



Learner Policy and Standards

Kate's Training CIC

1. Policy Purpose and Commitment

Kate's Training CIC is committed to providing safe, inclusive, accessible and high-quality learning. This policy explains what learners can expect from us, what we expect from learners, and how concerns will be addressed. We will treat learners fairly, listen to their views, remove avoidable barriers and support them to achieve appropriate learning outcomes.

2. Scope and Application

This policy applies to all learners enrolled on, attending or participating in activities delivered by or on behalf of Kate's Training CIC, whether face to face, online, off site, at a partner venue or in a workplace. It should be read alongside the Code of Conduct, Safeguarding Children Policy, Safeguarding Adults Policy, Equality, Diversity and Inclusion Policy, Data Protection Policy, Health and Safety Policy, Complaints Procedure and any course-specific rules.

3. Our Commitments to Learners

- Provide clear information about course content, entry requirements, fees, timetables, assessment and progression before enrolment.
- Deliver learning through suitably competent staff using appropriate resources and methods.
- Explain induction, emergency arrangements, safeguarding contacts, expected conduct and available support.
- Assess work fairly, consistently and within stated timescales, with constructive feedback.
- Protect personal information and maintain accurate learner records.
- Promote equality, dignity and inclusion, and consider reasonable adjustments.
- Respond promptly to safeguarding, welfare, health and safety, complaints and quality concerns.
- Seek learner feedback and use it to improve provision.

4. Learner Rights and Entitlements

Learners have the right to be treated with dignity and respect; learn in an environment free from bullying, harassment, discrimination, victimisation, violence and exploitation; receive accessible information and reasonable support; know how their information is used; raise concerns without retaliation; receive fair assessment and an opportunity to challenge a decision through the relevant process; and have safeguarding concerns heard and acted upon.

5. Learner Responsibilities and Conduct

- Treat learners, staff, visitors and members of the community with dignity and respect.
- Attend punctually, participate actively and notify the nominated contact as soon as possible if absent or delayed.
- Follow reasonable instructions, venue rules, health and safety arrangements, safeguarding procedures and the Code of Conduct.
- Submit authentic work on time, acknowledge sources and avoid plagiarism, collusion, impersonation or other malpractice.
- Use equipment, premises, online platforms and learning resources safely and responsibly.



- Protect login details, confidential information and the privacy of others; do not record or share images, audio or personal information without authority.
- Tell staff promptly about support needs, changes that may affect learning, hazards, incidents, safeguarding concerns or barriers to participation.
- Do not attend or participate while impaired by alcohol, illegal drugs or misused medication.

6. Attendance, Participation and Withdrawal

Learners should meet the attendance and engagement requirements explained at enrolment. Absence must be reported to the learner support team at support@katestraining.uk as soon as possible. We will contact learners where attendance or engagement causes concern and will consider health, caring, disability, accessibility or other relevant circumstances before deciding action. Persistent unexplained absence may affect assessment, funding eligibility or continued enrolment. A learner wishing to withdraw should contact the learner support team so that options, records and any financial implications can be explained.

7. Equality, Accessibility and Learner Support

Kate's Training CIC welcomes diversity and will not tolerate unlawful discrimination, harassment or victimisation. Learners may request an accessible format, communication support or a reasonable adjustment by contacting [name/contact]. Requests will be considered individually, in discussion with the learner, while maintaining competence, safety and assessment requirements. Support may include signposting, adapted materials, additional explanation, changes to delivery arrangements or liaison with an awarding organisation or partner where required.

8. Safeguarding, Health, Safety and Wellbeing

Kate's Training CIC is committed to safeguarding learners and promoting their health, safety and wellbeing. Learners should follow all safety instructions, emergency procedures and reasonable control measures; use equipment and learning spaces responsibly; and report hazards, accidents, near misses, unsafe behaviour, illness or wellbeing concerns promptly to a tutor or member of staff. Safeguarding concerns about themselves or another person should be reported to the Designated Safeguarding Lead or deputy. Staff will listen, record concerns and share information only with those who need it to protect health, safety or welfare; confidentiality cannot be guaranteed where someone may be at risk. Where appropriate, we will provide support, reasonable adjustments or signposting to specialist services. If anyone is in immediate danger or requires urgent medical assistance, call 999; for non-emergency police assistance, call 101.

9. Assessment, Academic Integrity and Appeals

Assessment requirements, deadlines, permitted support and reassessment arrangements will be explained clearly. Learners must submit their own work and disclose sources and assistance. Suspected malpractice will be considered fairly and may be reported to an awarding organisation, funder or other relevant body. A learner who believes an assessment decision or process is incorrect should first raise it with the assessor, then use the formal assessment appeals process within the stated deadline. No learner will be disadvantaged for making a genuine appeal.

10. Data Protection and Confidentiality

Personal information will be collected, used, stored, shared and disposed of lawfully and securely for stated purposes. Learners should keep their details accurate and follow instructions for secure systems use. Information may be shared without consent where there is a lawful and proportionate reason, including safeguarding, serious risk, legal duties, funding or awarding-body requirements. Learners may exercise their information rights or report a suspected data incident by contacting the Data Protection Officer: Kate Gorski, kate@katestraining.uk.

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11. Concerns, Complaints and Learner Feedback

Learners are encouraged to raise routine concerns early with their tutor or course lead. A formal complaint may be submitted to [email/postal address] and will be acknowledged, considered impartially and answered within the timescales in the Complaints Procedure. If dissatisfied, the learner may request review by a person not previously involved and may be given details of any relevant awarding organisation, funder, commissioner or regulator. Complaints must never delay urgent safeguarding action. Feedback may also be provided through evaluations, surveys or directly to staff.

12. Management of Policy Breaches

Concerns about learner conduct will be considered promptly, proportionately and fairly. The learner will normally be told the concern and given an opportunity to respond. Depending on seriousness, pattern and risk, action may include an informal discussion, agreed improvement plan, additional support, written warning, restriction from specific activity, temporary suspension or removal from the programme. Immediate protective measures do not imply guilt. Serious or unlawful matters may be referred to the police, local authority, awarding organisation, funder or another appropriate body. The learner will be told about any review or appeal route, subject to safeguarding and confidentiality requirements.

13. Governance, Monitoring and Policy Review

The Board of Directors approves this policy and oversees assurance. Directors and managers ensure appropriate systems, resources and staff training. Tutors and support staff explain the policy, model expected standards, keep accurate records and escalate concerns. Learners read and follow the policy and seek clarification where needed. Kate's Training CIC will monitor attendance, complaints, safeguarding themes, equality impacts, outcomes and learner feedback to improve provision. This policy will be reviewed at least annually and sooner if law, guidance, services, funding requirements or organisational risks change.

Policy team and approved by:	Board of Directors at Kate's Training CIC
Effective date	1 st September 2026
Next review	1 st September 2027 or as and when required
Key contacts	Learner support: support@katestraining.uk
Instructor	Kate Gorski: kate@katestraining.uk
Applies to	Learners who attend our courses