

## Learner and clients' rights and responsibilities

**Our Vision:** *To create and target opportunities that connect our residents and learners with high-quality jobs, qualifications and supports our businesses, to raise the level of skills for life and work.*

### Welcome

Employment, Business and Skills (EBS) welcomes you to your learning journey with us. We are committed to creating and maintaining a safe and secure environment for learners / clients and staff. We want our learners to feel safe, equal and respected when learning with us. As part of this, when you enrol, we will issue you with a badge. Your badge identifies you as one of our learners or clients. You will need to wear this badge when you are in our classes or learning centres.

EBS is committed to ensuring that we comply with Government and Council's pandemic guidance. You must follow all signs and instructions from our staff about how to behave when in one of our centres and during your course or workshop. We hope that you enjoy your time learning with us. If there is anything that we can do to support your learning, please speak to your tutor or our frontline team as soon as possible.

We value and respect our learners / clients and we make sure all we do, including our learning centres reflects this. As one of our learners or clients, you will join others and lecturer in class to set ground rules at the start of your course or workshop.

### Your rights and responsibilities

Your rights and responsibilities are set out to help us work together to ensure that you get the most out of your time with us. You must read and understand the document that sets out your rights and responsibilities. Serious breaches of your responsibilities may result in you being told to leave your course and you may not be accepted onto future courses. There is no refund if we ask you to leave your course because of your behaviour or poor attendance.

## Your Rights

### You have the right to:

- A rewarding and enjoyable learning experience.
- Be treated with respect and dignity.
- Support to help you learn.
- Information and feedback about your work.
- A safe learning environment.
- Give us feedback if we are doing well or where we need to improve.

## Your Responsibilities

### You must make sure you:

- Abide by Covid19 guidance in line with service updates.
- Follow the ground rules agreed with your lecturer and other learners at the beginning of your course.
- Attend all your learning sessions on time. If you cannot attend, you must inform your lecturer as soon as possible.
- Complete all work by the deadlines given to you.
- Keep us informed about changes of address and contact details.
- Report incidents of inappropriate behaviour to staff.
- Follow British values, for example tolerance of other faiths and lifestyles and respect for British law.
- Protect your personal information and belongings.
- Act in a safe manner and not put yourself or anybody else at risk.
- Provide any documentation to support your enrolment onto a course, or for accreditation, as soon as it is asked for.
- Pay your fees on time and in full.
- Provide accurate information when you enrol and during your learning with us.