

1. Introduction

Kent Community Learning and Skills (CLS) is committed to ensuring that all learners, parents, carers, and staff are treated with **respect, dignity, and fairness** at all times.

We recognise that parents and carers play a **vital role** in supporting learners to achieve their full potential. We value this partnership and expect all interactions between parents/carers and CLS staff to be conducted in a **professional, respectful, and constructive manner**.

This Charter sets out our commitments to parents and carers, alongside the expectations we have to ensure a **safe, inclusive, and productive learning environment** for all.

2. Our Commitment to Parents and Carers

CLS will:

- Provide a **safe, inclusive, and supportive learning environment** for all learners
- Promote and uphold **Safeguarding, Prevent, British Values, Equity, and Diversity**
- Deliver **high-quality teaching and learning**, in line with national and Ofsted standards
- Ensure communication is **clear, timely, and accessible**
- Keep parents/carers informed of **relevant progress, concerns, and changes** where appropriate
- Treat all parents/carers with **respect, fairness, and professionalism**
- Respond to concerns and complaints **promptly, fairly, and in accordance with CLS policy**
- Work in **partnership with parents and carers** to support learner achievement and progression

3. Expectations of Parents and Carers

To support a positive learning environment, CLS expects parents and carers to:

Behaviour and Conduct

- Treat all CLS staff, learners, and wider community members with **respect and courtesy**
- Engage with staff in a **constructive and professional manner**, avoiding aggressive, threatening, or abusive behaviour
- Recognise and respect the **professional role of tutors and staff**

Communication

- Communicate concerns in a **calm, respectful, and appropriate way**
- Seek to **work collaboratively** with CLS staff to resolve any issues
- Be open to feedback regarding their child's **progress, behaviour, and engagement**

Confidentiality

- Respect the **privacy and confidentiality** of other learners and families
- Refrain from sharing or discussing **sensitive or personal information** relating to others

Support for Learning

- Encourage and support their child to:
 - Attend regularly and be punctual
 - Participate fully in learning activities
 - Complete home learning and meet deadlines
- Take responsibility for supporting their child's **behaviour and engagement**

Compliance with CLS Policies

- Adhere to CLS policies and procedures, including those relating to:
 - Behaviour
 - Safeguarding and Prevent
 - Attendance and participation
 - Equity and Diversity
- Work in partnership with staff and managers to ensure expectations are met

4. Supporting Learning in Different Environments

Centre-Based Learning

Parents/carers should:

- Ensure learners arrive **on time and prepared**
- Support adherence to **behaviour and safety expectations**
- Reinforce appropriate conduct within a learning environment

Online Learning

Parents/carers are expected to:

- Ensure learners have access to a **safe and suitable environment for online learning**
- Support appropriate **online behaviour and engagement**
- Ensure that:
 - Sessions are **not recorded, shared, or accessed by others**
 - Learners follow guidance relating to **privacy, conduct, and safety**
- Be aware of their child's participation and provide **appropriate supervision where required**

Examinations

Parents/carers should:

- Ensure learners:
 - Arrive **on time** for examinations
 - Bring any required **identification or materials**
- Inform CLS **as early as possible** if a learner is unable to attend an exam
- Support learners in understanding and following **exam regulations and expectations**

5. Partnership Working

CLS believes that effective education is achieved through a strong **partnership between learners, parents/carers, and staff.**

We are committed to:

- Listening to parent/carer feedback
- Working collaboratively to address concerns
- Supporting learners to **achieve their goals and progress successfully**

Parents and carers are encouraged to engage positively with CLS and contribute to the ongoing improvement of our services.

6. Breach of Expectations

CLS expects all parents and carers to adhere to this Charter. Where behaviour falls below expected standards, CLS reserves the right to:

- Take appropriate action to **manage unacceptable behaviour**
- Restrict access to premises or communication channels where necessary
- Escalate concerns in line with CLS policies and procedures

These measures are in place to ensure the **safety, wellbeing, and respectful treatment of all members of the CLS community.**

6. Review

This Charter will be reviewed periodically to ensure it remains aligned with:

- CLS policies
- Safeguarding and statutory guidance
- Best practice and quality standards