

SEK Learner and Participant Charter

Our Commitment

At Social Enterprise Kent CIC (SEK), we are committed to creating a safe, inclusive and respectful environment where everyone feels welcome, valued and supported.

We celebrate diversity and are committed to promoting:

- equality and inclusion,
- safeguarding and wellbeing,
- British Values,
- respectful behaviour,
- and positive participation across all programmes and activities.

We want every learner and participant to feel supported to achieve their goals and progress positively.

What You Can Expect From SEK

As a learner or participant, you can expect:

- to be treated fairly, respectfully and with dignity
- to feel safe and supported
- learning environments free from bullying, harassment and discrimination
- clear and accessible communication
- helpful and supportive staff
- high-quality learning, training or employability support
- opportunities to give feedback and share your views
- support with additional learning or wellbeing needs where possible
- information about progression, careers or next steps
- fair and constructive feedback on your progress
- a safe and suitable learning environment
- confidentiality and appropriate handling of your personal information
- complaints or concerns to be taken seriously and handled fairly

What We Ask from You

We ask all learners and participants to:

- treat others with respect and kindness
- contribute positively to learning and activities
- value different backgrounds, beliefs and opinions
- behave in a way that helps everyone feel safe and included
- attend sessions and activities as agreed
- arrive on time wherever possible
- communicate with staff if you are unable to attend
- participate to the best of your ability
- complete agreed activities or work
- follow health and safety guidance
- use online platforms and resources appropriately
- respect SEK property, equipment and learning spaces
- protect personal information and confidentiality
- raise concerns appropriately and respectfully

Respectful Behaviour

SEK will not tolerate:

- bullying,
- harassment,
- discrimination,
- threatening behaviour,
- hate incidents,
- abusive language,
- or behaviour that makes others feel unsafe or uncomfortable.

Inappropriate behaviour may result in action being taken in line with SEK procedures.

Online Learning Expectations

When participating in online sessions, learners and participants are expected to:

- behave respectfully and professionally
- allow others the opportunity to speak
- use appropriate language and communication
- participate from a safe and suitable environment where possible

- avoid recording sessions or taking screenshots without permission
- keep personal information secure
- use cameras and microphones appropriately in line with tutor guidance
- avoid disruptive behaviour during sessions

SEK recognises that individual circumstances may affect online participation and will consider reasonable adjustments where appropriate.

Support and Wellbeing

We understand that people may experience challenges that affect participation, learning or wellbeing.

We encourage learners and participants to speak to us if they:

- need additional support,
- require reasonable adjustments,
- are experiencing wellbeing difficulties,
- or have concerns affecting their participation.

SEK will always aim to provide appropriate support or signposting where possible.

Safeguarding and Safety

All learners and participants share responsibility for helping to maintain a safe environment.

Any safeguarding, wellbeing or safety concerns should be reported to a member of staff or the safeguarding team as soon as possible.

Working Together

By participating in SEK programmes and activities, learners and participants agree to:

- contribute positively,
- behave respectfully,
- and support an inclusive learning environment for everyone.

Together, we can create safe, supportive and positive experiences for all.