provide you with a safe learning environment where you are respected and valued and feel safe and secure
- Take positive action to promote equality and diversity
- Check whether you need any extra help Provide this extra help as far as is reasonably possible
- Provide suitably qualified, experienced and supportive tutors
- Keep you informed about your progress and achievement
- Provide you with information and advice about what you could go on to after this course
- Provide you with opportunities to let us know what you think about the course
- Deal with any complaints relating to the course or Nottingham City Council efficiently and courteously