

Norfolk County Council Adult Learning

Your Rights as a Learner

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If you require this information in large print, audio, Braille, alternative format or in a different language, please contact us and we will do our best to help



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Our commitment to you:

- a) You have access to consistently good quality learning opportunities in your community or online
- b) We give you accurate and full information about our courses, policies, and procedures
- c) We keep you regularly updated regarding our adherence to current guidelines, requirements, and advice in respect of Covid-19
- d) You receive the support and information you need to make the right choice about a programme of learning that meets your needs and enables you to successfully achieve your objectives and progress
- e) You feel and are safe; any concerns you have will be taken seriously and followed through appropriately
- f) We comply with our policies and abide by the law
- g) Your dignity and rights are always recognised and respected
- h) You are valued and respected by others and treated courteously, responsibly, and safely
- i) You are given the opportunity to let us know what you think and influence decisions we make about our service
- j) We protect you and enable you to protect yourself from the actions, language or behaviour of others including any expression by others of extremist views or possession of extremist material
- k) You are not bullied, harassed, discriminated against and/or abused by any member of staff, learner, or other person