

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.

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 student is treating you unfairly, please talk to your tutor, as this is not acceptable and we will take action.

Q: Why do you ask me for personal, sensitive information?

A: We want to offer learning opportunities to as many adults, families and groups in Kent as possible. Knowing more about current learners will help us work out new ways of reaching others, so that we give everyone a fair chance.

Q: Can I refuse to answer these questions?

A: Yes, but we hope that if you understand why we are asking, you won't mind! It will help us to include everyone in what we do and what we can offer.

After all, everyone matters and deserves a fair chance.

COMMUNITY LEARNING AND SKILLS

EVERYONE MATTERS

Are you being treated fairly?



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



We expect all staff and students to treat everyone else 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 student. No-one will be denied any learning opportunity by any form of discrimination. We actively promote the inclusion of ALL our students in all aspects of learning with us.

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

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

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

A: You will find a copy of Charter in our main centres or 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 of 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 students 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 he/she 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.