

Learner Entitlement Statement 2025/26

Community and Family Learningⁱ want 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.
- Share your learning interests and preferred ways to learn.
- Know what to expect from your learning.
- Be informed about the facilities available at your learning venue.
- Receive clear, easy-to-understand information.
- Be treated with respect by all staff and fellow learners.
- Learn in a safe, friendly environment.
- Receive good-quality teaching that meets your learning needs.
- Access quality resources and materials to help you learn.
- Get constructive feedback on your progress.
- Receive information, advice, and guidance about your next steps.
- Raise concerns if you:
 - Are unhappy with any part of your learning.
 - Feel you have been treated unfairly or discriminated against.
 - Want to discuss anything about your current or future learning.
 - Feel unsafe at any time during your programme.

In return we ask that you:

- Help create a positive, safe, and respectful learning environment.
- Tell your tutor if you or someone else is being treated unfairly or bullied.
- Let your tutor know if you have a learning difficulty or disability so we can meet your needs.
- Take responsibility for your own learning and bring any necessary materials.
- Attend all sessions where possible and arrive on time.
- Inform your tutor if you need to miss a session or leave the course.
- Follow all health and safety guidance and keep areas tidy.
- Complete any required forms or documents, asking for support if needed.
- Speak up if your learning needs are not being met.
- Tell your tutor if you're concerned someone is showing signs of radicalisation.
- Return any borrowed materials or resources.
- Pay any fees if required.

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