



# COMMUNITY LEARNING AND SKILLS

## Everyone Matters – Inclusion, Equity and Learner Support

## Our commitment to you

At Community Learning and Skills (CLS), we are committed to providing a safe, inclusive environment where everyone is welcomed, respected and supported. All learners have the right to feel safe, valued and able to succeed, whether attending in centres, community settings or online.

We promote **equity and inclusion** in everything we do. This means recognising that people have different needs and ensuring fair access to opportunities, support and outcomes for all learners.

We expect all staff and learners to treat everyone with dignity and respect, regardless of age, background, disability, gender, gender identity, race, religion or belief, or sexual orientation.

## Equity and Inclusion in Practice

- **Equity** means recognising individual differences and providing the right level of support so everyone can succeed.
- **Inclusion** means creating an environment where everyone feels safe, respected and able to participate fully.

Promoting equity does not mean treating everyone the same — it means responding to individual needs appropriately to ensure fair outcomes.

Discrimination is treating someone unfairly because of a personal characteristic. CLS does not tolerate discrimination, harassment or bullying, and no learner will be denied opportunities because of these.

## Respect, Behaviour and Safety

We expect everyone to follow a simple principle:

**Treat others as you would like to be treated — with respect, tolerance and understanding.**

Harassment or bullying — including offensive comments, intimidation, gossip or aggressive behaviour — is not acceptable and will always be taken seriously and investigated.

If you experience or witness unfair treatment, please report it to a member of staff.

## Disability Support and Additional Needs

CLS supports learners with a wide range of needs, including physical and sensory disabilities, learning difficulties, medical conditions and mental health needs.

We take an **equity-based approach**, working with you to understand your individual needs and put reasonable adjustments in place.

Support may include:

- Accessible facilities and classrooms
- Specialist equipment (e.g. hearing loops, adjustable desks)
- Adapted materials (e.g. large print or alternative formats)
- Extra time or tailored support in learning and assessments

If you have additional learning needs, speak to your tutor or learner support team as early as possible.

## Accessible Learning Environment

We aim to make our centres accessible to all learners and will make adjustments wherever possible to remove barriers to learning.

Where access is challenging, we will explore alternative arrangements, including relocating sessions or adapting delivery.

If needed, we will work with you to develop a Personal Emergency Evacuation Plan (PEEP) to ensure your safety.

## Confidentiality and Your Information

Your personal information, including any disability or support needs, will be handled sensitively and kept secure in line with GDPR and Data Protection legislation.

We will only share information where necessary to support you, and with your permission unless there is a safety requirement.

## Advice, Guidance and Financial Support

We provide impartial information, advice and guidance to help you make informed decisions about your learning journey.

Support is available for:

- Course selection and progression
- Careers education, information, advice and guidance
- Learning support needs
- Exam access arrangements

Financial help may be available, please speak to a member of our learner service team or tutor.

## Raising Concerns or Feedback

We encourage all learners to share feedback or raise concerns as early as possible.

Complaints can be made in person, by phone, email or in writing. Additional support (such as interpreters) is available if needed.

- Acknowledged within 3 working days
- Full response within 20 working days

## Staying Safe and Getting Help

If you feel unsafe, bullied or treated unfairly:

- Speak to your tutor or a trusted staff member
- Contact learner support for confidential help
- Report concerns so they can be addressed promptly

Your safety and wellbeing are our priority.

## Contact Information

**Email:** [clslearnersupport@kent.gov.uk](mailto:clslearnersupport@kent.gov.uk)

**Phone:** 03000 41 22 22

**Visit:** [www.kentadulthoodeducation.co.uk](http://www.kentadulthoodeducation.co.uk) for more information on services and centres

## Everyone matters

We are committed to **equity and inclusion**, ensuring every learner has the support they need to succeed.